



City of Hamilton
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
COMMITTEE

Meeting #: 19-005
Date: June 11, 2019
Time: 4:00 p.m.
Location: Room 192 and 193, City Hall
71 Main Street West

Alicia Davenport, Legislative Coordinator (905) 546-2424 ext. 2729

1. APPOINTMENT OF CHAIR AND VICE-CHAIR

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 May 14, 2019

5. COMMUNICATIONS

5.1 Correspondence from Jamie McGarvey, AMO President, in Response to the Mayor's Letter respecting Council's Resolution Requesting Support for a Pilot Program for the City of Hamilton to Meet AODA Requirements and to Prioritize Accessibility Priorities in

Canada and Ontario Infrastructure Programs (referred from Council - May 8 & 9, 2019)

Recommendation: Be received.

6. DELEGATION REQUESTS

7. CONSENT ITEMS

7.1 Transportation Working Group Meeting Notes - April 30, 2019

8. PUBLIC HEARINGS / DELEGATIONS

9. STAFF PRESENTATIONS

9.1 Orientation for the Advisory Committee for Persons with Disabilities (no copy)

9.2 Media Best Practices

10. DISCUSSION ITEMS

10.1 Establishment of Working Group Memberships (no copy)

Committees can create working groups or task forces to assist in the research or review of a given item and it reports its findings back to the Committee. A working group is normally comprised of Committee Members, however, when required, volunteers may be called upon for their expertise to assist a working group by providing required information. Working groups operate by consensus and formal motions are not required. Administrative support shall not be available to working groups and consequently, the preparation of agendas, minutes and meeting requirements shall be the responsibility of the working group, if required. Support staff shall not be required to attend working group meetings (excerpt from the Advisory Committee Handbook, September 2018 edition).

10.1.a Built Environment Working Group

10.1.b Housing Issues Working Group

10.1.c Outreach Working Group

10.1.d Transportation Working Group

10.1.e Wheelchair and Scooter Safety Working Group

10.2 Advisory Committee for Persons with Disabilities Budget (no copy)

10.3 Appointment of Greater Toronto and Hamilton Area Accessibility
Advisory Committee (GTHA AAC) Representative (no copy)

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES**

Minutes 19-004

4:00 p.m.

Tuesday, May 14, 2019

Rooms 192 and 193, City Hall

71 Main Street West

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

Absent

with regrets: Councillor T. Whitehead – City Business, P. Lynes, T.
Nolan, T. Wallis

FOR INFORMATION:

(a) CEREMONIAL ACTIVITIES (Item 1)

There were no ceremonial activities

(b) CHANGES TO THE AGENDA (Item 2)

The Clerk advised the Committee that there was a change to the agenda:

7. CONSENT ITEM

7.2 Housing Issues Working Group Update

7.2(a) March 19, 2019

(Kilburn/Semkow)

That the agenda for the May 14, 2019 meeting of the Advisory Committee for Persons with Disabilities be approved, as amended.

CARRIED

(c) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

(d) APPROVAL OF MINUTES (Item 4)

(i) April 9, 2018 (Item 4.1)

(Semkow/Cardno)

That the minutes of the March 12, 2018 meeting of the Advisory Committee for Persons with Disabilities, be approved, as presented.

CARRIED

(e) CONSENT ITEMS (Item 7)

(i) Built Environment Working Group Update (Item 7.1)

(K. Nolan/Murphy)

That M. Sinclair, Paula Kilburn and Tom Manzuk continue to participate in the Audible Pedestrian Signal Video Project, and into the next term.

CARRIED

(ii) Housing Issues Working Group Notes (Item 7.2)

1. March 19, 2019 (Item 7.2(a))

(Nolan/Kilburn)

That the Housing Issues Working Group Meeting Notes of March 19, 2019, be received.

CARRIED

(iii) Transportation Working Group Update (Item 7.3)

1. March 19, 2019 (Item 7.3(a))

(Wallis/K. Nolan)

That the Transportation Working Group Notes of March 26, 2019, be received.

CARRIED

(iv) Wheelchair and Scooter Safety Working Group Update (Item 7.4)

No update.

(f) ADJOURNMENT (Item 15)

(Murphy/Semkow)

That there being no further business, the Advisory Committee for Persons with Disabilities be adjourned at 4:45 p.m.

CARRIED

Respectfully submitted,

A. Mallet, Chair
Advisory Committee for Persons
with Disabilities

Loren Kolar
Legislative Coordinator
Office of the City Clerk

May 2, 2019

Sent by e-mail: clerk@hamilton.ca

Mayor Fred Eisenberger
City of Hamilton
c/o Rose Caterini, City Clerk
71 Main Street West, 1st Floor
Hamilton, Ontario L8P 4Y5

Dear Mayor Eisenberger:

I am writing today about your city's letter of March 13, 2019 regarding a 2018 Council resolution requesting support for a pilot program for the City of Hamilton to meet *Accessibility for Ontarians with Disabilities Act* (AODA) requirements and to prioritize accessibility priorities in the Canada and Ontario infrastructure programs.

We know that municipal governments across Ontario, including Hamilton, support the goals of the AODA. However, AMO has also heard from many of our members about the challenge they face to afford compliance with the legislation and regulations within the provincially imposed timelines. We all know that municipal governments face mounting financial pressures on a number of fronts including municipal infrastructure and the rising costs of insurance, policing, fire and emergency medical services, to name a few. Accessibility goals should be achievable in a way that recognizes these cumulative pressures.

AMO has repeatedly called upon successive provincial governments to address the high cost of implementation by supporting municipalities through financial and non-financial assistance. Financial assistance from the provincial government should include a funding pool to help municipal governments, at the very least, to contract consultants to conduct accessibility assessments and to project the costs of compliance. Further funding to help cost-share capital projects, particularly to meet compliance with the Built Environment Standard, is also needed. A provincial funding source will help us achieve compliance as per the provincially set timelines. To date, a dedicated provincial stream has not been established.

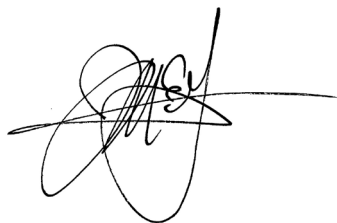
The current Canada-Ontario Infrastructure programs require that projects meet the accessibility standards set in each province. In Ontario, that means that projects must conform to the AODA. While there is no distinct stream that gives priority to accessibility projects, costs to ensure that new infrastructure projects selected within the Agreement's streams are covered as part of the capital costs shared between Canada, Ontario, and the municipal government. This will ensure that new projects in

Hamilton meet compliance with accessibility standards. As well, the doubling of funding for the Federal Gas Tax program administered by AMO provides a further opportunity for the City to direct funds toward ensuring projects are AODA compliant.

We do not believe that a new stream should be added to the existing federal-provincial infrastructure programs as it will dilute existing funding available for municipal priorities. Instead, we will continue to call upon the Province to establish a dedicated fund for municipal accessibility projects in addition to the Canada-Ontario Infrastructure programs.

Thank you for raising your AODA concerns with us. We will continue to advocate for new dedicated funding for accessibility projects for all municipal governments.

Sincerely,

A handwritten signature in black ink, appearing to read 'JMCG', with a long horizontal line extending to the right.

Jamie McGarvey
AMO President

Transportation Working Group
 Advisory Committee for Persons with Disabilities
 Tuesday, April 30, 2019
 Room 193, City Hall

Members in Attendance:

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

Also Present:

Peter Wobschall, Jay Adams, Owen Quinn, Mark Mindorff, Kathy McVicars

Regrets/Absent:

Elizabeth (Jane) Cardno

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda – with additional items:**
 - HSR Electric buses
 - UBER
2. **Review of Meeting Notes – March 26th** – approved
3. **Taxi Scrip Program**
 - Jay Adams, Senior Project Manager – HSR Customer Experience, gave overview of proposed new Taxi Scrip coupons and noted following:
 - Two proposed approaches for design: 1) actual people (Canadians including persons from Hamilton) who had disability or were advocates for people with disabilities; and 2) different representations of people with disabilities (i.e. person in wheelchair or person with service animal)
 - Holes to be punched in top right corner – one hole in \$1 coupon, two holes in \$2 coupon and 3 holes in \$5 coupon
 - Colour scheme – green for \$1, yellow for \$2 and blue for \$5
 - Order form would be at back of coupon book
 - HSR logo to be added to coupons (since an HSR-City service)
 - Coupons are printed every 1 to 1½ years so design could change
 - Next print order will be June of 2019
 - Members had following comments:

- Order form should have perforation so it's easier to be removed from coupon book
- Yellow not good colour to use; colours should be dark and vivid (i.e. Hunter Green, Navy Blue, Dark Red like Burgundy)
- Colours should be same for each denomination (\$1 green, \$2 red, \$5 blue)
- Instead of actual people on coupons use generic images of persons with disabilities in positive way or symbols of accessibility
- Perhaps coupons could contain art work from persons with disabilities or pictures of local (Hamilton) landmarks
- Only small audience for Taxi Scrip which is persons with disabilities and taxi drivers, so design on coupons is not a significant matter; passengers will not spend too much time looking at design but rather the monetary value of coupon
- There could be a contest held for design of coupons

4. **HSR Service**

a) HSR Electric buses

- Peter noted that HSR is looking to purchase electric buses and that maintenance staff are testing them at current time
- Tim N. advised HSR may want to run electric buses both below and above the escarpment only; should prevent these vehicles from going up and downhill as it may be challenging on them (i.e. battery issues)
- Aznive inquired about cost difference between electric and fuel buses; Peter did not have exact figures but noted electric buses cost more

5. **DARTS Service**

a) On Board Times (information handouts were provided)

- Mark noted that 3% of trips result in passenger being on board vehicle more than 60 minutes

b) Late Pick-ups

- DARTS and subcontractors on-time for 88% trips (within pick-up window)

c) Complaints

- DARTS and subcontractors had 97 validated complaints for March

d) Trips

- DARTS and subcontractors performed 72,000 trips in March
- DARTS about 92% non-ambulatory (wheelchair); overall service is approximately 20% non-ambulatory trips

- Tom noted AODA legislation has resulted in increase of ambulatory trips
 - Mark stated Hamilton has highest specialized transit trips per capita in Canada (1.4 trips per capita)
- e) Cross-boundary Travel
- Mark noted DARTS are receiving many requests from passengers living in Burlington who need access to DARTS service
6. **AODA Integrated Accessibility Standards** – no discussion
7. **ATS-DARTS Policy Review**
- a) No Show & Cancellation Policy
- Peter reiterated original policy approved by Council in 2005
 - ATS-DARTS will target passengers with high cancellations
 - Additional ATS staff are to be hired during next 6 to 8 weeks; this will ensure sufficient staff are available to enforce the cancellation policy
- b) City Lab Project
- City Lab project has started; research team will review service animal policies for transportation from Ontario, Canada, U.S.A and globally
 - Research should be completed by August of 2019, so team could be invited to ACPD to present findings
8. **Other Business**
- a) Greater Toronto Hamilton Area (GTHA) Advisory Committee Roundtable
- Event is scheduled for May 14th at Toronto City Hall; Terri could attend
- b) UBER
- Aznive inquired if UBER provides service for persons with disabilities
9. **Next Meeting** – To Be Determined



ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

Tuesday, June 11, 2019

1. Understanding your role
2. Non-verbal communication
3. Who are the media and communicating your point of view
4. Newsworthy stories
5. Meeting needs of the media
6. Communication tips

YOUR ROLE

- Communicating your point of view as a **resident**
- Sharing feedback on the needs and aspirations of residents
- Promoting good citizenship and active engagement in your City



Who are the media?

Communicating your point of view with key messages and elevator speech

What?

So What?

Now What?



Non-verbal
communication

A NEWSWORTHY STORY

- Relevant
- Timely
- Impactful
- Topical



Meeting the needs of the media





Hamilton

THANK YOU