



City of Hamilton
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
COMMITTEE

Meeting #: 18-007
Date: July 10, 2018
Time: 4:00 p.m.
Location: Room 192 and 193, City Hall
71 Main Street West

Loren Kolar, Legislative Coordinator (905) 546-2424 ext. 2604

	Pages
1. APPROVAL OF AGENDA	
(Added Items, if applicable, will be noted with *)	
2. DECLARATIONS OF INTEREST	
3. APPROVAL OF MINUTES OF PREVIOUS MEETING	
3.1 June 12, 2018	4
4. DELEGATION REQUESTS	
5. CONSENT ITEMS	
5.1 Built Environment Working Group Update	
5.1.a May 1, 2018	11
5.2 Housing Issues Working Group Update	
5.3 Outreach Working Group Update	

5.4 Transportation Working Group Update

5.4.a May 22, 2018

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5.4.b Review of the Government-Appointed Transportation Standards Development Committee for Improvements to Ontario's 2011 Transportation Accessibility Standard

Note: This article is taken from the AODA Alliance website.

5.5 Wheelchair and Scooter Breakdown Working Group Update

5.5.a Draft Proposal from DARTS respecting Stranded Wheelchairs

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Note: This information comes from the Transportation Working Group meeting of May 22, 2018.

5.6 For the information of Committee: Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082)

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Note: This report has been forwarded to the ACPD for their information only. This staff report has already been approved by Council.

6. PUBLIC HEARINGS / DELEGATIONS

6.1 Anthony Volpe, Hamilton Police Services, respecting De-escalation Techniques Used During Mental Health Incidents (no copy)

7. STAFF PRESENTATIONS

8. DISCUSSION ITEMS

9. MOTIONS

10. NOTICES OF MOTION

11. GENERAL INFORMATION / OTHER BUSINESS

- 11.1 Accessibility Complaints to the City of Hamilton Update (no copy)
- 11.2 Accessibility for Ontarians with Disabilities Act (AODA) Update (No copy)
- 11.3 Ontario Business Improvement Areas Advisory Association (BIAA) Accessibility Workshop (no copy)
- 11.4 Accessible Pedestrian Signal Locations 27
- 11.5 Continuity of Working Groups of the Advisory Committee for Persons with Disabilities during the Municipal Election period in 2018 (no copy)
- 11.6 Suggestions for Recruitment to the Advisory Committee for Persons with Disabilities for the 2018-2022 term (no copy)
- 11.7 Possible Delegation to the Accessible Transit Services Review Sub-Committee meeting on July 17, 2018 (no copy)

12. PRIVATE AND CONFIDENTIAL

13. ADJOURNMENT



Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

Minutes 18-006

4:00 p.m.

Tuesday, June 12, 2018

Rooms 192 and 193, City Hall

71 Main Street West

Present: A. Mallet (Chair)
P. Cameron, J. Cardno, P. Lynes, T. Manzuk, T. Murphy, A. Nicolls, K. Nolan, T. Nolan, M. Sinclair, B. Semkow

Absent

with regrets: Councillor S. Merulla – City Business, T. Wallis

Also Present: Staff Sergeant J. Savoie

THE FOLLOWING ITEMS WERE REFERRED TO THE GENERAL ISSUES COMMITTEE FOR CONSIDERATION:

- 1. Guide to Finding Housing in Hamilton for People with Disabilities (Item 8.1)**

(Cameron/K. Nolan)

That the Guide to Finding Housing in Hamilton for People with Disabilities be approved.

CARRIED

FOR INFORMATION:**(a) CHANGES TO THE AGENDA (Item 1)**

The Clerk advised the Committee of the following changes:

8.1 Guide to Finding Housing in Hamilton for People with Disabilities

10.1 Notice of Motion respecting Automated Pre-Boarding Announcements on HSR Vehicles

11.4 ACPD Dietary Requirement for Catering Provided at Meetings

11.5 Update on the ACPD Presenters List

11.6 ACPD Meetings in October and November 2018

(Murphy/Lynes)

That the agenda for the June 12, 2018 meeting of Advisory Committee for Persons with Disabilities be approved, as amended.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) APPROVAL OF MINUTES (Item 3)**(i) May 8, 2018 (Item 3.1)****(Sinclair/Cameron)**

That the minutes of the May 8, 2018 meeting of the Advisory Committee for Persons with Disabilities be approved, as presented.

CARRIED

(d) CONSENT ITEMS (Item 5)**(i) Built Environment Working Group Meeting Notes – April 3, 2018 (Item 5.1)****(Nicolls/Semkow)**

That the Built Environment Working Group Meeting Notes of April 3, 2018 be received.

CARRIED**(ii) Housing Issues Working Group Update (Item 5.2)**

For disposition of this matter, refer to Item 1.

(iii) Outreach Working Group Update (Item 5.3)

T. Manzuk provided an update on the Roundtable Discussion that the Outreach Working Group held on May 28, 2018. Approximately 25 representatives from 10 accessibility groups attended.

(Lynes/K. Nolan)

That the Outreach Working Group Update, be received.

CARRIED**(iv) Transportation Working Group Update – April 24, 2018 (Item 5.4)****(Semkow/Nicolls)**

That the Transportation Working Group Notes of April 24, 2018, be received.

CARRIED**(v) Wheelchair and Scooter Safety Working Group Update (Item 5.6)**

A. Mallet advised the Committee that the Wheelchair and Scooter Safety Working Group is planning a roundtable discussion event for September 18, 2018. A draft of an invitation letter will be coming to the next meeting.

(Cameron/Cardno)

That the update respecting the Wheelchair and Scooter Safety Working Group, be received.

CARRIED**(e) MOTIONS (Item 9)****(i) Automated Pre-Boarding Announcements on HSR Vehicles (Added Item 9.1)****(T. Nolan/Nicolls)**

WHEREAS, Section 51 of the Accessibility for Ontarians with Disabilities Act (AODA) Integrated Standards requires automated pre-boarding announcements on conventional transportation service providers to be operational;

WHEREAS, the members of the Advisory Committee for Persons with Disabilities have found that these announcements are either not operational or intermittent; and

WHEREAS, the HSR is required to have pre-boarding announcements operational by January 1, 2017

THEREFORE BE IT RESOLVED:

That staff be directed to take steps to ensure that system is fully operational on all HSR vehicles as is required by AODA regulations.

CARRIED**(f) NOTICE OF MOTION (Item 10)**

T. Nolan introduced a Notice of Motion respecting Automated Pre-Boarding Announcements on HSR Vehicles.

(Murphy/Semkow)

That the Rules of Order be waived to allow for the introduction of a Motion respecting Automated Pre-Boarding Announcements on HSR Vehicles.

CARRIED

For further disposition, refer to Item (e)(i).

(g) GENERAL INFORMATION/OTHER BUSINESS (Item 11)**(i) Accessibility Complaints to the City of Hamilton Update (Item 11.1)**

No update.

(ii) Accessibility for Ontarians with Disabilities Act (AODA) Update (Item 11.2)

No update.

(iii) Outstanding Business List as of May 31, 2018 (Item 11.3)

(T. Nolan/K. Nolan)

That the Outstanding Business List as of May 31, 2018, be received.

CARRIED

(iv) ACPD Dietary Requirements for Catering Provided at Meetings (Added Item 11.4)

Jessica Bowen addressed the Committee respecting ACPD members' Dietary Requirements for Catering Provided at Meetings. Several e-mails have been sent out to committee members, asking for specific requirements. Two members of the committee have responded. If anyone else has a concern, they are asked to contact Jessica Bowen.

(Semkow/Murphy)

That the information respecting ACPD Dietary Requirements for Catering Provided at Meetings, be received.

CARRIED

(v) Update on the ACPD Presenters List (Added Item 11.5)**(Sinclair/Manzuk)**

That the ACPD Presenters List be updated to include the following:

- a representative of Community Living Hamilton
- a representative of Community Para-Med
- a representative of LHIN Home and Community Care (formerly Community Care Access Centre Hamilton)
- Sarah Jama, Hamilton Centre for Civic Inclusion

CARRIED

(vi) ACPD Meetings in October and November 2018 (Added Item 11.6)

The Clerk advised the Committee that due to the Municipal Election being held in October 2018, there will not be a meeting of the Advisory Committee for Persons with Disabilities in the months of October and November 2018.

(Sinclair/Lynes)

That the information regarding ACPD Meetings in October and November 2018, be received.

CARRIED

(h) ADJOURNMENT (Item 13)

(Cardno/Sinclair)

That there being no further business, the Advisory Committee for Persons with Disabilities be adjourned at 6:05 p.m.

CARRIED

Respectfully submitted,

A. Mallet, Chair
Advisory Committee for Persons
with Disabilities

Loren Kolar
Legislative Coordinator
Office of the City Clerk



Hamilton

Minutes

Advisory Committee for Persons with Disabilities
Built Environment Sub-Committee
Tuesday, May 1, 2018, 3:00pm – 5:00 p.m.
City Hall, 71 Main St. W., Room 192

Present: Al Nicolls, Tom Manzuk, Tim Murphy, Mary Sinclair.

Absent with Regrets: Aznive Mallett, Terri Wallis, Patty Cameron, Paula Kilburn.

Also Present:

Jessica Bowen, Human Rights, Diversity and Inclusion
Ian Kerr-Wilson, Manager, Heritage Resource Management,
Tourism and Culture

1. Changes to the Agenda

Other Business:

Addition of Item **5.1 Urban Braille**

2. Approval of Minutes of Previous Meeting

(T.Murphy / T.Manzuck)

The minutes of the meeting of April 3, 2018 be approved as presented.

3. Presentations

No presentations

4. Discussion Items

i. Heritage and Accessibility: Ian Kerr-Wilson, Manager, Heritage Resource Management, Tourism and Culture

Ian Kerr Wilson shared with the Committee that his portfolio manages 9 museums and about 40 buildings.

He shared that there are three levels related to heritage designation: Municipal, Provincial and Federal levels. He indicated that the area of greatest applicable is Municipal. He shared that the nature of the heritage protections are complex. Municipal designation is a bylaw and that bylaw specifies in the designated exactly what is considered significant. For example, he shared that the Ancaster Town Hall has three (3) exterior sides that have heritage elements, yet there are no elements on the inside designated as such. He shared with the group that any requests to modify an element of a building designated as heritage, has to go through the Municipal Heritage Committee for review and approval.

Provincial easement trumps municipal. We will go to the Ontario Heritage Trust (OHT). Tell them what we need to do and why. OHT will approve or not and then they give the approval and they take that the municipal heritage committee.

I. Kerr Wilson explained that if a building is designated as heritage in order to make changes the request would need to demonstrate why an item needs to be amended

and how will the impact on the heritage materials be controlled. There has to be business case made to pursue a change (whether that is a matter of safety, structural integrity, etcetera).

Committee members inquired what elements within City Hall would be deemed heritage. I. Kerr Wilson explained that the City's website has "Hamilton's Heritage Volumes" which lists of all the municipal designations in the City. City Hall is on that list and the document outlines what elements are heritage and why they are significant.

ii. City Hall Signage

J. Bowen advised the committee of an accessibility signage/way-finding matter that came forward from Facilities. The Committee provided feedback on the appropriate placement of the signage. The committee also reviewed the language included on the signage.

iii. Barrier-Free Design Guidelines Revision Project (BFDG)

No update at this time.

iv. Review of New Capital Projects

a. Annual list of projects confirmation

The Committee confirmed they would be reviewing the following new capital projects as outlined by Public Works, Strategic Planning, Capital & Compliance:

- i. Pinky Lewis Recreation Centre Renovations
- ii. Hamilton Police Services: Investigation Services Division
- iii. New Greensville Elementary School Community Center and Library

v. Tour of Facilities

No update at this time.

vi. Accessible Pedestrian Signals

Committee members discussed the difficulty that is sometimes experienced with the Accessible Pedestrian Signals.

Committee members inquired who the appropriate contact is to call if the signals are not working appropriately. Members can call the City's Contact Centre at 905-546-2489. They can also email at accessibility@hamilton.ca.

vii. Beach Strip Trail Washroom

No update at this time.

viii. Bus Stop Audit & Design

No update at this time.

ix. City Hall Deficiencies

No update at this time.

x. MacNab Street Terminal Deficiency Audit

No update at this time.

xi. Social Housing Accessibility Issues & Concerns

Committee members discussed the ongoing need to have an inventory of units available so that you are not sent to a unit that is not suitable for your individual needs. And ensure that someone who is on the waitlist will not lose their spot because they were not able to access available housing (i.e. someone in a power chair being sent to a basement apartment).

xii. Tim Hortons Stadium

No update at this time.

xiii. Washroom Accessibility

No update at this time.

xiv. Curbing at Intersections

No update at this time.

5. Other Business**5.1 Urban Braille**

Committee members requested to invite Gary Moore, Director of Engineering Services to an upcoming meeting to discuss why contractors are not adhering to the Barrier Free Design Guidelines and Urban Braille as a subsection of that document.

Adjournment

Next meeting: Tuesday, June 5, 2018

Transportation Working Group
 Advisory Committee for Persons with Disabilities
 Tuesday, May 22, 2018
 Room 193, City Hall

Members in Attendance:

Paula Kilburn (Chair), Aznive Mallett, Tom Manzuk, Tim Murphy, Alan Nicolls, Kim Nolan, Tim Nolan, Robert Semkow

Also Present:

Owen Quinn, Mark Mindorff

Regrets/Absent:

Terri Wallis (Vice-Chair), Elizabeth (Jane) Cardno, George Hough, Dennis Guy

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda** - approved with additional items:
 - HSR Bus Route External Announcements; and Bus Shelters
2. **Review of Meeting Notes – April 24th** – approved
3. **HSR Service**
 - a) Bus Route External Announcements (Pre-boarding)
 - Tim N. noted external announcements on HSR buses are not working (systemic problem) and he has e-mailed these concerns to Debbie Dalle Vedove, Director of Transit, who has not responded to date
 - Members drafted motion for ACPD as follows:

“The Transportation Working Group requests that ACPD advises City Council that Section 51 of the AODA Integrated Standards requiring automated pre-boarding announcements on all HSR vehicles are either not operational or intermittent. The HSR obligation was to be fully operational by January 1, 2017. ACPD respectfully request Council to take steps necessary to ensure that system is fully operational on all HSR vehicles as is required by AODA regulations.”
 - Owen suggested that he follow-up with Debbie on this matter prior to motion being sent to ACPD
 - HSR IT staff are planning to attend next meeting to discuss HSR bus stop annunciation system

b) Bus Shelters

- Built Environment Working Group previously reviewed various designs for accessible bus shelters so City/HSR should comply with these designs for any newly construction shelters
- Members noted that Terri should give an update at next meeting

c) Communication

- Members noted that HSR should use various communication methods to advise of service disruptions – not just Twitter (i.e. phone messages, “face-to-face” interaction with driver)

ACTION: Members suggested Debbie Dalle Vedove attend next meeting

4. **DARTS Service**

a) DARTS Negotiations

- Next meeting with Union is on June 19th

b) VETS & Subcontractor Manuals

- Members to review manuals and provide comments at next meeting

c) Wheelchair and Scooter Breakdown

- DARTS have draft proposal for mobility device breakdowns; members asked if this information could be shared with ACPD

d) Other

Complaints by Provider

- Mark provided information showing number of driver complaints by service provider (i.e. DARTS, VETS, HCAB, HTOWN)
- DARTS drivers had less complaints than other providers as follows:
 - DARTS = 0.33 complaints per 1,000 trips
 - VETS = 0.68 complaints per 1,000 trips
 - HCAB = 1.54 complaints per 1,000 trips
 - HTOWN = 1.69 complaints per 1,000 trips
- Mark noted that all drivers receive the appropriate training
- DARTS, VETS and HTOWN are dedicated drivers driving vehicles with DARTS logo while HCAB vehicles do not have DARTS logo
- DARTS drivers are paid hourly and subcontracted drivers paid by trip
- Direction from City Council was to shift trips to lowest cost provider; Mark noted that VETS do not have sufficient drivers available so more trips are being sent to other subcontractors

5. Accessible Transit Services Review

a) Update - Meeting of April 27, 2018

- Mark presented DARTS Quarterly Update Report at meeting
- ATS Subcommittee members met in camera to discuss DARTS Collective Agreement

6. ATS-DARTS Policy Review

- It was noted that Dennis has contacted CityLab to request a project to review ATS-DARTS policies

7. Other Business

a) On-Demand Taxi Service

- Members noted that accessible taxis should be available 24 hours/day, 7 days/week
- Licensing (By-law) staff should be invited to future meeting for update

b) Taxi Scrip Program

- HSR will follow up with Fare & Revenue staff for update on Taxi Scrip (i.e. darker blue colour for \$5 coupon with corner clipped off)
- Members noted privacy concerns with Taxi Scrip coupons as passengers need to provide information on back (Client ID #, name)

8. Next Meeting – June 26, 2018**Adjournment**

STRANDED WHEELCHAIRS

At the May 22, 2018 Transportation Working Group of the Advisory Committee for Persons with Disabilities (ACPD), the following draft proposal was discussed with the members and M. Mindorff, Executive Director, DARTS.

The ACPD is being asked to discuss this draft proposal, and offer their support, if appropriate. ACPD members should note that this is a draft proposal, and it is anticipated that more work will be required if such a proposal should come to pass.

The draft proposal is as follows:

DARTS proposes that it could offer a service in Partnership with Motion Specialties, a Hamilton supplier of mobilities products/services. Funding issues will have to be worked out if this proposal proceeds.

Stranded wheelchairs and or emergency services could call DARTS and DARTS would arrange to move the passenger and chair to a safe location/home.

The cost of the would be \$100/incident during business hours and \$125 after hours.

The service would be available from 5:00 AM until 2:00 AM, the operating hours of DARTS.

5.6

City Council, at the June 27, 2018 meeting, approved the following report entitled Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082)

As part of the recommendations in the report, a copy was to be forwarded to the Advisory Committee for Persons with Disabilities, for their information.

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SUBJECT: Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082) (City Wide) - Page 2 of 7



CITY OF HAMILTON
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
Licensing and By-law Services Division

TO:	Chair and Members Planning Committee
COMMITTEE DATE:	June 19, 2018
SUBJECT/REPORT NO:	Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Dawn Johnson (905) 546-2424 Ext. 5809
SUBMITTED BY:	Ken Leendertse Director, Licensing and By-law Services Planning and Economic Development Department
SIGNATURE:	

RECOMMENDATION

- (a) That the Licensing and By-Law Services Division create a one year pilot program to provide a subsidy for accessible taxicab trips to further support the provision of accessible taxicab services for the accessible community;
- (b) That, subject to the approval of Recommendation (a) of Report PED18082, Financial Incentives for Taxi Operations to Provide Accessible Taxicab Trips, the following be approved:
- (i) That a one year pilot program be created within the Licensing Section to provide a \$5 flat subsidized rate to all qualified accessible taxicab drivers for each accessible taxi trip dispatched with Hamilton Cab and Blue Line Taxi Brokers, at an estimated cost of \$115,000;
 - (ii) That \$20,000 be allocated from the Tax Stabilization Reserve to support the funding of the pilot program. The \$20,000 represents the “in lieu of accessibility” voluntary annual revenue received in 2017;
 - (iii) That in support of achieving compliance with the *Accessibility for Ontarians with Disabilities Act, 2005, S.O, 2005, c.11 (AODA)* standards and to support

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SUBJECT: Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082) (City Wide) - Page 3 of 7

- the Advisory Committee for Persons with Disabilities with the on-demand accessible taxicab initiative, the results of the pilot program be referred to the 2019 budget process for further consideration;
- (iv) That Report PED18082 respecting Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips be brought to the next Advisory Committee for Persons with Disabilities meeting for information only;
 - (v) That 0.25 temporary full-time equivalent (FTE) be approved for program administration, to be funded from the Personal Transportation Providers revenues generated from new licences;
 - (vi) That the Director of Licensing and By-Law Services and/or designate be authorized and directed to negotiate and execute a new agreement with Blue Line Taxi and Hamilton Cab, in a form satisfactory to the City Solicitor, for the provision of accessible taxicab subsidized payments in the amount of \$5.00 per dispatched trip;
- (c) That the item respecting Financial Incentives for Taxi Operators to make replacement vehicles accessible be identified as complete and removed from the Planning Committee Outstanding Business List.

EXECUTIVE SUMMARY

Staff has met with the Advisory Committee for Persons with Disabilities (ACPD) Transportation Working Group and have had discussions with the two taxi brokers in the City of Hamilton, Hamilton Cab and Blue Line Taxi, regarding the need for improved on-demand accessible taxicab service.

This Report proposes a pilot program to provide a \$5 subsidy for each dispatched accessible trip, providing each qualified accessible taxicab driver with additional earnings per accessible dispatched trip, fully funded by the Licensing and By-Law Services Division, utilizing funds generated from Personal Transportation Provider (PTP) "in-lieu of accessibility" voluntary annual revenue. This proposal increases the potential of meeting the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) mandate of on-demand accessible trips and will provide the City with a good indication as to how to support the on-demand accessible transportation mandate (AODA) for our community.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The pilot project will be funded through revenue collected through the "in-lieu of accessibility" payments made by PTP license holders and will not be

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SUBJECT: Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082) (City Wide) - Page 4 of 7

funded through licensing fees. As a result, there is no impact to the levy or business licensing fees.

Currently the “in-lieu of accessibility” funds amount to \$40,000, however staff anticipates an additional \$40,000 to \$60,000 will be collected during the course of the pilot program. This revenue would support 8,000 to 20,000 accessible trips under the pilot program.

Staff is also requesting that \$20,000 from the Tax Stabilization Reserve be allocated to this pilot project. This \$20,000 represents the “in lieu of accessibility” payment made in 2017 and would support 4,000 additional accessible trips, for a total of up to 24,000 accessible taxicab trips that may be supported under the pilot program.

In the event of higher demand for accessible taxicab trips, staff will seek approval for an additional funding source for the pilot.

As this is not a sustainable option, Licensing intends to report back to Council as part of the 2019 Budget process for next steps.

Staffing: The addition of 0.25 temporary FTE, at a cost of \$21,000, to support program administration, be funded by the PTP per trip fees generated from existing and new PTP under Schedule 24 of Licensing By-Law No. 07-170.

Legal: The City has the authority to implement the proposed approach to funding the cost of accessible taxicab trips.

HISTORICAL BACKGROUND

On October 24, 2012, Council approved Planning Committee Report 12-016, Item 10, directing staff to issue 16 accessible taxicab plates in 2013 to deliver taxicab services in accordance with the AODA.

On December 14, 2016, Council approved Planning Committee Report 16-021, Item 2, directing staff to issue a total of 18 accessible plates equally over three years commencing with the first six in 2017.

On April 27, 2016, Council approved General Issues Report 16-011, Item 9, directing that the ACPD Report 16-002, Item 1, respecting Financial Incentives for Accessible Taxi Services, be referred to staff for a report back to the Planning Committee.

On May 10, 2017, Council approved General Issues Committee Report 17-010, Item 8, directing the City’s Director of Licensing to review and address the lack of on-demand accessible taxicabs in full consultation with members of ACPD and that staff be directed

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SUBJECT: Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082) (City Wide) - Page 5 of 7

to report back to ACPD on steps to be actively taken to ensure full and equitable access to the City's taxi system for all persons with disabilities.

On February 28, 2018, Council approved Planning Committee Report 18-002, Item 7, directing staff to issue 18 additional accessible taxicab plates and create an accessible priority list.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

*Accessibility for Ontarians with Disabilities Act, 2005, S.O, 2005, c.11 O. Reg. 191/11
INTERGRATED ACCESSIBILITY STANDARDS Part IV, s. 79(1)*

RELEVANT CONSULTATION

Finance and Administration, Legal Services, Hamilton Cab, Blue Line Taxi and the ACPD Transportation Working Group were consulted in the preparation of this Report.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Taxicab driver earnings can be significantly lower for accessible vehicles because of the additional time required to load and unload passengers and equipment. With less accessible taxicabs, drivers also have to travel further distances to pick-up and return clients, including wait times in some cases. Taxicab drivers must charge the same rate for accessible rides as for regular rides.

The accessible community requires additional qualified accessible drivers willing to take/carry-out trips for persons with disabilities. In consultation with the Taxicab Industry and the ACPD Transportation Working Group, it was determined that there was a need for additional accessible taxicab trips, which can only be achieved with additional qualified and willing accessible taxicab drivers.

To support the above goal, and to support the implementation of the pilot program, staff recommend entering into agreements with Hamilton Cab and with Blue Line Taxi to require each Broker to provide the City with monthly data documenting the number of accessible trips dispatched through its company for the relevant period. Pursuant to the agreement, the City would then pay to the Broker, quarterly, the proposed subsidy for each accessible trip dispatched through its service and reported to the City, and require the Broker to distribute the \$5.00 per trip subsidy amongst its drivers who made the dispatched accessible trips.

The subsidized pilot program will provide performance measures, such as statistics relating to the number of accessible trips and the number of drivers making accessible trips, to determine if the City is able to properly support the accessible community with more readily available accessible taxicab drivers.

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SUBJECT: Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082) (City Wide) - Page 6 of 7

Accessible Taxicab Statistics

- An average of 22,000 accessible taxicab rides take place per year;
- Numerous complaints per month related to access to available accessible taxicabs;
- Average of 45 driver no-shows per month; and,
- With the release of the additional 18 plates this year, the ratio of accessible plates will increase from 22 (4.9% of the total taxicab fleet) to 40 (8.9% of the taxicab fleet).

Although this is still a relatively small number of accessible taxicabs in relation to the 449 regular taxicabs servicing our community, the additional plates to be released almost doubles the existing accessible taxicab fleet. The focus now is on increasing the number of willing accessible drivers and providing a financial incentive for qualified accessible taxicab drivers to make accessible trips. Currently there is no incentive for accessible plates as accessible rides tend to take longer to complete or lack the financial incentive to carry out.

As part of an ongoing initiative to support the accessible taxicab service within the industry, we will continue to monitor and work with the Brokers and the ACPD Transportation Working Group to bring forward continuous improvements and work towards providing on-demand service.

The subsidized pilot program will support the improvement of the accessible transportation needs of our community, as well as working towards compliance with the regulations outlined in the AODA.

ALTERNATIVES FOR CONSIDERATION

N/A

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement and Participation

Hamilton has an open, transparent and accessible approach to city government that engages with and empowers all citizens to be involved in their community.

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

Economic Prosperity and Growth

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SUBJECT: Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082) (City Wide) - Page 7 of 7

Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.

APPENDICES AND SCHEDULES ATTACHED

N/A

KL:DJ:st

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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.

FOR YOUR INFORMATION - ACCESSIBLE PEDESTRIAN SIGNAL LOCATIONS

This is the list of Accessible Pedestrian Signals locations that was provided by Rob Declair to the BEWG in December 2017/January 2018.

APS Retrofits - Locations Approved for 2017				
2	Main St	MacNab St	carry over - pending	Location on LRT Corridor
3	Barton St	Wentworth St	carry over - pending	2014-03-17 Road Resurfacing 2023
13	King St	Market St	carry over - pending	06-May-15
13	Hatt	Ogilvie St	carry over - pending	24-Feb-15
\$ -				
APS Retrofit Locations for 2018				Request Date
1	Main St	Whitney		
2	Caroline Street	Main Street		2016-12-20 Add on
2	John Street	Main Street		15-Nov-15
4	Queenston Rd	Parkdale Ave		Add on
5	Barton Street	Grays Road		04-Apr-17
6	Larch Ave	Upper Ottawa Street		
9	Grays Rd	Queenston Rd		
13	Cross/Main	King St		2015-09-15 2018 Modernization
13	King St	Sydenham St		2015-09-09 2018 Modernization
Proposed 2019 Locations				Request Date
7	Upper Wentworth	Rymal Road		Requested June 12, 2017
8	West 5th	Limeridge Rd		Requested Oct 16, 2017