



# Accessible Transportation Services UPDATE

December 14, 2021

# KEY Updates to Transportation Working Group

- Accessible Transportation Services application form – administrative updates
- Review of points system for enforcement of the ATS Trip No Shows, Late Cancellations and Excessive Cancellations policy outlined in Report PW05051
- Review of new ATS policy to address carry-on items

# ATS APPLICATION FORM UPDATE

- Added clarification regarding “door-to-door transportation from one accessible building entrance to another accessible building entrance” as follows:
  - *“Drivers will assist passengers in and out of vehicles and assist passengers between the vehicle and the exterior set of accessible doors at the place of trip origin and trip destination.”*

(<https://www.hamilton.ca/sites/default/files/ats-application-form-2018.pdf>)

# ATS APPLICATION FORM UPDATE

- *At other than private residences, the driver will also assist passengers to and from a lobby or designated waiting area that is reasonably close to the outer accessible entrance door.*
- *Please note, for some private properties (e.g., malls), service is provided to designated entrances for safety and to avoid busy roadways”*

# ATS APPLICATION FORM UPDATE

- Addition of notices at bottom of introduction section:
  - Video surveillance cameras.
  - Collection of personal information.
- Part 1A: Basic information:
  - Made gender neutral.
  - Added space for up to 3 emergency contacts (increased from 2).
  - Added notices regarding email communication and consent to provide client information by email with contractor DARTS, and consent to communicate via email with client, if client personal email is provided

# ATS APPLICATION FORM UPDATE

- Added an authorized representative section to allow for delegation to a representative in application process or in services provided (for example, family member, friend, support agency).
- Part 1E: Signature section:  
broken down into:
  - A declaration that information provided is true (signed by applicant or substitute decision maker).
  - An authorization to release personal information (signed by applicant or substitute decision maker).

# ATS APPLICATION FORM UPDATE

- Part 2: completed by health care professional:
  - Removed Recreation Therapist from the list as this is not a regulated health professional nor is there a governing college for the profession.
  - Added regulated/ licensed Master of Social Work to list of professionals who can complete the form.
  - Added a reminder to be use the most up to date version of the form.

# ATS APPLICATION FORM UPDATE

- Removed references to medical diagnosis and “condition” and use only “disability” and “functional limitation” pertaining to transit use.
- Added “Power Wheelchair” to mobility device options for Health Care Professional selection.
- More detail added with respect to client behaviour (question 7) to be clear on the safety aspect re: door-to-door shared ride service, as follows:

# ATS APPLICATION FORM UPDATE

*“ATS/ DARTS is a door-to-door, shared ride service. During a ride, ATS clients travel with DARTS drivers and other ATS clients, DARTS vehicles stop at different locations, and DARTS drivers must leave the vehicle to pick up/ escort other passengers. In a transportation situation, does the applicant exhibit behaviours (impulsiveness, aggressiveness, wandering, exiting the vehicle, etc.) that could be detrimental to their own safety, or to the safety of other persons?”*

# ATS APPLICATION FORM UPDATE

- Added a distinction between risk of “wandering” and “becoming lost” in question 8 (safety risks) and added note to be clear that DARTS drivers do not take responsibility for unlocking doors or buzzing apartments. If a customer requires assistance with this, they cannot be left safely unattended at a destination.
- Clarified distinction between support person assistance required to travel on DARTS versus on HSR in question 9 by asking about each in a separate question.

# ATS APPLICATION FORM UPDATE

- Part 2B: certification by health care professional: added space for stamp of health care professional, occupation and professional registration number. Added notice regarding the collection of personal information to this section as well.
- New Part 3: this is an authorization for the release of service delivery information to GTHA specialized transit providers for the purpose of travel in other regions.
- Revised form has been reformatted to be text-to-voice friendly.

# NO SHOWS, LATE CANCELLATIONS AND EXCESSIVE CANCELLATIONS

- ATS hoped to move to better enforcement of this policy in early 2020; however, with the advent of the COVID-19 pandemic, staff judged it prudent to ensure ATS clients did not have to worry about cancellations or missed trips that happened because they were following Public Health guidelines.
- No changes to the text of the policy that is currently posted online as part of 2005 Report PW05051, except to change how policy infractions are tracked.

(<https://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit/ats-darts-no-show-and-cancellation-policy> )

# NO SHOWS, LATE CANCELLATIONS AND EXCESSIVE CANCELLATIONS

- The 2005 policy was, in part, a response to a 2004 settlement approved by Council with the Ontario Human Rights Commission (OHRC) and complainants under the Ontario Human Rights Code to provide a policy to ensure excessive no shows and cancellations are addressed fairly and equitably.

# NO SHOWS, LATE CANCELLATIONS AND EXCESSIVE CANCELLATIONS

- Current posted policy says: *“The policy applies to any DARTS passenger who exceeds one or more of the following conditions in a calendar month period:*
  1. *Maximum six (6) late cancellations.*
  2. *Maximum three (3) no shows.*
  3. *Maximum seven (7) combined late cancellations and no shows.*
  4. *Maximum of 25% (with a minimum of 10 occurrences) of subscription and/or casual booking trips cancelled.”*

# NO SHOWS, LATE CANCELLATIONS AND EXCESSIVE CANCELLATIONS

- Proposed update: *“Each month, ATS reviews passenger records to identify passengers who have accumulated excessive no shows and cancellations as defined under the policy. Each infraction accumulates points as follows:*
  - *No show – 2 points*
  - *Cancellation at door – 2 points*
  - *Late cancellation – 1 point*
  - *When a passenger meets or exceeds a combined total of 7 points, they are considered to be in violation of the policy.”*

# ATS DRAFT Carry-on Items Policy

The proposed policy will combine the following current DARTS policies:

- OPS 3.6.3 Passenger support
- OPS 3.7.2 Walkers
- OPS 3.7.4 Parcels and bags
- OPS 3.7.5 Bundle buggies
- PS 4.1.13 Transportation of goods

# ATS DRAFT Carry-on Items Policy

## OPS 3.6.3 Passenger support summary:

With respect to management of carry-on items, policy states:

- *“Drivers will not load and unload personal items.”*
- *“Drivers will not load passengers that appear to be overloaded with goods or parcels.”*

# ATS DRAFT Carry-on Items Policy

## OPS 3.7.2 Walkers summary:

With respect to carry-on items, the policy states:

- *“The basket of the walker cannot be loaded down with heavy bags or parcels. It is the passenger’s responsibility for making arrangements to have their bags or parcels taken to their door.”*
- *“Passengers cannot have the basket from the walker on their lap as this becomes a health and safety issue pertaining to a projectile object in the vehicle.”*

# ATS DRAFT Carry-on Items Policy

## OPS 3.7.4 Parcels and bags summary:

- Drivers are not required to carry parcels and/or bags to and from vehicles
- Passengers must be able to safely manage their bags or parcels themselves, without driver assistance
- Max. allowable size for bag/parcel is 18x16x7 in (standard, large reusable shopping bag) – 4 bag limit

# ATS DRAFT Carry-on Items Policy

## OPS 3.7.4 Parcels and bags summary continued:

- Parcels and bags must not protrude from mobility device (may interfere with safe securement)
- Driver has right to refuse if parcel/ bag is safety risk
- DARTS is not responsible for damages

# ATS DRAFT Carry-on Items Policy

## OPS 3.7.5 Bundle buggies summary:

- Allowed as long as they can be properly secured
- Passenger must inform reservationist at time of booking so space can be allocated
- Passenger is responsible to arrange for bundle buggy to be taken to door

# ATS DRAFT Carry-on Items Policy

## PS 4.1.13 Transportation of goods summary:

- Only items safely manageable by passenger are allowed
- 4-bag limit
- Unsafely managed items may become projectiles, should the driver stop quickly

# ATS DRAFT Carry-on Items Policy

## Purpose

- Defines rules and guidelines for carry-on items

## Guiding Principles

- DARTS responsible for providing a safe, shared-ride transportation with reasonable accommodation for some carry-on items
- DARTS Operators are not required to assist passengers with carry-on items
- Some items are specifically prohibited

# ATS DRAFT Carry-on Items Policy

## Scope and Responsibility

- Applicable to all transportation services provided by DARTS
- Will be communicated to all ATS and DARTS staff
- Will be posted on City website and provided in hard copy and accessible format upon request once finalized and approved
- Reviewed with ACPD prior to final approval

# ATS DRAFT Carry-on Items Policy

## Definitions:

- Package or bag
- Bundle buggy
- Hazardous materials
- Large or bulk items
- DARTS
- ATS

# ATS DRAFT Carry-on Items Policy

## Policy Conditions:

- Passengers must be able to manage all carry-on items without assistance from the Operator.
- DARTS and DARTS subcontractor Operators are not required to assist passengers with their carry-on items at any time.
- If passengers require such assistance, they must ensure they are travelling with a support person or companion to assist them.

# ATS DRAFT Carry-on Items Policy

## Policy Conditions (continued):

- Maximum number of carry-on items cannot exceed four.
- Carry-on items must not protrude from a mobility device as this may interfere with the safe securement of the device.
- Bulk items are not permitted on DARTS as they may obstruct, interfere or pose a safety risk.

# ATS DRAFT Carry-on Items Policy

## Policy Conditions (continued):

- Passengers may bring a bundle buggy on DARTS vehicles, if it can be properly secured. Passengers must make the Reservationists aware when booking a trip if they are bringing a bundle buggy
  - Passengers are responsible to bring their own bundle buggy into and out of the vehicle, and to the door of their destination.

# ATS DRAFT Carry-on Items Policy

## Policy Conditions (continued):

- DARTS Operators have the right to determine how to safely secure a bundle buggy on board a vehicle to ensure it is not impeding the movement or securement of other customers.

# ATS DRAFT Carry-on Items Policy

## Policy Conditions (continued):

- DARTS Operators have the right to refuse to board a passenger with any item they identify as a potential safety risk, including but not limited to items that a passenger is not able to manage themselves.

# ATS DRAFT Carry-on Items Policy

## Procedures:

- If a DARTS Operator is unable to board a passenger due to carry-on item violation, they will contact dispatch to determine how best to ensure the passenger is returned home, while adhering to policy above and ensuring safety for all on board.
- Passenger is responsible to make their own arrangements for returning home with their carry-on items, if the above cannot be managed.