

7.4(a)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
Transportation Working Group
Tuesday, September 24, 2019
Room 193, City Hall

Attendance: Tim Murphy, Kim Nolan, Anthony Frisina, Shahan Aaron, Tim Nolan

Also Present: Jayne Cardno

Regrets: Aznive Mallet, Mark McNeil

AGENDA ITEMS:

1. WELCOME & INTRODUCTION / APPROVAL OF AGENDA

The Transportation Working Group approved the agenda as presented.

2. PRESENTATIONS

David Nevin – Banned from using HSR

David Nevin advised the Working Group that he was banned from using HSR by HSR under the provisions of the *Trespass to Property Act*, R.S.O. 1990, Chapter T.21 for a period of 1 year.

Following the presentation, the Working Group noted that this matter was not within their purview and would therefore be informing Mr. Nevin to contact the Clerk's Office in order to determine his next steps.

3. PREVIOUS MEETING NOTES

The Transportation Working Group approved their Meeting Notes from August 27, 2019, which were distributed to members for review via email.

4. DISCUSSION ITEMS

(a) Turning Prioritized Items into Action Items

- (i) Customer Service Policy Review
 - (a) DARTS Transit
 - (b) HSR

The Transportation Working Group requested that staff provide them with copies of these policies for review at a future meeting.

- (ii) Training Process of Customer Services
 - (a) DARTS Transit
 - (b) HSR

The Transportation Working Group request that the HSR Trainer be invited to a future meeting to present the training material being utilized by the HSR respecting customer service.

(b) Administrative Support

The Transportation Working Group will based on accommodation requirements, be requesting administrative support from City Council for all Working Groups, which could be considered as part of the proposed ACPD 2020 budget.

(c) Passenger Bills of Rights

The Transportation Working Group will be researching Passenger Bills of Rights in Hamilton and other municipalities including Canada and USA.

Potential avenues to obtain information respecting Passenger Bills of Rights:

- AODA Customer Service Guidelines
- AODA Alliance – David Lepofsky – Customer bills of rights
- Working Group Reports

5. OTHER BUSINESS

(a) Member Attendance Matter

The Transportation Working Group was advised that Tim Murphy as of October 2019, will not be available to attend meetings for a few months due to a medical procedure.

(b) Refreshments for Working Groups

The Transportation Working Group requested that refreshments be ordered for all Working Groups (Coffee, Tea, Water, Juices, Sandwiches (plus Vegetarian option)), for 5-6 members at this time.

(c) Transportation Working Group Terms of Reference

The Transportation Working Group is to develop their Terms of Reference, including the Working Group's Mandate at a future meeting.

6. AGENDA ITEMS FOR NEXT MEETING

- Response for communication request – determine the process for presenting at ACPD and/or any of the Working Groups
- City Clerk guidelines for ACPD and TWG – determine the extent of the Office of the City Clerk's role in supporting ACPD and TWG

7. ADJOURNMENT

There being no further business, the Transportation Working Group adjourned at 6:00 p.m.