



Accessible Transportation Services

2200 Upper James Street

P.O.

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Mount Hope, ON L0R 1W0

Phone: 905.529.1212 Fax: 905.679.7305

E-mail: ats@hamilton.ca Website: www.hamilton.ca/ats

HSR PROPOSAL FOR PUBLIC CONSULTATION ABOUT HSR AND ACCESSIBLE TRANSPORTATION ACCESSIBILITY, ADAPTED TO COVID PRECAUTIONS – November 10, 2020

Background

AODA mandates the following:

Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan. O. Reg. 191/11, s. 41 (2).

In previous years, HSR partnered with Metrolinx and participated in their Hamilton event. Last year, Metrolinx did not come to Hamilton and so HSR/ATS held an event in the City Hall meeting room in Oct 2019; (Re)envision Consultation bus participated. Plan was to re-vamp and hold spring event (upper city) and fall event (lower city) for 2020. COVID struck and precludes any in-person events. The HSR plans to engage community stakeholders in as accessible a way as possible, while planning for ongoing engagement (at least 2x per year). Metrolinx is planning to use their Engage Platform: <https://www.metrolinxengage.com/en>; TTC has conducted a virtual meeting: http://www.ttc.ca/TTC_Accessibility/Public_Forum_on_Accessible_Transit/2020/index.js

2020 Plan

Present a pre-recorded and captioned video presentation of HSR and ATS accessibility updates, including responses to a representative sample of feedback from stakeholders, and provide options for further questions and feedback.

Timeline:

Solicit questions, suggestions, general feedback – week of November 16, with deadline of November 27.

Channels:

- newspaper advertisement
- ATS out front message and web page
- City of Hamilton Engage platform: <https://engage.hamilton.ca/>
- Posters at Hunter St.
- Email to high-volume users (mailing list currently in receipt of COVID updates)
- Other networks (McMaster EMBOLDEN steering committee, Healthy Aging)



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- Include analog options – phone number, mail in/drop-off of comment forms at Hunter St. Go

Choose representative sample of questions and draft responses to these – deadline of November 28.

Record video presentation of Accessibility updates and responses to questions chosen – deadline November 30

- Use WebEX to record team presentations and answers
- Professional captioning and descriptive captioning for hearing/visual disabilities done by November 30

Post Video to CoH YouTube Channel for public viewing – Week of Dec 2

- Video to include contact information for further feedback; include analog options for people (feedback form mail-in)

Present outcomes to ACPD as info update to January meeting

- Summary to include questions we were able to address in video and others that we did not address yet (but plan to address)
- Include lessons learned, etc. and plan for Spring 2021 (virtual, live, or both) – goal would be May 2021. Roll into a twice-yearly opportunity to collect feedback (this does not take place of our Accessible Transportation Services Customer Service phone line: 905-529-1212 and email: ats@hamilton.ca).