

Notes from Oct. 22 TWG.

In attendance, James, Mark, Lance, Tim N. Kim and Paula.

City staff Michelle Martin Marco and

Tyler Davey.

### HSR Discussion

- HSR Superintendent Tyler Davey explained the HSR Operator training program and how Operators are trained on accessibility. The 22 day training program includes:
  - o operating the front and back bus ramps;
  - o circle check buses for lights, ramps, and the annunciator including checking personal mobility device (PMD) loading area (lift and lower seats) and inspecting tie-downs (not seatbelts) to ensure they are working and safe;
  - o kneeling the bus and being observant of curb heights and when they can use the kneeling feature;
  - o use of wheelchairs on-site and learn how to secure/unsecure, in addition to practicing customer interaction;
  - o the AODA specific module is in the classroom and they must pass a test;
  - o PMD loading:
    - ask the customer how they would like their device secured understanding that there are preferences that may be able to be accommodated
    - Operator will make the final decision based on safety (secure device to frame).
- Additional discussion:
  - o HSR Procedure is for Operator to call out stops when the annunciator is not working and until the bus can be changed.
  - o HSR Procedure for securing person's mobility device, even if they have a support person or a companion, is for the Operator to confirm that the device is secure.
  - o Preferred flow is for passengers to board at the front and exit at the back. HSR won't stop someone from exiting from front door, but only if it's safe.
  - o For people who are not able to swipe their PRESTO card, Operators are to provide good customer service and not turn someone away. Operators are not to handle cash, bank cards or credit cards because of the potential accusation of theft.
    - **Please note the following clarification from HSR in addition to Tyler's comments:** Operators have been informed that they are to help passengers with fare payment as necessary and specifically to provide guidance as to where the device is located on the bus or offer to tap their PRESTO card for them when it is presented
  - o Customers with specific accessibility issues or complaints with specific Operators are asked to call HSR customer service with details so the issue can be reviewed and addressed.
- Other working group comments:

- suggested having persons with disabilities be a part of the training or create video modules
- asked about a training program for passengers with low vision on how to use PRESTO
- feel that more data is needed on persons with disabilities boarding
- stated that design differences between buses can lead to issues
- asked if the buses were designed for rear door loading; Superintendent will connect with Fleet maintenance for the answer.

## **ATS Discussion**

- Formatting of customer survey results for reporting to ACPD: small sample of some raw data items provided ahead of time by Michelle Martin were discussed
  - Volume of survey data is very large; some questions would include more than one table of data
  - Volume of comments (where the option for comment was provided in numerous questions) is massive
  - Report of data tables and comments as originally discussed with TWG would be over 100 pages
  - ATS is looking for opportunities to make the best possible use of the dataset
    - ATS has been able to connect with researchers at McMaster University for assistance with quantitative and qualitative analysis for trends by those with expertise
    - TWG would like to include McMaster researchers at a future meeting
    - Timelines for analysis currently unknown, ATS will provide an indication to TWG once a realistic timeline is determined
- In lieu of survey raw data, ATS is bringing the journey mapping project outcomes to ACPD on November 12.
  - 5 good personas have been developed from interview results
  - Question from TWG about receiving the journey mapping data for review ahead of ACPD November meeting; Michelle will see about providing a sample for Tim and Paula to review for accessibility/ screen reader compatibility
- ACPD ATS Eligibility Appeal Panel participation update:
  - HSR Director has been briefed re: payment of an honorarium to ACPD members on the panel; ATS is awaiting next steps
  - Michelle Martin met with Jessica Bowen, Legal Services, and Corporate Privacy to review options for secure sharing of information with Appeal Panel members who do not have access to a City email or software, to ensure all privacy requirements are met
    - Preference for ACPD is virtual meeting option is available as this is felt to be more accessible for appellants

- Accessibility options for appellants not able to take their own notes were discussed, Michelle to ask Privacy Specialist
- Review of draft letter of introduction to survey respondents who wish to join ATS Customer Panel
  - Purpose of letter and contents explained by Michelle Martin
  - Function of customer panel is a mechanism for ongoing customer feedback and research such as focus groups, smaller surveys, etc., there will be a standing invitation to join the panel (similar to the HSR panel) as it is not meant to be a closed system
  - TWG members suggest some “terms of reference” language should be added, to ensure panelists understand their role versus the ACPD
    - Michelle clarified the panel is not intended to take on an advisory function but rather feedback/ research
- Ad Hoc Working Group for ATS policy review
  - TWG wish to have terms of reference established for this; Michelle to circle back with Clerks re: how the terms of reference are to be established for this working group (proper channels, author, etc.) and if further reporting on the terms of reference are required (e.g., to GIC), TWG suggests targeting January 2025 to confirm terms of reference
- Additional comments
  - TWG raised with ATS staff, separate from HSR Superintendent presentation, the question of an accessible bus pad on St. Elizabeth’s Village property
    - Michelle notes best channel for this question is through HSR Customer Service ([HSRserve@hamilton.ca](mailto:HSRserve@hamilton.ca)) so that it can be appropriately directed to HSR Planning staff for review and response