

ACPD's Transportation Working Group Meeting Notes

July 23, 2024

Present: P. Kilburn (Chair), J. Kemp, J. Maurice, L. Dingman, M. McNeil

Also Present: M. Martin, M. Mostacci (ATS), L. Spolador (DARTS)

1. HSR engagement was not at the meeting as they will be presenting at the BEWG meeting in August.
2. Michelle from ATS discussed several items, here are the notes.

Discussed:

1. ATS Customer-facing policies

- List provided to TWG ahead of meeting was from ATS records of last review dates at either TWG or ACPD contained in a spreadsheet put together by Owen Quinn
- ATS needs to create customer facing policies from policies currently housed under DARTS alone; there are not currently any ATS customer facing policies that have been extensively written out, aside from the Late Cancel/No Show policy from 2005 provided in a standing committee report related to 2004 HRT0 outcome, and the recently documented Appeal policy and procedure.
- ATS plan is to properly document ATS policies according to the Public Works Quality Management Systems (QMS) process for controlled documents

- This system ensures revision dates are tracked by HSR QMS team and ATS is duly notified when documents are up for review, every 3 years at minimum
- As ATS policies are crafted they will likely touch on several DARTS policies at once; as contractor, DARTS is responsible to create their own policies to meet operational needs and ensure they adhere to City policies and are compliant with City contract.
- Intention of ATS with letter sent to ACPD (Meeting 24-005, Item 5.1) was to outline the priority of ATS to create its own customer facing policies and consult with ACPD/TWG for review as policies are created
- Question from James Kemp re ATS responsibilities concerning accessibility
 - ATS is responsible for administration of specialized transit (shared ride service on DARTS and Taxi Scrip program)
 - ATS also has some tasks related to overall transit accessibility:
 - Providing annual accessibility report updates to Jessica Bowen
 - Annual accessibility information meeting mandated by AODA
 - Bring forward concerns from TWG to HSR leadership team
 - Not responsible for operational items such as equipment purchases

- Question raised regarding who makes “final call’ on HSR accessibility – this is a responsibility of all HSR sections to ensure operations within their purview are accessible; ATS can bring concerns forward to HSR management as raised; Michelle to review this process and her own role with an eye to improvement
- Motion to Council related to policy review was for ATS policies only
 - Support Person ID card is processed by ATS and administration is a shared responsibility with HSR
 - If HSR is able to pilot integrated transit in the future, then ATS and HSR would work together to ensure program accessibility
- ATS records indicate no pattern to number of policies reviewed/ frequency of review in previous years
- ATS current priorities for policy creation are either Audit related (e.g. Appeal Policy, Late Cancellation/ No Show policy) or related to Health and Safety/ Risk Management (e.g., the Do Not Leave Unattended policy; a policy for passenger suspensions due to inappropriate behaviour such as hate speech, sexual harassment, or physical aggression)
 - All policies created must be robust enough to suitably inform DARTS operational policies that have been historically reviewed at TWG
- There was some discussion of planned addition to the ATS/ DARTS User guide regarding special travel requirements such as “Do not leave unattended” and of the current status of Late Cancellation/ No Show policy

updates previously reviewed with ACPD but delayed in implementation

- ATS is still owing a report to Committee related to the ACPD motion respecting policy review about what the practical path forward is, and included the suggestion of ad hoc meetings for this purpose in the letter to ACPD, on public record
 - ACPD Chair James Kemp states this path would have to be ratified by ACPD; ATS will await ACPD approval of the plan and then provide the report to Public Works committee accordingly
- Discussion regarding procurement of vehicles: there is a bylaw and process for procurement that must be adhered to, as well as budget considerations and limitations re what is available on the market for purchase
 - Experiences on board vehicles need to be captured via a robust complaint policy that lists categories of complaints that are specific to vehicle makes/models, which can inform future purchases

2. Annual Accessibility Information event

- Confirmed: September 12, 2024 (Sackville Hill), and the time is changed to 5:30 – 7:30pm due to access to auditorium for Cable 14 set up
- Practical considerations are being addressed (ASL interpreters, livestreaming, Q and A, live captioning)

- ATS is targeting two ads in the Hamilton Spectator ahead of the event so hopefully that will catch more of the people who aren't on social media, and as usual ATS will have the posters up in the Municipal Service Centres a couple weeks ahead directing people to ask for a comment card if they would like to use one; Michelle will send info to TWG to pass to other contacts

3. HSR Accessibility

- Issues raised with PRESTO and inability of some customers to scan and Operators refusing to provide assistance, can depend on the location of the device on the bus, and one issue raised is lack of grab bars near the device; new Nova buses were cited as being difficult in this regard
- Question raised re training that is happening at Mountain Transit Centre; James K stated he will inquire further when the HSR bus is brought to the annual information event in September
- Discussion regarding annunciators not functioning consistently: ATS reports there is currently a “deep dive” into the issue and Manager will collect more information for TWG about what is happening; it includes a lot of technical work such as how the mics are tested, how it happens in the field with the HSR inspectors, and ambient noise levels in the buses

- HSR Strategic Planning are going to attend the August 6th Built Environmental Working Group meeting, and Michelle will also attend for support; there are currently 5 routes (25, 26, 41, 42 and 43) going to Limeridge Mall Bus Terminal

Other business.

There was much discussion about HSR and the lack of accessibility and dignity to those with disabilities from the drivers.

People being told that if they are not able to use the Presto machine they should bring a support worker, not helping those in wheelchairs to situate themselves on the bus and many other things.

Not sure where to go as HSR is not listening.