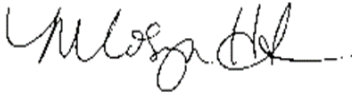




# COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	Thursday, November 4, 2021
<b>SUBJECT:</b>	Virtual Public Forum: Accessibility on the HSR and Accessible Transportation Services (TRN2112) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Maureen Cosyn Heath Director of Transit Public Works Department
<b>SIGNATURE:</b>	

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), the City of Hamilton, Transit Division, will be holding a public consultation regarding the accessibility of conventional transit (Hamilton Street Railway or “HSR”) and specialized transit (Accessible Transportation Services or “ATS” and DARTS). The Act requires that transportation service providers hold at least one public meeting on an annual basis.

In the past, the event has been conducted in-person. However, due to ongoing COVID-19 precautions, feedback will be gathered in advance and responses will be recorded in video format.

The purpose of this Communication Update is to provide you with more information about the Virtual Public Forum: Accessibility on the HSR and Accessible Transportation Services.

From November 8-26, HSR and ATS/DARTS customers and other members of the public are encouraged to submit comments, questions, and feedback:

- Online: [engage.hamilton.ca](https://engage.hamilton.ca)
- In-person: by filling out a comment card or survey at the HSR Customer Service Centre at 36 Hunter Street East (Hamilton GO Centre) or at any Municipal Service Centre

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**SUBJECT: Virtual Public Forum: Accessibility on the HSR and Accessible Transportation Services (TRN2112) (City Wide) - Page 2 of 2**

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- Email, phone, mail or fax to:  
**Accessible Transportation Services**  
2200 Upper James Street  
P.O. Box 340  
Mount Hope, ON L0R 1W0  
Phone: 905.529.1212 Fax: 905.679.7305  
E-mail: [ats@hamilton.ca](mailto:ats@hamilton.ca)
- Please call or email ATS to access a hard copy of the survey

Following this initial consultation period, City of Hamilton staff will review all comments and questions and present their responses and accessibility update on December 1, 2021, via the [City of Hamilton's YouTube](#) channel at 4 p.m. HSR will continue to gather feedback and questions based on this video until December 22, 2021.

Participants can request alternative format copies of the presentation (i.e., print copy or Braille), accessibility accommodations to provide feedback or direct any questions about this public consultation to the ATS contact above.

A summary of the feedback and next steps will be presented to the Advisory Committee for Persons with Disabilities in January 2022.

**APPENDICES AND SCHEDULES ATTACHED**

N/A