

## 6.4.a.

### **ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES Transportation Working Group**

Tuesday, 23 November 2021, 4 – 6 pm

Virtual via WebEx

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

ATS: Michelle Martin, Jay Adams, Owen Quinn

DARTS: Kathy McVicars

#### **AGENDA ITEMS:**

##### 1. Welcome, Introductions and Land Acknowledgement

Received

##### 2. Review 26 October 2021 Meeting Notes

Received

##### 3. Discussion Items

###### a. Michelle Marting and Jay Adams, ATS updates

- Grey Cup coming to Hamilton 12 Dec 2021
  - HSR working with tourism Hamilton to get to the game
  - 4 shuttle bus line connecting major hubs
  - With ticket they can ride any mode of transportation
  - There will be road closures
  - Darts will have regular access

## 6.4.a.

- Lots of wayfinding sign and volunteers
- DARTS pickup and drop off
  - Gate 1A Balsam and Cannon, SE corner of stadium
  - Gate 4A Beechwood and Melrose, NW corner of stadium
- Shuttle bussed are wheelchair accessible
- More service will be added on this day
  - Extra 5 – 6 schedules on top of regular 20 plus on call
- Upcoming plans for our annual AODA Accessibility Event
  - Legal notice in newspaper
  - Ads in newspaper – color ad
  - Poster in municipal centers + comment cards
  - Email list from day programs
  - Boiler plate presentation
  - ATS and HSR accessibility plan
  - Address the feedback
  - Date to be sent by Michelle Martin
- Clean draft of updated bundle buggy policy
  - Carry on items
  - Purpose = guidelines
  - DARTS is not required to assist passengers
  - Package or Bag: 18 x 16 x 7 in (46 x 41 x 18 cm) or standard bag
  - Bundle buggy: 14.5 x 17.25 x 23.5 in (36 x 44 x 60 cm).  
Maximum handle height 39.25 in (100 cm).
  - Hazard items: gasoline, diesel, reactive and acidic chemical, combustible material, etc.

## 6.4.a.

- Large or bulk items: Any item equal to bigger than one space by one passenger
- DARTS is a contractor to the city
- Policy conditions
  - All passengers must be able to manage the item themselves
  - Subcontracts are not required to assist clients
  - Max carry on items is 4
  - Must not protrude from mobility device
  - No bulk items
  - May bring bundle buggy if it can be secured
  - DARTS should be notified of bringing bundle buggy
  - Passengers are responsible for managing the bundle buggy
- Work on language for better definitions
  - Bulk items
  - Include examples
- How far is a protrusion?
  - Interfere is better word than protrusion
  - Include pictures of examples
- Better guide to DARTS
- Make it a streamlined accommodation so driver and reservationist are aware when booking
- Include alternative options in policy
- Kathy McVicars and Michelle Martin to discuss the finer points
- HSR policies on this matter, Michelle Martin to investigate it, next meeting
- No current deadline

## 6.4.a.

- Clean draft of ATS late Cancels policy (accounting for the most recent feedback from TWG)
  - Clarify language of late cancellation used in 4.2
  - Late Cancellation: 2 hrs before end of day
  - Michele Martin to investigate disclosure of personal information when cancelling a ride
  - 5.1 point system
    - Wanted a system that's easy to track
    - No show – 2 points
    - Cancellation at door – 2 points
    - Late cancellation – 1 point
    - Combined total of 7 points
    - Each one-way trip is counted as 1 trip
  - Approval by council and ACPD
  - Review of changes made in the final draft
  - Feedback at ACPD
  - Clarification from clerks about the order of approval by Michelle Martin
- Transit ridership recovery marketing campaign
  - Pandemic affected ridership
  - Campaign – ready to ride
  - Follows the guiding principles of re-envision
  - Several phases of marketing plan
  - Any PRESTO issue, call ATS
  - General campaign to encourage ridership

## 6.4.a.

- Travel Log study
  - Building ridership data
  - Data to analyze what people are doing to on the ride
  - Travel Log is a part of Customer research panel
    - Gender, how often they travel, indigenous
  - Is it legal to ask for research? -gender -indigenous
  - How do you track pass-bys?
    - Driver reports
    - Operator doesn't often follow directions
  - Customer generated data based on complains
  - Travel log should include people with disabilities

### b. Post Roundtable debrief

- Feedback review
- Doing it again next year
- Invite Hamilton cab and blue line presidents to TWG
- James: 20 accessible taxis active right now

### c. Review AODA Compliance

- Postponed to January
- James: SAC wants to come to TWG. Presenter Jeanne Mayo
- February 2022 – 1 hr slot

## 4. Discussion of Agenda Items for next meeting

### a. ATS Updates

## 5. Adjournment by Aznive 6:30