

7.4(a)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES Transportation Working Group

Tuesday, March 23, 2021

Virtual via WebEx

Attendance: Shahan Aaron (Chair), Paula Kilburn, Tom Manzuk, Anthony Frisina, Aznive Mallett, James Kemp, Mark McNeil, Kim Nolan

ATS: Michelle Martin, Jay Adams, Ali Sabourin

DARTS: Mark Mindorff

AGENDA ITEMS:

1. Welcome & Introduction
2. Review of Meeting Notes – 23 February 2021

Reviewed

3. Discussion Items
 - a. (Re)envision Guiding Principles Update by Jay Adams
 - Track ridership
 - Improve ridership
 - Broad customer and stakeholder experience
 - Re-envision was paused during COVID-19 response
 - Summer 2021 presentation in front of Public Works for future improvement – 10-year strategy
 - Dependant on COVID-19 response
 - Mountain routes have lower satisfaction than others
 - Top issues: reliability, waiting time in transfers, crowdedness, affordability

Paula: Website is not accessible

Jay: Real time trip planning platform is being assessed for accessibility

- DRAFT guiding principles
 1. Customer experience
 2. Diversity, equity, inclusion
 3. Deliver on promise
 4. Connect, innovate and evolve
 5. Engage with employees
 6. Make a positive impact on community, environment & economy

Aznive: Informing passenger about their rights

Jay: Establishing a passenger charter

Aznive: How is the information actually reaching the people?

Jay: In draft stage, no action plan created

b. Michelle Martin

- PRESTO on DARTS
 - Live as of Mar 15
 - Quick resource reference guide for drivers
 - Target mail out to 4000 users and new clients
 - 31 May until then HSR ticket value transfer to presto can happen
 - Any incorrect information given by driver will be filed as a complaint

- Billing will not be cancelled if PRESTO is activated
- User has to let ATS know of the change
- No new clients on billing except special circumstances
- Voluntary pay still in effect

- Will DARTS reservationists provide information regarding PRESTO?
 - Anything that needs detailed information refer to ATS
- How often are drivers trained? Both on HSR and DARTS
 - **DARTS:** 3-year rotation on training, plus detailed training on customer service
 - **HSR:** AODA training at the beginning within 6 months
 - No subsequent refreshers
 - 45 to 60 minute online quiz
- c. Transportation in Hamilton Town Hall or Round Table
 - All modes of transportation
 - Create motion with Alicia's help for ACPD
- d. Paula informed Mark Mindorff about wheelchair
- e. AODA review section 58 – 61
 - 58 No review necessary
 - 59 Design and maintenance of lifting device and ramps. Some review necessary
 - 60 Maintenance and some review necessary. What is high contrast?
 - 61 No review necessary. Continuous maintenance.
- 4. Discussion of Agenda Items for next meeting
 - a. ATS Performance Review Sheet
 - b. Stranded Wheelchair Follow up
 - c. E-scooter report from public works
 - d. AODA Review section 62 - 71
- 5. Adjournment by Tom at 6 pm