

Transportation Working Group
Advisory Committee for Persons with Disabilities
Tuesday, October 23, 2018
Room 193, City Hall

Members in Attendance:

Paula Kilburn (Chair), Aznive Mallett, Tom Manzuk, Tim Murphy, Alan Nicolls, Kim Nolan, Tim Nolan, Robert Semkow

Also Present:

Owen Quinn, Mark Mindorff,

Regrets/Absent:

Terri Wallis (Vice-Chair), Elizabeth (Jane) Cardno, George Hough, Peter Wobschall, Dennis Guy

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda** - approved
2. **Review of Meeting Notes – September 25th** – approved
3. **HSR Service**
 - Members requested if HSR training staff could attend next meeting to discuss HSR service issues/policies (i.e. seatbelts)
4. **DARTS Service**
 - a) Contract Negotiations - next meeting with Union is October 29th
 - b) Trip Cancellations
 - Revised cancellation policy was reviewed; members had comments:
 - Points system used by Service Infractions (SI) software should be incorporated with current No Show and Cancellation Policy which was approved and implemented in 2005 (as result of OHRC settlement); revised policy should include policy conditions, actions, definitions, etc.
 - Passengers should be encouraged to cancel any unwanted trips on time (goal is to change passenger behaviour)
 - Service Infractions (SI) was previously discussed by TWG in March, 2017 and notice did go to ACPD and Council meetings
 - DARTS will revise cancellation policy for discussion at next meeting
 - c) Other

- Members asked DARTS to provide monthly data as follows:
 - On Board Times – number of trips where passenger on board vehicle for more than one hour
 - Late Pick-ups – number trips where DARTS late beyond 15 minute pick-up window
- 5. **Accessible Transit Services Review** - Next Meeting (To Be Determined)
- 6. **AODA Integrated Accessibility Standards**
 - a) Accessibility Public Meeting – November 29th
 - Persons can pre-register for meeting on Metrolinx website
 - Members to confirm with Terri Wallis if she is still member of Metrolinx Accessibility Advisory Committee
- 7. **ATS-DARTS Policy Review**
 - a) Guide Dogs and Service Animals
 - Members reviewed policy and provided comments
 - HSR confirmed correct terms used in policy (i.e. guide dog, service animal) as per AODA Customer Service Standard; Tim N. noted Accessibility Directorate Ontario does not intend to change definitions
 - DARTS will accommodate passengers with guide dogs/service animals
 - b) Customer Service Policies
 - Members requested update on City Lab project to review DARTS Customer Service policies; Dennis to provide update
- 8. **Other Business** – no discussion
- 9. **Next Meeting** – November 27, 2018