

Added Item 5.3

From: Michelle Martin <Michelle.Martin@hamilton.ca>
Sent: December 8, 2020 2:06 PM
To: Alicia Davenport
Subject: INFORM | communication from ATS for ACPD meeting today

Hello Alicia:

I apologize for the short notice and if this is not possible please let me know. I would like to take the opportunity, via this email, to provide an interim update to the ACPD respecting our virtual Accessibility Public Consultation Event (we had presented our plan for the event to the November 10 ACPD meeting).

Prior to the video, we solicited feedback and questions from various channels including by phone, email and comment cards, and the Engage Hamilton platform. We announced the plan in the Hamilton Spectator, all HSR social media channels, to some key community contacts, and, as you know, to the ACPD. We have not had a lot of uptake, and we are hoping to get the word out a little more.

Due to some technical difficulties around captioning, we were later than planned (we had targeted last week) posting the video meeting we recorded to respond to feedback to date. However, as of yesterday, it is posted on YouTube, on the City of Hamilton page, here:

<https://www.youtube.com/watch?v=icjWvU1Mld0&feature=youtu.be>

Topics discussed on the video include:

- Welcome messages from the Director of Transit and the Manager of Customer Experience & Innovation

- Reflections on Transit's accessibility priorities over the last year
- Accessibility activities for the HSRnow trip planning tools, including the new mobile app
- Project updates on (Re)envision the HSR
- Scheduling of DARTS trips
- Feedback and complaints processes
- COVID response procedures
- Ending the sale of paper tickets and passes, and switching to PRESTO

The link is also available on the Engage Hamilton platform. We are continuing to gather feedback now that the video is posted. For this round, we will gather feedback until December 18, in anticipation of presenting a summary to ACPD in January.

Michelle

The City of Hamilton encourages physical distancing and increased handwashing. Learn more about the City's response to COVID-19 www.hamilton.ca/coronavirus

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Thank you!

Thousands of you have told us how to make transit your first choice.

Find out what's next, visit: hamilton.ca/reenvision