

Transportation Working Group
Advisory Committee for Persons with Disabilities
Tuesday, April 30, 2019
Room 193, City Hall

Members in Attendance:

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

Also Present:

Peter Wobschall, Jay Adams, Owen Quinn, Mark Mindorff, Kathy McVicars

Regrets/Absent:

Elizabeth (Jane) Cardno

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda – with additional items:**
 - HSR Electric buses
 - UBER
2. **Review of Meeting Notes – March 26th** – approved
3. **Taxi Scrip Program**
 - Jay Adams, Senior Project Manager – HSR Customer Experience, gave overview of proposed new Taxi Scrip coupons and noted following:
 - Two proposed approaches for design: 1) actual people (Canadians including persons from Hamilton) who had disability or were advocates for people with disabilities; and 2) different representations of people with disabilities (i.e. person in wheelchair or person with service animal)
 - Holes to be punched in top right corner – one hole in \$1 coupon, two holes in \$2 coupon and 3 holes in \$5 coupon
 - Colour scheme – green for \$1, yellow for \$2 and blue for \$5
 - Order form would be at back of coupon book
 - HSR logo to be added to coupons (since an HSR-City service)
 - Coupons are printed every 1 to 1½ years so design could change
 - Next print order will be June of 2019
 - Members had following comments:

- Order form should have perforation so it's easier to be removed from coupon book
- Yellow not good colour to use; colours should be dark and vivid (i.e. Hunter Green, Navy Blue, Dark Red like Burgundy)
- Colours should be same for each denomination (\$1 green, \$2 red, \$5 blue)
- Instead of actual people on coupons use generic images of persons with disabilities in positive way or symbols of accessibility
- Perhaps coupons could contain art work from persons with disabilities or pictures of local (Hamilton) landmarks
- Only small audience for Taxi Scrip which is persons with disabilities and taxi drivers, so design on coupons is not a significant matter; passengers will not spend too much time looking at design but rather the monetary value of coupon
- There could be a contest held for design of coupons

4. **HSR Service**

a) HSR Electric buses

- Peter noted that HSR is looking to purchase electric buses and that maintenance staff are testing them at current time
- Tim N. advised HSR may want to run electric buses both below and above the escarpment only; should prevent these vehicles from going up and downhill as it may be challenging on them (i.e. battery issues)
- Aznive inquired about cost difference between electric and fuel buses; Peter did not have exact figures but noted electric buses cost more

5. **DARTS Service**

a) On Board Times (information handouts were provided)

- Mark noted that 3% of trips result in passenger being on board vehicle more than 60 minutes

b) Late Pick-ups

- DARTS and subcontractors on-time for 88% trips (within pick-up window)

c) Complaints

- DARTS and subcontractors had 97 validated complaints for March

d) Trips

- DARTS and subcontractors performed 72,000 trips in March
- DARTS about 92% non-ambulatory (wheelchair); overall service is approximately 20% non-ambulatory trips

- Tom noted AODA legislation has resulted in increase of ambulatory trips
- Mark stated Hamilton has highest specialized transit trips per capita in Canada (1.4 trips per capita)
- e) Cross-boundary Travel
 - Mark noted DARTS are receiving many requests from passengers living in Burlington who need access to DARTS service
- 6. **AODA Integrated Accessibility Standards** – no discussion
- 7. **ATS-DARTS Policy Review**
 - a) No Show & Cancellation Policy
 - Peter reiterated original policy approved by Council in 2005
 - ATS-DARTS will target passengers with high cancellations
 - Additional ATS staff are to be hired during next 6 to 8 weeks; this will ensure sufficient staff are available to enforce the cancellation policy
 - b) City Lab Project
 - City Lab project has started; research team will review service animal policies for transportation from Ontario, Canada, U.S.A and globally
 - Research should be completed by August of 2019, so team could be invited to ACPD to present findings
- 8. **Other Business**
 - a) Greater Toronto Hamilton Area (GTHA) Advisory Committee Roundtable
 - Event is scheduled for May 14th at Toronto City Hall; Terri could attend
 - b) UBER
 - Aznive inquired if UBER provides service for persons with disabilities
- 9. **Next Meeting** – To Be Determined