

**ADVISORY COMMITTEE FOR PERSONS WITH  
DISABILITIES**

**Transportation Working Group**

Tuesday, 28 June 2022, 4 – 6 pm

Virtual via WebEx

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

ATS: Michele Martin, Jay Adams

DARTS: Kathy McVicars, Mark Mindorff

**AGENDA ITEMS:**

1. Welcome and Introductions

Reviewed

2. Review May 2022 Meeting Notes

Reviewed

When will the onboard announcement be fixed?

No ads on onboard announcements

### 3. Discussion Items

#### a. ATS updates

Impacts of the audit. Based on total number of trips

April 2022: 11.6% were up to 15 minutes late. Of those 8% more than 15 minutes late.

May 2022: 12.2% were up to 15 minutes late. Of those 1.2% more than 15 minutes late.

June 2022: 12.3% were up to 15 minutes late. Of those 1.3% more than 15 minutes late.

Trips denied per day – not ride within an hour

10 rides in April 2022

33 rides in May 2022

Call wait times

April 2022: 3 minutes 42 s

May 2022: 5 minutes 18 s

June 2022: 4 minutes 24 s

Trip refusal should also be trip denial

## **ATS to provide percentage and total numbers**

Total rides, total averages, percentages, denials and refusals

Broken down ambulatory and non ambulatory rides

Range of wait times

Aggregate data coming to ACPD July for 2019, 2020, 2021

Include 2016, 2017, 2018 (were sent to TWG)

Mask mandate on DARTS decision by HSR

Director of transit makes that decision

### **b. Roundtable Motion**

Reviewed and accepted

Going to ACPD for approval

ATS to ask Metrolinx to join roundtable

Seconded by Mark McNeil

### **c. AODA Compliance Review**

#### **Section 43**

Accessibility plans, conventional and specialized transportation services

(1) Conventional transportation service providers and specialized transportation service providers shall, in

their accessibility plans, describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles.

TWG Review: What is the current contingency plan?

Was part of the audit

Accessibility plan is on the Hamilton.ca website

Transit operator notifies dispatch immediately

If passenger on board transfer to new vehicle

Transit accessibility plan, Jessica Bowen to post on city website

Conventional and specialized plans are separate operations

Has info on operation procedures for HSR and DARTS

## **Section 44**

General responsibilities

(1) Conventional transportation service providers shall,

(a) deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;

(b) ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities;

(c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and

(d) allow a person with a disability to travel with a medical aid.

(2) Conventional transportation service providers shall, upon request, make information on the matters referred to in subsection (1) available in an accessible format.

In this section, “medical aid” means an assistive device, including respirators and portable oxygen supplies.

TWG Review: Review current policy. Does it apply to just the device or the person on the device?

Unknown consequences for not following AODA by HSR

Complain to ministry for noncompliance

No complaints filed during pandemic period

Will future emergency preparedness plans include accessibility plans? (ATS to find info)

Lack of communication during pandemic on transportation

**Request a formal review** > To improve emergency preparedness for similar conditions that impact boarding and deboarding of vehicles. Impacts of snow and ice.

## **Section 45**

Alternative accessible method of transportation

(1) Except where not practicable to do so, a conventional transportation service provider that does not provide specialized transportation services shall ensure that any person with a disability who, because of his or her disability, is unable to use conventional transportation services is provided with an alternative accessible method of transportation.

(2) Subsection (1) does not apply where specialized transportation services are provided by a specialized transportation service provider in the same jurisdiction where the conventional transportation service provider provides transportation services.

TWG Review: Doesn't apply as the city has DARTS

None 😊

## **Section 46**

### **Fares**

- (1) No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability where the person with a disability uses conventional transportation services, but a conventional transportation service provider may charge a lesser fare for a person with a disability.
- (2) Conventional transportation service providers that do not provide specialized transportation services shall make available alternative fare payment options to persons with disabilities who cannot, because of their disability, use a fare payment option.

TWG Review: Works fine

Presto announcement need adjustment based on ambient noise

Or louder notifications

ATS gathering further information

## **Section 47 (important)**

### **Transit stops**

(1) Conventional transportation service providers, in respect of transportation vehicles to which this section applies, shall ensure that persons with disabilities are able to board or deboard a transportation vehicle at the closest available safe location, as determined by the operator, that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route.

(2) In determining where a safe location may be situated for the purposes of subsection (1), the conventional transportation service provider shall give consideration to the preferences of the person with a disability.

(3) Conventional transportation service providers shall ensure that operators of their transportation vehicles promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists.

(4) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.



### 3. Streetcars.

TWG Review: Review current policy. It is at the discretion of operations. Review current policy on stop request. It is the obligation of the operator to inform HSR of any temporary barriers. How is HSR informing passengers on detours?

Planned detours use existing communication channels

- Unplanned ones don't do the same thing

- Future strategies in development

- Current gaps in communication due to lack of technology

- Plan to transport individuals who use mobility devices from inoperable stop to next usable one when detours happen

## **Section 48**

Storage of mobility aids, etc.

(1) Every conventional transportation service provider shall, if safe storage is possible, ensure that mobility aids and mobility assistive devices are stored in the passenger compartments of its transportation

vehicles within reach of the person with the disability who uses the aid or device.

(2) If safe storage of mobility aids and mobility assistive devices is not possible within the passenger compartment and the vehicle is equipped with a baggage compartment, a conventional transportation service provider shall ensure that mobility aids and mobility assistive devices are stored in the baggage compartment of the vehicle on which the person with the disability is travelling.

(3) Every conventional transportation service provider shall ensure that operators of its transportation vehicles secure and return mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage to the aid or device, where the mobility aid or mobility assistive device is stored in the baggage compartment of the vehicle.

(4) No conventional transportation service provider shall charge a fee for the storage of a mobility aid or a mobility assistive device.

(5) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.

4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail.

TWG Review: No review necessary

None 😊

4. Discussion of Agenda Items for next meeting
  - a. ATS Updates
  - b. Mask mandates
  - c. Response to cargo e-bikes
  - d. Continuation of compliance review
5. Adjournment by Mark McNeil at 5:55 PM