

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES**

Transportation Working Group

Tuesday, 26 April 2022, 4 – 6 pm

Virtual via WebEx

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

ATS: Jay Adams, Michelle Martin

ATS-DARTS: Kathy McVicars, Mark Mindorff

Guest: Tim Nolan

AGENDA ITEMS:

1. Welcome, Introductions and Land Acknowledgement

Received

2. Review March 2022 Meeting Notes

Reviewed

3. Discussion Items

a. ATS Team updates and discussion

- Policies versus rules and regulations regarding paratransit

Policies are by ATS

Procedures and rules are by DARTS

Passenger service policies are with ATS

DARTS policies are for employee and internal policies

Regular vendor compliance is done

If the pickup was outside pick up window

3-page aggregate data from ATS to TWG is requested

Quarterly report with YTD info including complaints

2005 Settlement: Severity of rides and cancellations

Point system reduces staff time

- Revised application form

Added details for long term care facilities

Connect with Paula by Michelle to test screenreader

Jaws doesn't recognize all types of documents

Fillable word document is an alternative

Vertical orientation of data, 1 input box per line

- IVR project touchpoint

On going – 2 people with pilot project

- Information for TWG regarding working with ASL interpreters and captioners for the 2021 Annual Accessibility Event

Discuss at ACPD

Live close captioning is best

b. AODA Compliance Review Discussion

- Excerpt from Integrated Accessibility Standards:
Non-functioning accessibility equipment
35. (1) If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable.

TWG Review: 35 (1) There is an active policy.
Review current policy. What does the operator do when audible announcement is not working? There should be policy on audible announcements. Driver should know what needs to be done. Standardized training.

Operator responsible for reporting broken system
Driver should be announcing the spots

Bus stop announcement are to be done at all times
Human rights case by David Lapofsky
Noncompliance is violation of human rights order

Current system is punitive towards passenger not service

905 527 4441, 8 am – 4 pm, file HSR complaint
hsrserve@hamilton.ca

Ramp angle on curbs, DARTS will find out more information

Investigation to be followed

- Excerpt from Integrated Accessibility Standards:
Accessibility training

36. (1) In addition to the training requirements set out in section 7, conventional transportation service providers and specialized transportation service providers shall conduct employee and volunteer accessibility training.

(2) The accessibility training shall include training on,

- (a) the safe use of accessibility equipment and features;
- (b) acceptable modifications to procedures in situations where temporary barriers exist or

accessibility equipment on a vehicle fails;
and

(c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.

(3) Conventional transportation service providers and specialized transportation service providers shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

TWG Review: 36 Operational Item? What's in the training? What's going on?

Recent review of AODA shows compliance

Is the training consistent with all operators?

On DARTS end, there is consistency

Each driver signs off on each step

No re-education on training for HSR drivers

No refresher training

Re-education is used learn new things

Report to be brought to TWG, quarterly for accountability

Report on implementation and actions taken

HSR complaining helps with retraining

No feedback provided back to the customer who complained

People are tired of complaining

There's no penalty for DARTS or HSR

It's only for passengers

c. Delegation feedback

Deferred

4. Report to and discussion with ACPD

a. Policies are by ATS

Procedures and rules are by DARTS

Passenger service policies are with ATS

DARTS policies are for employee and internal policies

b. Revised ATS application

Better accessibility for fillable document is being worked on

5. Discussion of Agenda Items for next meeting
 - a. ATS updates and discussions
 - b. AODA compliance review

6. Adjournment by Shahan Aaron at 6:08 PM