

# **Transportation Working Group Meeting Notes**

## **Tuesday, June 24, 2025**

### **ATS Survey**

1. ATS reviewed reasons for re-release of survey related to wording in 2023 Notice of Collection of personal information

- Opportunity for work with McMaster can be pursued with the pivot to re-released survey with revised Notice of Collection
- McMaster researchers are engaged and interested in user experience of transit and specialized transit – one student has already published a literature review
- ATS hoping for further collaboration as there is not currently a lot of research on paratransit use similar to work already done on conventional transit
- ATS planning for regular periodic large surveys and hope for continuous improvement of questions, starting with feedback from this year's researchers on the survey used, to ensure we are measuring what we intend to measure and research/ information goals of ATS and ACPD are met
- Question was asked about any use of the 2023 data as a comparator; ATS staff will circle back with City colleagues on the matter
- Survey logic was repaired so that data on HSR and Taxi Scrip customer experience is duly captured
- Working Group Vice Chair raised question of possibility of a longitudinal study of specialized transit use – all agreed this would be a great future research

topic to put forward, to capture the impact of life experience on experience of specialized transit use. All understand this type of study would need to be housed with a research institution, rather than the City of Hamilton

- Proposed target of September 2025 TWG meeting to invite McMaster (Dr. Lea Ravensbergen) to attend; meanwhile, ATS to ask about sharing the student research paper about specialized transit with TWG.

## **2. Discussion about annunciators**

- suggestion to invite HSR to TWG later in 2025 as the Computer-Aided Dispatch / Automatic Vehicle Location update project is nearer completion
- suggestion to HSR regarding public engagement once annunciators have been accordingly updated

## **Discussion re: HSR Fare Assist Report**

Report was referred by Council to ACPD for comment

A number of issues related to the report were discussed.

James will collate the comments into a response on behalf of TWG and ACPD

Comments can be sent to James prior to the July ACPD meeting.

The draft letter can be reviewed in July with any final comments in preparation for the August ACPD meeting and ratification.

James to have ACPD in July approve an interim message to Council advising that ACPD has not forgotten this matter and will be better positioned to have a full response ready for approval at the August ACPD meeting.