Revised MINUTES: Seniors Advisory Committee
Friday, September 11, 2009
Room 207, Hamilton Convention Centre

Present: Carolann Fernandes, Thelma McGillivray, Lorraine Meloche,
Vi Morgan, Bernice Price, Shirley Robinson, Mary Sinclair,
Ron Smithson

Regrets: Lisa Campbell, Maureen Harmer, Councillor T. Jackson,
Councillor B. Morelli

Also Present: Maxine Carter, Barb Smoke - Customer Service, Access &
Equity Division

Guests: Don Hull, Paul Thompson – Transit

1. ACCEPTANCE OF AGENDA.

The following items were added to the agenda:
- 7.1 New Horizons
- 7.2 Human Rights
- 7.3 Road Safety

The agenda was accepted as amended.

2. DECLARATION OF INTEREST
None declared.

3. PRESENTATION – Don Hull re: Transit issues (i.e. Smart Cards,
etc. changes as a result of new MacNab Street Terminal).
   - Capital Planning is the lead on the new MacNab Street Terminal
   - Tender is not closed yet
   - suggested that, once tender is closed, Capital Planning & Transit
     attend SAC meeting to apprise on final design with respect to
     mobility and signage
   - occupation is planned for September 2010
   - smart cards will be rolled out September 20, 2010
   - already implemented in Oakville, Burlington, Mississauga and soon
     in Hamilton
   - Project Manager has been hired for this project
- smart cards will have a fixed amount on them and can have additional amounts added once it’s used up
- fees (for each use) will be deducted from the value of the cards and amount reduced
- balances or invoices will not be given but you can check balances on the internet, over the phone and with Card Query Devices (CQD)
- smart cards have an overdraft feature so that they can be used for one last trip if your balance is not enough to cover the fee
- overdraft amounts must be paid before cards can be recharged
- overdraft fee to be determined (estimated at 25 to 50 cents)
- smart cards cannot be recharged by debit
- able to set up automatic recharges, on a monthly basis
- tickets will be phased out/down sized
- monthly passes will still be available
- yearly passes will still be available
- fares will be reduced the more often the cards are used
- expiry of cards if not determined but may be 4-5 years, with approximately 10,000 uses
- cards will be able to be passed near and not necessarily have to touch the readers (tracking machines), with allowances up to 3 feet in distance, for persons with disabilities who have advised GO
- there will be 1 reader only except those that have requirements for payments for distance, then you swipe cards when you get on, then again when you get off, to reduce the initial cost
- transfers will still be available electronically
- question was asked for agencies who use tickets for client use
- answer that there will be limited use cards, for one trip purposes
- suggested that tickets have to be still maintained
- holds can be put on lost cards & the known value can be transferred to a new card
- cards are capable of still keeping track of the number of people that get on the bus
- ID still required for reduced fare cards (students, seniors)
- family passes available
- cards will be available at malls, via the internet, phone and at municipal service centres
- Question – Is there going to be an education component for people who don’t get the paper or watch TV
- Answer – advertisement will be done in writing, with community groups, to assist with questions
- Hamilton will be the third municipality to implement this so debugging will take place with the first two municipalities
- Golden Ages passes will require pictures to be updated every 3 years, for people over the age of 80
- plan to put automated vending machines to disburse the cards or add more value to the cards. Machines will be put into malls, Shoppers Drug Marts and other locations not yet determined
- due to the cost of these machines there will be fewer locations – possibly at McMaster, King/James store, and other reasonable distributions throughout the city
- Canada Post is a possible location for disbursement - not yet been finalized
- cards will not be available on the buses
- cards will help to speed the boarding of individuals

Questions / Answers / Comments
- with changes in bus routes it’s difficult to get to the market and back to the bus with purchases. Temporary bus stops should be placed closer to the food court.
- Q - GO has a reduced fare (of 50 cents) for customers who take the bus after using GO trains. Has this been looked into?
- A – Once we go to the Smart Cards we will go to this reduced fare
- wheelchair positions (on buses) are being used by seniors. Drivers should ensure that seniors receive another seat if they have to move for a wheelchair to use these spots
- if people with disabilities use wheelchair spots, they need to let drivers know so that drivers do not ask them to move when wheelchairs board the bus, or so drivers can assist them with ensuring they get another seat. Seating areas are on a first come, first served basis
- Q - why aren’t all bus routes labeled at bus stops
- A - will be referred to Jim Dahms
- bus stops should be closer together during bad weather, since some seniors to not go out in bad weather because of the ice
- baby boomers are also having more mobility issues
- stop placements can be requested but additional stops need to also be done to try to keep bus routes on schedule. Not everyone knows that you can request additional stops
- people with walkers have to lift them up and over to get on to the bus because drivers do not stop close enough to the curb
- drivers have a hard time trying to get close enough to the curb without hitting the tires. Curb feelers are being used to pull up close to the curb
- back door is harder to get close enough to the curb and short people have a harder time exiting
- Q - why is there no bus between Sanitorium and Limeridge, around Garth. Pedestrians have to walk a long distance to get to the bus
- A – this will be looked into
- riders are their best quality control and all requests/inquiries sent in to management, are all responded to
- Transit should consider getting Service Reps. at major stops?
- Special Committee of the Whole meeting, in Council Chambers, on Thursday, October 29, 2009 (beginning at 9:30 a.m. and continuing
all day). Consultant will attend to report findings of the operational review.
- will a Global Position System in place for customers to find out exactly where the bus is
- suggested having a committee of volunteers to ride the bus for free and report back any concerns
- drivers will be announcing stops and it was asked if they could also announce connecting buses (Don would have to look into this to see if the system is capable of this activity)
- Transit is on schedule with the visual and audible stop announcements with the pilot starting next week, Sept. 14\textsuperscript{th}.
- invitation to Maxine and Jane for feedback on pilot stage
- 100\% of buses are fully accessible, as of June 2009
- first in Ontario to have 100\% low floor accessible with ramp equipped
- have new vendor to supply low floor accessible buses for DARTS, have purchased 10 so far.
- Q – how to deal with mothers using huge strollers
- A – issue is being dealt with on a national level

4. APPROVAL OF MINUTES

5. BUSINESS/DISCUSSION

5.1 Pre-Authorized Payment Plan for Municipal Taxes
• should withdrawal come out on the 15\textsuperscript{th} of the month?
• pension cheques come out on the 3\textsuperscript{rd} day prior to the end of the month so 1\textsuperscript{st} of the month withdrawals are usually better
• advise Taxation division that residents should have the choice of whether they want withdrawals on the 1\textsuperscript{st} or 15\textsuperscript{th}
• utility bills are due prior to the 1\textsuperscript{st} of the month, before seniors get their cheques so they get penalty fees. You can ask utility companies to change due dates but most people don’t know this

5.2 2010 Budget/Business Plan (draft attached)
• expenses (refreshments, room rental) come out of this budget
• should be sufficient funding for survey
• reserve budget is $2,000 - enough if it is decided to do a survey

(T. McGillivray/B. Price)
That the 2010 Budget / Business Plan, in the amount of $1,500.00, be approved as presented, and

That the Chair be authorized to sign on behalf of the Seniors Advisory Committee.

CARRIED
5.3 **October 20, 2009 Breakfast Meeting**
- subcommittee established to work on this
- letter that was previously used will updated and sent out again
- subcommittee members are Ron, Colleen, Carolann & Thelma
- subcommittee members will e-mail Bev Neill their availability
- poster & invitation letter will go out to seniors committees
- various seniors groups will be having their AGM’s and other events that this could be brought up at
- it was agreed that members on the committee will assist with recruiting a few members each
- Minh Trinh will invite members of the Seniors Committee from the Afro-Caribbean Association

5.4 **Information Fair sponsored by Ontario Seniors Secretariat and Ontario Coalition of Seniors Organizations – C. Fernandes**
Carolann Fernandes gave an update on the Information Fair which will take place on the Tuesday, October 20, 2009 following the SAC breakfast. Time will be determined.

Older Adult Centre would like us to present our DVD at the conference in October

5.5 **Release from Hospital**
Deferred to the next meeting

6. **UPDATES**

6.1 **The Gore Committee – V. Morgan**
Help is not needed for the outdoor park since City of Hamilton staff were doing the tasks. Next meeting is Tuesday, September 29, 2009.

6.2 **ACPD Transportation Sub-Committee – R. Smithson**
Tabled to next meeting.

6.3 **Strategic Road Safety Program Sub-committee**
Ron submitted the plaque that was presented to the committee for their contributions.

7. **NEW BUSINESS**

7.1 **New Horizons**
Thelma advised that proposals will be reviewed next week.
Request of ideas for presentation.
DVD has gone to Paris, France.
Ontario Government is giving grants to seniors clubs, for 1,000.00.
Other seniors groups are looking for funding to continue services.
We could have more proposals from this area than we have. We put ideas out there on what could be applied for. There should be an extension of 2-3 years for the length of programs. Committee has no flexibility for changing the approved amount to anything different than what was requested. Funding can be applied for Elder Abuse, Capital, Aboriginal, Inter-generation, Networking, etc.

7.2 Upcoming Events
Community Forum on Human Rights: Discrimination is Against the Law, scheduled for Thursday, September 24, 2009, from 4 to 6 pm at the Hamilton Art Gallery.

Is International Day for Older Person’s still Oct. 1?

Caregiver Omni-media with Shoppers Drug Mart, Home Health Care & local community agencies, Saturday, November 21, 2009 from 10 am to 5 pm at the Hamilton Convention Centre. www.homehealthcareexpo.com

Age Friendly Centre, Monday, November 23, 2009 at LIUNA Station. Invitation limited to 150 people

7.3 Housing
Should we strike up another subcommittee and revisit this? Possibility of the Royal Connaught being turned into affordable housing is being looked at – complaints of “not in my backyard”. This item will be added to next month’s agenda.

Thelma - regrets for next meeting.

H1N1 to be added to next agenda

8. ADJOURNMENT
Meeting was adjourned.