

Added Item 7.4(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), Anthony Frisina, Paula Kilburn, Tim Nolan, Kim Nolan, Mary Sinclair, Tom Manzuk, Aznive Mallett

Presenters: Jay Adams, Mark Mindorff, Kathy McVicars

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
- 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