

Transportation Working Group
Advisory Committee for Persons with Disabilities
Tuesday, September 25, 2018
Room 193, City Hall

Members in Attendance:

Paula Kilburn (Chair), Elizabeth (Jane) Cardno, Tom Manzuk, Tim Murphy, Alan Nicolls, Kim Nolan, Tim Nolan, Robert Semkow

Also Present:

Peter Wobschall, Owen Quinn, Mark Mindorff, Kathy McVicars, Mark McNeil (DARTS Passenger), Mary Sinclair

Regrets/Absent:

Terri Wallis (Vice-Chair), George Hough, Aznive Mallett, Dennis Guy

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda** - approved
 - Members welcomed Peter Wobschall, new Senior Project Manager with HSR Customer Experience & Innovation; he previously worked for City of Hamilton Public Works Department (i.e. roads, strategic planning) and Green Venture
2. **Review of Meeting Notes – July 24th & August 28th** – approved
3. **HSR Service**
 - a) Seatbelts – deferred until next meeting
4. **DARTS Service**
 - a) Contract Negotiations - Job security is main issue; next meetings with Union scheduled for October 10, 11 & 15
 - b) Accessible Vehicle (Toyota Sienna) – on site for members to view
 - c) Cancellations
 - Warning/Suspension letters as per Service Infractions software were distributed and discussed; members had following comments:
 - No Show & Cancellation (NSC) Policy was originally approved by Council so any changes must be reviewed by Council
 - Should not use a point system (i.e. 2 for No Show and 1 for Late Cancel) as original policy does not have this in place but rather allowable limits (i.e. maximum of 3 No Shows per month)

7.4(c)

- There should be a penalty if passengers are abusing system as high cancellation rates have significant impact on service
 - Service Infractions was previously discussed by TWG members but did not go to full ACPD meeting – Owen to confirm
 - Why ATS-DARTS has not enforced the NSC policy during past few years; previous ATS management were of opinion that DARTS were incorrectly coding cancellations so hard to enforce
- DARTS management noted that 25% of all trips are cancelled (about 500 cancellations per day) so they recommended that letters be issued as this may help change passenger behaviour
 - DARTS offered to report initial Service Infraction results to TWG

d) Other

Trip Costs by Provider – Information distributed

Driver Complaints per 10,000 rides – Driver conduct highest with taxis

On Board Time

- Tim N. requested information on number of trips where passenger is on board vehicle for more than 1 hour and can this information be provided for each season; DARTS can provide reports
- Mark Mindorff noted that on board times relate to productivity as DARTS needs to achieve a minimum of 2 trips per hour

On Time Performance

- In 2017, DARTS was 99% on time for passenger pick-ups within 30 minutes past negotiated pick-up time

Calling/Buzzing Passengers in Apartment Buildings

- DARTS has 10 minute call ahead feature available for passengers; Kim suggested that DARTS advertise this on their phone system

10 Cent Increase for Bus Tickets – Council Approved Item

5. **Accessible Transit Services Review** - Next Meeting - September 27th
 - Meeting was cancelled at request of the Chair
6. **ATS Performance Report – 2017 Year End** – previously distributed
7. **AODA Integrated Accessibility Standards**

7.4(c)

- Metrolinx will hold joint accessibility public meeting with City of Hamilton on November 29th at Hamilton Public Library (Central branch)

8. **ATS-DARTS Policy Review**

a) Guide Dogs and Service Animals

- Members reviewed policy and provided comments
- HSR staff will review AODA Customer Service Standard to ensure that correct terms are used in policy (i.e. service animal or support animal)
- Policy will be revised and distributed at next meeting

9. **Other Business** – no discussion

10. **Next Meeting** – October 23, 2018