



City of Hamilton
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
COMMITTEE

Meeting #: 19-003
Date: April 9, 2019
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

1. CEREMONIAL ACTIVITIES

2. APPROVAL OF AGENDA

(Added Items, if applicable, will be noted with *)

3. DECLARATIONS OF INTEREST

4. APPROVAL OF MINUTES OF PREVIOUS MEETING

4.1 March 12, 2019

5. COMMUNICATIONS

6. DELEGATION REQUESTS

6.1 Cameron Kroetsch and Sheri Selway, respecting the work the committee has done to advocate for safer and more accessible sidewalks and to speak to the committee about some of the data we have collected in support of this work (for today's meeting).

7. CONSENT ITEMS

7.1 Built Environment Working Group Update

7.1.a February 5, 2019

7.2 Housing Issues Working Group Update

7.2.a December 18, 2018

7.2.b February 19, 2019

7.3 Transportation Working Group Update

7.3.a February 26, 2019

7.4 Wheelchair and Scooter Safety Working Group Update

8. PUBLIC HEARINGS / DELEGATIONS

9. STAFF PRESENTATIONS

10. DISCUSSION ITEMS

10.1 Correspondence to a Member of Provincial Parliament respecting Listening to Ontarians with Disabilities: Report of the Third Review of the Accessibility for Ontarians with Disabilities Act, 2005 (deferred from the March 12, 2019 meeting)

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

13.1 Accessibility Complaints to the City of Hamilton (no copy)

13.2 Accessibility for Ontario with Disabilities Act (AODA) Update (no copy)

13.3 Presenters List for the Advisory Committee for Persons with Disabilities (no copy)

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT

Form: Request to Speak to Committee of Council

Submitted on Tuesday, March 12, 2019 - 1:17 pm

==Committee Requested==

Committee: Advisory/Sub-Committee**Name of Sub-Committee:** Advisory Committee for Persons with Disabilities

==Requestor Information==

Name of Individual: Cameron Kroetsch**Name of Organization:****Contact Number:** [REDACTED]**Email Address:** [REDACTED]
[REDACTED]
[REDACTED]**Reason(s) for delegation request:** Sheri Selway and I would like to speak to ACPD about the work they've already done with respect to advocating for safer and more accessible sidewalks and to speak to them about some of the data we have collected in support of this work.**Will you be requesting funds from the City?** No**Will you be submitting a formal presentation?** No



Hamilton

Meeting Minutes
Advisory Committee for Persons with Disabilities
Built Environment Working Group
February 5, 2019, 4:00pm – 6:00 p.m.
City Hall, 71 Main St. W., Room 192

Present: Mary Sinclair (Chair), Al Nicolls, Tom Manzuk, Tim Murphy, Paula Kilburn, Patty Cameron.

Absent with Regrets: Terri Wallis, Aznive Mallet

Also Present: Betsy Pocop, Diversity & Inclusion
Jessica Bowen, Diversity & Inclusion

Land Acknowledgement

1. Changes to the Agenda

(T. Murphy/A.Nicolls)

That the agenda of February 5, 2019 be approved as amended.

Addition of Items:

- 6.1** Summers Lane Update
- 6.2** Pier 8 Update

2. Approval of Minutes of Previous Meeting

(T. Murphy/A.Nicolls)

That the minutes of the January 8, 2018 be approved as amended.

Amendment:

P. Kilburn and P. Cameron absent with regrets.

3. Presentations

No presentations scheduled.

4. Discussion Items

i. Tour of Facilities

The Committee identified three additional tour requests:

- 1) First Ontario Concert Hall- Accessible washrooms in the dressing room area for performers and backstage for stage hands
- 2) Courthouse on John and Main Street
- 3) Bernie Morelli Recreation Centre

ii. Accessible Pedestrian Signals (update)

Jeff Cornwell, Project Manager of traffic signals provided the following information regarding the Accessible Pedestrian Signals:

- 2013-2018 there has been a standardized signal
- Prior to 2013, there was no audible feature available
- December 31, 2018, standardization ran out and a competitive bidding process will occur for new units

- There are currently 164 intersections that have APS
- That number will increase to 202 by the end of 2019.
- The cost to install an APS signal is \$10,000
- There is a yearly budget of \$150,000 per year to retrofit existing intersections
- If there is a change in the APS product based on the manufacturer that means the signal will be different at different intersections.

Jeff explained that the signals operate as follows:

1 press will activate the red light to cross

1 press and hold for 5 second activates the audible tone

The tone is louder during traffic and weather events (i.e. wind)

Committee members accompanied J.Cornwell to an active signal outside of City Hall to demonstrate how the signals function. Committee members shared some of the challenges that they experienced activating the lights including that the location of the signals on the poles can be extremely close to the road potentially creating a safety issue for those with visual limitations who may be unaware of how close they are to live traffic lanes. Members also cited that the pressure needed to hold the button for extended periods of time can be challenging for individuals who do not have the strength to do so.

J. Cornwell advised that he would investigate the possibility of reduce the hold time from 5 seconds to 2 seconds.

The committee had a brief discussion regarding the proposed video project for the Accessible Pedestrian Signals.

iii. Bus Stop Audit & Design

No update at this time.

- iv. **MacNab Street Terminal Deficiency Audit**
No update at this time.
- v. **Social Housing Accessibility Issues & Concerns**
No update at this time.
- vi. **Washroom Accessibility**
No update at this time.
- vii. **Urban Braille/Curbing at Intersections**
No update at this time
- viii. **Housing and Built Environment Working Group**
The item should remain on the agenda for the new ACPD to decide if the merge should occur.

5. Other Business

5.1 Pier 8

The committee requests that a City representative speak with the group about Pier 8.

5.2 Summers Lane

The committee requests that a City representative speak with the group about change occurring at Summers lane.

6. Adjournment

Next meeting: March 5, 2019 at 4:00pm in Room 192.

**Advisory Committee for Persons with Disabilities
Housing Working Group
Meeting Notes
2:00p.m. – 4:00p.m.
Tuesday, December 18th, 2019
Room 193/City Hall
71 Main Street West**

Present: Mary Sinclair, Paula Kilburn, John Hawker,
Tom Manzuk

Staff: Jessica Bowen, City of Hamilton

- 1.** Welcome
- 2.** Approval of Agenda
- 3.** Minutes of October 16 were approved at November meeting, but it did not remove the words "CityHousing" from the last of five bullets regarding the Social Housing representative, presentation to ACPD in January 2018.

In addition, the word "fillable" needs to be clarified, in terms of Access To Housing (ATH) application forms. Form can't be filled out on-line. Carry this forward for further discussion.

National Housing Day event was mentioned as November 21 instead of 29.

Minutes of November 20 were approved, with the following discussion:

- i) Initially to use short form of proposed motion
- ii) We would not involve CityLabs.

4. Business Arising:

- a) It was agreed to send letters to agencies to determine who wants/needs hard copies of the guidebook. It was estimated that approximately forty-five copies have been distributed.
- b) It was suggested to combine the work of the Housing Working Group with the “Social Housing Concerns” on the Build Environment agenda. This would eliminate the need for the motion regarding necessary staff support.
Motion: In the interval, until members of ACPD are reappointed, the Housing Working Group will work with Built Environment on a trial basis.
- c) Next meeting will be at 2:00pm on Tuesday, January 15, 2019, to be followed by the Built Environment. Topic will be the general application to Access to Housing.

**Advisory Committee for Persons with Disabilities
Housing Working Group
Meeting Notes
2:00p.m. – 4:00p.m.
Tuesday, February 19, 2019
Room 193/City Hall
71 Main Street West**

Present: Mary Sinclair, Patty Lynes. John Hawker, Tom Manzuk,
Doug Stone

1. Welcome and Introductions

2. Attendance

3. Acceptance of Agenda

4. Acceptance of the minutes for January 15, 2019

Correction: Item 6.0 General Discussion about Housing

Remove bullet

- CityHousing Hamilton

5. Distribution of Guidebooks

- Review distribution strategy for the guidebook to date:
- September 19, 2018, completion of Guidebook. Greg Witt prepared a distribution list for Housing Working Group;

- Electronic copy of the guidebook:
<https://www.hamilton.ca/city-initiatives/strategies-actions/housing-homelessness-research-and-planning>
- Link to the document:
<https://d3fpllf1m7bbt3.cloudfront.net/sites/default/files/media/browser/2018-09-24/guide-finding-housing-hamilton-people-disabilities.pdf>
- Greg Witt provided an email template for notification of the guide to stakeholders (see attach);
- **Tom and Paula emailed municipal candidates for mayor and ward councilor;**
- Guidebook: Talking Points prepared.

Master List:

- Mary gave out 45 copies.
- Mary provided a master list and has recorded who she has provided copies.
- Review Jessica's letter template;
- Has there been any enquiries or responses?
- Who receives the enquiries?
- Confirm who has received a hard copy of the guide and list for email notification;
- Patty to consolidate contact list for next meeting.

6. Discussion - Special Needs Form:

- Discussion about living independently;
- Living in housing that is not accessible. Who do you approach for help, in adapting your current housing instead of having to move and fill in the application;
- What are the other options to provide accessible accommodations?
- Ontario Renovates: Money available only if you own your house:
- Ask Edward to our March Meeting (April for sure).
- Ask questions: Have they investigated other avenues of assistance prior to asking the city.
- With disability there is no one fit solution.
- Are you aware of other programs that would help?
- Is there a person who can help you navigate the system?
- What is SPDAT? Decision assistance tool.
- The library is taking over what inform Hamilton used to do.

7. General Discussion:

- a. Revision of the ATH applications in light of Housing and Homelessness Action plan (streamlining)
- b. Support service available to adapt housing units so that the tenant does not have to move
- c. Why is provision being made only for people who own their homes (HSC 19001 – 17 January 2019).
- d. Speaker to talk about SPDAT and moment in time information.
- e. Following discussion of questions for the Manager of Housing, defer question and further discussion: Why are current programmes (Ontario Renovates, Investing in Affordable Housing), only available for people who own their homes? There are more programs directed to home owners than renters. Programmes are provincially mandated.

8. Meeting adjourned at 4:00

9. **Next meeting:** March 19, 2019 at 2:00pm in Room 193

Questions for Edward Johns, Manager of Housing Division

1. How can the applications process for accessible housing be made simpler for people with special needs?
2. When is the applicant for accessible housing notified that they are not limited to three choices (suitability, appropriateness) in chronological order and have a right to appeals decisions?
3. How does an applicant contact the housing support worker before applying?
4. How do applicants with special needs get directed to the Housing Help Centre?
5. If an application is requested in an alternate format, why is the special needs form and the classification scale for accessibility not provided in the same requested format?
6. When can a completed inventory of accessible housing in Hamilton be expected?
7. What 'tool' is being used to determine consistent accessibility features?
8. In September 2017, Kirsten Maxwell reported that there were only 298 individuals on the ATH waitlist that have accessibility requirements. Of these 27 need accessible units within accessible builds. How does this coincide with information about SPDAT, a moment-in-time, and 'Home for Good' Statistics?

9. What support services are available to adapt existing accommodations so that the tenants do not have to move?

10. How can landlords be encouraged to become involved in providing moderate modifications for existing tenants so that they do not have to move?

Transportation Working Group
 Advisory Committee for Persons with Disabilities
 Tuesday, February 26, 2019
 Room 193, City Hall

Members in Attendance:

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

Also Present:

Peter Wobschall, Owen Quinn, Mark Mindorff, Kathy McVicars

Regrets/Absent:

Terri Wallis (Vice-Chair), Tim Murphy

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda** - approved with items:
 - Transfer Time on HSR
 - Orientation on ATS-DARTS Service
2. **Review of Meeting Notes – October 23rd** – approved
3. **HSR Service**
 - Members requested if HSR training staff could attend next meeting to discuss HSR service issues/policies (i.e. seatbelts); and infrastructure & strategy staff attend future meeting to discuss snow clearing at bus stops

Transfer Time on HSR

- Jane provided draft motion for additional Transfer Time on HSR for persons with disabilities; members revised motion for ACPD as follows:
 ACPD requests City Council to direct staff to investigate the feasibility of HSR extending the duration of HSR bus transfers for persons with disabilities including consultation with ACPD on this process.
 Whereas, Accessibility for Ontarians with Disabilities Act (AODA) Standards stress the need for equity of services on transit;
 Whereas, those experiencing disabilities such as mobility challenges are frequently slow moving, requiring a longer time to reach bus stops, especially those mid-block and, similarly more time to complete tasks such as shopping and appointments;
 Whereas, there is no actual financial costs to implement this practice;
 Whereas, benefit may be gained from the goodwill and educational process that acknowledges diversity in ridership.

4. **DARTS Service**

a) On Board Times

- Mark noted 3% trips passenger on board vehicle more than 60 minutes

b) Late Pick-ups

- Mark noted DARTS on-time for approx. 92% trips (within pick-up window)
- Members noted that DARTS needs to be reliable as passengers often have other support services waiting at home so they must not be late

c) Complaints

- Members asked ATS-DARTS to provide monthly reports on complaints;
- Owen confirmed the 2017 ATS Performance Report was distributed in 2018 and this includes number and type of complaints received

ACTION: DARTS can provide monthly reports for On Board Times, Late Pick-ups and Complaints

5. **Accessible Transit Services Review** – no discussion

6. **Taxi Scrip Program** – no discussion

7. **AODA Integrated Accessibility Standards** – no discussion

8. **ATS-DARTS Policy Review**

a) No Show & Cancellation Policy

- Revised policy incorporates points system (used in Service Infractions software) into original policy approved by Council in 2005; members questioned whether revised policy should go to Council for approval
- DARTS receives about 600 cancellations per day; no shows, cancels at door and late cancellations have most impact on service
- ATS-DARTS will finalize cancellation policy for discussion at next meeting
- Revised policy should be added to DARTS website

b) City Lab project – no discussion

9. **Other Business**

a) Metrolinx Accessibility Advisory Committee

- It was confirmed that Terri Wallis is a citizen member of Metrolinx Accessibility Advisory Committee; if she is not reapplying then ACPD should recommend a member for this Committee
- Paula will contact Metrolinx to obtain Terms of Reference

b) Orientation on ATS-DARTS Service

- Paula recommended orientations for new passengers every 2 months which could be done in group sessions
- Currently there are no in-person orientation sessions for new passengers and when ATS did offer them, including complimentary trips on DARTS to and from ATS Office, there was a 30% cancellation rate
- ATS completes orientations by telephone and mails out ATS-DARTS User Guides to all new passengers
- Peter mentioned possibility of having orientation material in dvd format
- Tim inquired as to how much time it takes to complete an orientation
- Tim mentioned possibility of using University students from School of Social Work to complete orientations; Peter responded that City staff would have to develop, monitor and supervise this system
- Tom asked if new passengers are getting adequate information on ATS-DARTS service at current time, and if this is using valuable resources
- DARTS coordinates meetings with various stakeholders, such as dialysis units and group homes, to educate passengers and caregivers on service

10. **Next Meeting** – March 26, 2019

STANDARD OPERATING PROCEDURE	08-001
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Subject:	Communicating with any outside agencies, including other Levels of Government and the media
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- a) City of Hamilton Committees wishing to correspond with any outside agency including the media, Ministers of the Provincial/Federal Governments or with MP's and MPP's will follow the subjoined procedures:
1. Recommendation(s) to correspond with any outside agency submitted by a Committee are forwarded to the appropriate Standing Committee for approval with the draft correspondence being attached as an appendix to a Citizen Committee Report prepared by the respective Committee Staff Liaison.
 2. Once the recommendation is approved by the Standing Committee and Council, the correspondence is submitted for signature and will be signed jointly by the Mayor and the Chair of the Committee.
 3. Any follow up correspondence received by the City of Hamilton in response to the letter will be forwarded to both City Council and to the Committee, which initiated the recommendation and correspondence.
 4. Appointees should accurately communicate a recommendation or direction.
 5. Appointees may provide their own personal opinion on a matter, provided that it is made clear to the party they are speaking to that the comments are their own and are not being made on behalf of the Committee.
 6. Appointees may refer the media or others making inquiries to the Chair, or, in the absence of the Chair, to the Vice-Chair.