

## 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

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### **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.