

## **Transportation Working Group Meeting Notes Tuesday, May 27, 2025**

### **ATS Performance Report Q1 2025**

- Report was presented.
- Working group asked if it was possible to review call centre numbers from different times of day; staff will ask and note that peak travel times are likely the busiest times in the call centre. The importance of early cancellations was discussed, as the trips can be more easily reassigned.
- Some concern expressed by working group that passengers who have complaints are not calling in to complain about operational issues that aren't being resolved. Staff note that most complaints are related to service performance (e.g., time on board, on-time performance) and these can be tracked outside of the complaint process; the possibility of tracking/surveying factors that influence a person's decision to complaint is something to consider for future work.
- Staff were asked for an update re survey data analysis. Staff are working to confirm what data can be released to McMaster University and will be providing an update

### **HSR Annual Accessibility Information Event 2025**

- Staff advised the annual meeting will be held on October 2. **Please note: since the working group meeting, the date has been changed to October 9 so as not to coincide with Yom Kippur.**

- Format will be similar with live stream to City YouTube channel filmed by Cable 14; possible venues are Central Library and Bernie Morelli Recreation Centre; it was discussed that the event is busy with attendees wishing to connect with City staff and ask questions and so there is no value added to having an HSR bus or DARTS vehicle present. An opportunity for people to visit these vehicles will be part of the ACPD annual fall event in September.
- Possibility of two public meetings was discussed. Staff to review with the Transit Leadership Team regarding availability of resources.
- Staff would like to have a detailed outline from all speakers ahead of the event, to be able to provide upon request in order to support event accessibility.

### **Sunflower Hidden Disabilities program**

- HSR staff spoke about plans to implement on HSR.
- The options for use vary (pin, lanyard, etc.) and the importance of visibility was discussed; lanyards may be the best option.
- HSR Operators will be trained on the program.
- The program is not meant to reveal the nature of a person's disability but instead act as an opening for customers who wish to indicate that they may need assistance.
- Target for launch of the program is September 2025 as this is the time of year when new riders (e.g., students) begin using the program.

- Working group discussed engaging the post secondary sector; working group will provide existing contacts to staff.

### **Engagement with HSR staff about accessibility**

- Staff described internal engagement programs with Operators, including about new programs and how to support customers, including in-person engagement, internal memos and communication notices, sharing of the customer-facing Bus News publication (also available online).
- Items raised by the working group are brought forward by staff and shared via the most appropriate internal channel(s).

### **New card to indicate assistance for PRESTO or rear-door boarding**

- Prototypes are being reviewed to determine the best format for Operators to see. City design staff are making final adjustments and the card should be coming soon.

### **Annunciators**

- Staff provided an update about ongoing work to ensure annunciator compliance.
- Under the maintenance program, all identified repairs have been made to account for misalignment of sequences with HSR stops which involved a mass update of all data files to the entire fleet.
- Through Operator outreach and daily reporting, over 50 buses were found to have faulty hardware, which

is now fixed. However, most of these are at end of life.

- The coming update to the Automatic Vehicle Locator (AVL) system will include the upgrade to real time, text to speech annunciators (instead of individual .wav data files). This will mean a more robust system with fewer points of failure that is able to account for detours in real time.
- HSR will also be testing vehicles at every stop for properly functioning annunciators and we are targeting end of 2025 to complete this work.
- Working group will send more detail about issues with annunciators on B-Line and 51 routes, and staff would like to be informed if anyone knows of an annunciator issue at a particular stop. HSR has been following up to address and repair issues raised by community members.
- Staff and working group discussed the placement of speakers on Nova buses resulting in some acoustical issues and maintenance team is currently reviewing.
- Operators are reminded of the duty to call out stops when annunciator is not working. These reminders go out through multiple channel including to drivers on shift.
- Working group raised issue of detours and impact on stop accessibility and the issue of whether a customer-requested location can be accommodated. Question is how safety is determined. The new AVL system will make it easier to identify gaps including placement of stops along a detour.

- Working group requests an update on annunciators at a future meeting.