

Transportation Working Group
Advisory Committee for Persons with Disabilities
Tuesday, March 26, 2019
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:

Peter Wobschall, Owen Quinn, Mark Mindorff, Jennifer Knight

Regrets/Absent:

Terri Wallis (Vice-Chair), Elizabeth (Jane) Cardno

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda**
2. **Review of Meeting Notes – February 26th – approved**
3. **HSR Service**
 - a) HSR Operator Training
 - Jennifer Knight, HSR Instructor, attended meeting (she has worked for HSR for 13 years with 6 years as an instructor); she answered questions from members regarding HSR service and duties of operators

Seatbelts

- Seatbelts are mandatory depending on bus model; 11 & 12 series seatbelt mandatory in rear wheelchair area while 15 to 18 series, seatbelt is mandatory in both wheelchair areas (to prevent tipping)
- HSR policy to secure wheelchair, so wheelchair should have own seatbelt
- Members had concerns that person is not being secured to wheelchair; Jennifer will discuss this issue with HSR management

Loading

- It is easier for person with wheelchair to load at back of bus; members noted that scooters are easier to back onto bus
- HSR policy notes persons using wheelchairs or scooters must remain in their devices, they should not leave device unattended and move to seat
- Jennifer noted HSR offers training for persons with mobility devices on how to board/deboard (alight) buses; requests can be sent to HSR (contact information will be distributed to members)

Training

- Training for HSR Operators is 28 days in total (in-class and on-road) and includes AODA requirements; 3 day refresher available for operators
- HSR currently has 4 full-time instructors, but are short-staffed at moment

Other

- Operators should ask persons to vacate seats in wheelchair area if person with mobility device requires this space
- Every time person with mobility device boards bus then operator should record this information in terminal (Ranger); Jennifer can provide data on number of boardings on HSR buses for persons using mobility devices
- If operator passes by person with mobility device at bus stop because no space on bus, then operator should communicate this to passenger
- Operators are not trained in First Aid/CPR (liability for HSR)

b) Re(envision) Survey

- Peter gave information handout on HSR Re(envision) survey
- Survey is to obtain feedback on current service and future needs; includes questions on income status and preference for transit
- Goal was to get 2,500 completed surveys; 5,000 received to date
- Members had concerns with accessibility of survey; ATS will discuss with Jay Adams, Senior Project Manager, who is coordinating survey

4. **DARTS Service**

a) On Board Times

- Mark noted 2% of trips passenger on board vehicle more than 60 minutes

b) Late Pick-ups

- DARTS on-time for 92% of trips (within pick-up window)

c) Complaints

- Mark noted DARTS has about 1.2 complaints per 1,000 trips while ATS noted about 2.07 complaints per 1,000 trips; ATS-DARTS will review

5. **Accessible Transit Services Review**

- Mark noted new ATS Review Subcommittee has not been set-up yet

6. **Taxi Scrip Program**

- Owen circulated samples of current Taxi Scrip coupon books; members had following comments:

- \$5 coupons can be mistaken for order form by persons with visual impairments so suggestion to either remove one corner or have 3 holes punched in \$5 coupon
 - Taxi drivers are supposed to complete required information on back of each coupon; members noted most drivers don't do this and some drivers (Blue Line Taxi) use coupons to pay for gas
 - Taxi Scrip coupon books have serial number which is assigned to a registered ATS passenger at time of purchase by City sales agent (books can be tracked as to which passenger purchased them)
7. **AODA Integrated Accessibility Standards** – no discussion
8. **ATS-DARTS Policy Review**
- a) No Show & Cancellation Policy
 - Peter noted revised policy based on original policy approved by Council
 - ATS-DARTS will start with an educational approach including letter to remind passengers of policy and it will be enforced
 - DARTS will use various communication tools to introduce revised policy including website, phone message, posters
 - Mark noted long-term goal is to have automated phone calls to passengers as letters cost \$1 each to mail
 - Members noted their support for the revised policy
 - b) City Lab Project
 - Peter noted City Lab has request for McMaster University and Mohawk College students who are interested in study for service animals on transit
9. **Other Business**
- a) Metrolinx Accessibility Advisory Committee
 - Paula noted ACPD members can apply to Metrolinx if they want to join Committee; perhaps ACPD could nominate a member
10. **Next Meeting** – April 30, 2019