

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
Transportation Working Group

Tuesday, 28 September 2021, 4 – 6 pm

Virtual via WebEx

Attendance: Shahan Aaron (chair), Tim Murphy, Tom Manzuk, James Kemp, Mark McNeil, Kim Nolan, Anthony Frisina

ATS: Michelle Martin, Jay Adams

AGENDA ITEMS:

1. Welcome, Introductions and Land Acknowledgement

Received

2. Review 24 August 2021 Meeting Notes

Reviewed

3. Discussion Items

- a. Draft policy for points system for service infractions read through
 - There are multiple un-implemented versions of the point system policy
 - It will be applied with some modifications
 - Current DARTS point system is based on excessive cancellations
 - Staggered system first letter and then suspensions
 - Percentage of total ride for cancellation
 - Complicated language and calculation stay behind the scenes
 - Simple language on the customer front

b. Discussion on received documents

- Summarized table of last ACPD review of DARTS policies
 - All AODA complaint
 - Make them clearer
- Accessibility information event survey questions, final version
 - Event is in November
 - Survey will be launched mid-October
- Summary of upcoming edits to ATS application form
 - Being reviewed

c. Further updates

- Set Work plan in October to prioritize review (October agenda)
 - HSR Training
- HSR Now Mobile App
 - Launched in 2020
 - Mobile Apps don't have AODA guidelines
 - Mohawk College reviewing HSR Now for accessibility
 - Tested with multiple disabilities not just vision loss
 - Meets WCAG 2.1
 - Current real time is predicted time based on distance
 - Current system lacks reliability
 - This project aims to fix that
 - D-Tours are not communicated on any platform
 - Real time notification is in development 2 – 4 years timeline
 - HSR now is in place for the mean time to fill the gap
- Motions in development
 - Waiting for LRT Waterloo's information
 - Taxi Motion

d. Query raised

Anthony: Infractions for DARTS when they mess up

James: Is this negligence?

Tom: Go through ATS

Mark: DARTS won't get more budget

Tom: Contact ATS they are accountable

e. Collaborative Roundtable Discussion

- Setup meeting in progress
- Email delegates too

f. AODA Review 64 – 80

64 no review necessary

65 no review necessary

66 no review necessary

67 no review necessary

68 needs review

69 no review necessary. More publication necessary

70 review and ask Michelle

71 no review necessary

72 review and ask Michelle

73 no review necessary

74 clarifications by Michelle

75 clarifications by Michelle

76 clarifications by Michelle

77 no review necessary

78 no review necessary

79 needs review and clarification

80 review and clarification (3)

4. Discussion of Agenda Items for next meeting

a. Post event debrief of Collaborative Roundtable

- b. Updates from Michelle Martin and team
- c. Standing invitation to Mark Mindorff
- d. HSR Training discussion

5. Adjournment by Tim Murphy at 6:20 pm