

6.4(a)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES Transportation Working Group

Tuesday August 24, 2021

4:00p.m. – 6:00p.m.

Virtual via WebEx

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

ATS: Michelle Martin, Jay Adams

AGENDA ITEMS:

1. Welcome, Introductions, and Land Acknowledgement
2. Review 27 July 2021 Meeting Notes

Reviewed

Additions to be made

- Adam explained to us that all that is required for auditing is the collection of SD cards.
 - He explained that they have no interest in dealing with the collection of SD cards issue anytime soon
 - There was no mention of the money Uber and Lyft, etc.. are supposed to be contributing.
 - They have no interest in compensating drivers for any of the pandemic even though they continued to do their job despite the danger and the loss of income.
3. Discussion Items
 - a. Introduction of Director of Transit: Maureen Cosyn Heath
Regrets

b. Roundtable Updates and Discussion

Volunteer Advisory Committee contacted

4 acceptances, awaiting rest

1 acceptance from community organization

Majority will arrive by September 2021

Ron Vankleef, Hamilton Cab and Anthony Rizzuto, Blue Line

- Talking points for the panelists

Changes comes with gaps in services

Challenges faced by providers servicing persons with disabilities

How to move forward? Language that affects disability

What measures were taken place to make improvements?

Talking points from panelist by mid-September

c. Michelle Martin and Jay Adams

- Finalization of our survey questions for the annual accessibility event

- Satisfaction with HSR bus, stops, DARTS, DARTS Scheduling, Application process

- Satisfaction with snow clearing at HSR stops, COVID-19 HSR adjustments, adjustments on DARTS, pass by

- More space for comments on hard copy of survey

- A question about taxi and taxi scrips

- Make sure the site is screenreader friendly

- Beta test before sending out

- Information gathered will be brought to ACPD – TWG

- Overall review of customer facing policies as requested by TWG - prioritizing individual policies for review

- Where to start the review process?

- Copy to be sent to be distributed

- Review of suspension policy for non-payment of fares – discuss moving to a points system
 - Current no policy in effect to enforce suspension for non-payment of fares
 - A policy is needed
 - Go with TTC policy
 - No trip denial at time of ride
 - 2019 – how many no tickets?
 - Will there be appeals for suspensions?
 - Nitty gritty will be discussed soon and brought to TWG for further disc
 - Documentation to show whether certain rides are free
 - Only COVID related trips are free rides
 - Free ride to voting
 - If a ride is free on HSR then is it free on DARTS?

- Review of draft revision of ATS application form
 - Clean readable pdf
 - More descriptive
 - Disclosure of video surveillance on darts
 - Authorize a representative to act on behalf of the client
 - Regulated health care workers only
 - Behaviour service needs
 - Clear language
 - Other issue for not being able to walk
 - Additional changes on what darts drive do and don't do
 - Clear language about Do Not Leave Unattended
 - More info on one sided Do Not Leave Unattended

- Update on Waterdown On-demand pilot
 - Trip booking – HSR myRide and telephone booking
 - Info is live on City Hall website
 - Not all are actual bus stop some are virtual stops
 - Launching Sep 7, 2021

- On-Board Priority Seating announcements on HSR
 - Resume announcements
 - Next meeting

- d. AODA Review: Section 62 – 63
 - 62 1) Review at a later date – when LRT is in effect
 - 2) Review at a later date – when LRT is in effect
 - 3) n/a
 - 4) LRT has to comply, and improvements should be made and comply subsection 2
 - 5) Comply with subsection 2
 - 6) Review at later date when LRT is in effect

 - 63 1) already in effect. No review necessary
 - 2) Council can audit eligibility as they provide finance. Council still has to follow AODA guidelines. Wait for audit results
 - 3) Wait for audit results
 - 4) continuous review

- 4. Discussion of Agenda Items for next meeting
 - a. Talking points from panelists
 - b. AODA Review 64 - 80
 - c.

- 5. Adjournment by Paula Kilburn at 6:05 pm