

# Added Item 7.3(a)

## ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

### Transportation Working Group

Tuesday, January 28, 2020

Room 193, City Hall

Attendance: Shahan Aaron (Chair), Mark McNeil (Co-Chair), Paula Kilbur, Tim Nolan, Kim Nolan, Mary Sinclair, Tom Munzук, Aznive Malett

Presenters: Jay Adams, Mark Mindorff, Kathy McVicars

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#### **AGENDA ITEMS:**

##### 1. Mark Mindorff with DARTS Low Floor Lift Promaster

###### Presentation Information

- Smoother transition
- Can accommodate 2 – 3 wheelchairs
- Fewer driver injuries
- \$100,000 range for vehicle cost
- Hand grips on the inside of the van
- Whole lift needs to touch ground before loading and unloading
- Sienna not as productive as Lift Promaster
- Floor is 18 inches high

###### TWG Members observations

- Enhanced suspension
- It takes time
- Wobbles due to high floor
- Didn't like it as it is a lift
- Not good in winter
- Snow and ices clearing need to be addressed
- No possible lift on the side

- Lower than high floor, better at managing wheelchair

#### TWG Recommendations

- Needs better handles
- Loading and unloading signage

#### TWG Inquiries

- Loading and unloading time using the lift when compared to ramp
- In case of a rear end accident where the lift might be damaged, what's the back up option

#### 2. Welcome & Introduction / Approval of Agenda Aznive Mallett / Mark McNeil

#### 3. Review of Meeting Notes – November 26, 2019 Paula Kilburn / Anthony Frisina

#### 4. Review ATS-DARTS Policies

- Separate city and darts policies
- Review AODA regulations to check what updates are necessary
- AODA > Municipal Policies > Public Transit > ATS - DARTS

#### ATS - DARTS

- Point system not yet implemented
- Same ride change is counted as cancellation
- Regular newsletter informing of change
- Better clarity in communication
- Education for passenger
- ATS reviewing billing process
- Starting a communication plan
- System accountability for being outside the pickup window

- Automatic call back (recommended)
  - Hold DARTS accountable
5. Bus Shelter Accessibility
- Main St at McNab St
  - Forward to BEWG
6. Discussion of Agenda Items for next meeting 5:20 pm
- AODA Regulation
  - AODA functionality
  - Find if council accepted the policy review
  - Clarification on loading and seatbelt on to HSR
  - Audit of eligibility process – timeframe 3 months
  - Check GIC presentation
7. Community Bus
- Jay Adams, Senior Project Manager, Customer Service
- Re-envision the HSR
- Improve service for conventional transit
- Understand the experience of customer
- Implementation of changes in 16 – 18 months
- Summer > proposing changes
- [reenvision@hamilton.ca](mailto:reenvision@hamilton.ca)
- [hamilton.ca/myhsr](http://hamilton.ca/myhsr)
- Results of Re-Envision Survey
- Connecting with Business Improvement Area, Neighborhood Association, Chambers of Commerce, Schools, Real Estate Board
  - 40% of total data collected is usable
  - Chair Restrain Policy needs to be clear

8. Adjournment by Anthony Frisina at 5:55 PM