

Transportation Working Group
Advisory Committee for Persons with Disabilities
Tuesday, February 26, 2019
Room 193, City Hall

Members in Attendance:

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

Also Present:

Peter Wobschall, Owen Quinn, Mark Mindorff, Kathy McVicars

Regrets/Absent:

Terri Wallis (Vice-Chair), Tim Murphy

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda** - approved with items:
 - Transfer Time on HSR
 - Orientation on ATS-DARTS Service
2. **Review of Meeting Notes – October 23rd** – approved
3. **HSR Service**
 - Members requested if HSR training staff could attend next meeting to discuss HSR service issues/policies (i.e. seatbelts); and infrastructure & strategy staff attend future meeting to discuss snow clearing at bus stops

Transfer Time on HSR

- Jane provided draft motion for additional Transfer Time on HSR for persons with disabilities; members revised motion for ACPD as follows:
ACPD requests City Council to direct staff to investigate the feasibility of HSR extending the duration of HSR bus transfers for persons with disabilities including consultation with ACPD on this process.
Whereas, Accessibility for Ontarians with Disabilities Act (AODA) Standards stress the need for equity of services on transit;
Whereas, those experiencing disabilities such as mobility challenges are frequently slow moving, requiring a longer time to reach bus stops, especially those mid-block and, similarly more time to complete tasks such as shopping and appointments;
Whereas, there is no actual financial costs to implement this practice;
Whereas, benefit may be gained from the goodwill and educational process that acknowledges diversity in ridership.

4. **DARTS Service**

a) On Board Times

- Mark noted 3% trips passenger on board vehicle more than 60 minutes

b) Late Pick-ups

- Mark noted DARTS on-time for approx. 92% trips (within pick-up window)
- Members noted that DARTS needs to be reliable as passengers often have other support services waiting at home so they must not be late

c) Complaints

- Members asked ATS-DARTS to provide monthly reports on complaints;
- Owen confirmed the 2017 ATS Performance Report was distributed in 2018 and this includes number and type of complaints received

ACTION: DARTS can provide monthly reports for On Board Times, Late Pick-ups and Complaints

5. **Accessible Transit Services Review** – no discussion

6. **Taxi Scrip Program** – no discussion

7. **AODA Integrated Accessibility Standards** – no discussion

8. **ATS-DARTS Policy Review**

a) No Show & Cancellation Policy

- Revised policy incorporates points system (used in Service Infractions software) into original policy approved by Council in 2005; members questioned whether revised policy should go to Council for approval
- DARTS receives about 600 cancellations per day; no shows, cancels at door and late cancellations have most impact on service
- ATS-DARTS will finalize cancellation policy for discussion at next meeting
- Revised policy should be added to DARTS website

b) City Lab project – no discussion

9. **Other Business**

a) Metrolinx Accessibility Advisory Committee

- It was confirmed that Terri Wallis is a citizen member of Metrolinx Accessibility Advisory Committee; if she is not reapplying then ACPD should recommend a member for this Committee
- Paula will contact Metrolinx to obtain Terms of Reference

b) Orientation on ATS-DARTS Service

- Paula recommended orientations for new passengers every 2 months which could be done in group sessions
- Currently there are no in-person orientation sessions for new passengers and when ATS did offer them, including complimentary trips on DARTS to and from ATS Office, there was a 30% cancellation rate
- ATS completes orientations by telephone and mails out ATS-DARTS User Guides to all new passengers
- Peter mentioned possibility of having orientation material in dvd format
- Tim inquired as to how much time it takes to complete an orientation
- Tim mentioned possibility of using University students from School of Social Work to complete orientations; Peter responded that City staff would have to develop, monitor and supervise this system
- Tom asked if new passengers are getting adequate information on ATS-DARTS service at current time, and if this is using valuable resources
- DARTS coordinates meetings with various stakeholders, such as dialysis units and group homes, to educate passengers and caregivers on service

10. **Next Meeting** – March 26, 2019