



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES AGENDA

Meeting #: 20-006

Date: November 10, 2020

Time: 4:00 p.m.

Location: Due to the COVID-19 and the Closure of City Hall

All electronic meetings can be viewed at:

City's YouTube Channel:

<https://www.youtube.com/user/InsideCityofHamilton>

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

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. October 13, 2020

4. COMMUNICATIONS

4.1. Correspondence from Alex Wilson respecting Resignation from the Advisory Committee for Persons with Disabilities

Recommendation: Be received.

5. WRITTEN DELEGATIONS

- 5.1. Written Delegation from Chris Schafer, Bird Canada, respecting Item 6.4(c) - Motion on Ban of Electric Scooters from Public Property (City Wide)

Recommendation: Be received and referred to the consideration of Item 6.4(c).

6. CONSENT ITEMS

- 6.1. Built Environment Working Group Update (no copy)
- 6.2. Housing Issues Working Group Update
 - 6.2.a. Housing Issues Working Group Meeting Notes - February 18, 2020
 - 6.2.b. Housing Issues Working Group Meeting Notes - September 15, 2020
- 6.3. Outreach Working Group Update (no copy)
- 6.4. Transportation Working Group Update
 - 6.4.a. Transportation Working Group Meeting Notes - February 25, 2020 (deferred from the October 13, 2020 meeting)
 - 6.4.b. Transportation Working Group Meeting Notes - September 22, 2020
 - 6.4.c. Ban of Electric Scooters from Public Property (City Wide)

7. STAFF PRESENTATIONS

- 7.1. HSRnow Trip Planning Tools
- 7.2. HSR Accessible Transportation Services Proposed Amendment to DARTS Bag Limit Policy
- 7.3. PRESTO for DARTS Clients

- 7.4. HSR Proposal for Public Consultation about HSR and Accessible Transportation Accessibility, Adapted to COVID Precautions

8. DISCUSSION ITEMS

- 8.1. Update on COVID-19 and Persons with Disabilities (deferred from the October 13, 2020 meeting) (no copy)

9. NOTICES OF MOTION

10. MOTIONS

- 10.1. Establishment of an Ad Hoc Strategic Planning Working Group
- 10.2. Advisory Committee for Persons with Disabilities 2020 Virtual Holiday Dinner

11. GENERAL INFORMATION / OTHER BUSINESS

- 11.1. Accessibility Complaints to the City of Hamilton (no copy)
- 11.2. Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update (no copy)
- 11.3. Presenters List for the Advisory Committee for Persons with Disabilities
- 11.4. Review of Advisory Committee for Persons with Disabilities Outstanding Business List (deferred from the October 13, 2020 meeting)
 - 11.4.a. Outstanding Business List Item 2017-B - Correspondence from Tom Hunter, CityHousing Hamilton, respecting a Smoke Free Living Policy
 - 11.4.b. Outstanding Business List Item 2018-B - Snow and Ice By-law No. 03-296
 - 11.4.c. Outstanding Business List Item 2018-E - Correspondence from the Wheelchair and Scooter Safety Working Group respecting a Draft Stranded Wheelchair Proposal from DARTS

- 11.4.d. Outstanding Business List Item 2018-F - Correspondence from Anne McArthur, Public Works, respecting an Accessibility Review of City Hall
- 11.4.e. Outstanding Business List Item 2018-D - Correspondence from Ali Sabourin, HSR, respecting Automated Pre-Boarding Announcements on HSR Vehicles
- 11.4.f. Outstanding Business List Item 2019-D - Correspondence from the IT Service Desk respecting the Feasibility of a Document Sharing Portal
- 11.4.g. Amendments to the Advisory Committee for Persons with Disabilities Outstanding Business List

12. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES**

MINUTES 20-005

4:00 p.m.

**Tuesday, October 13, 2020
Rooms 192 and 193, City Hall
71 Main Street West**

Present: A. Mallet (Chair), S. Aaron, P. Cameron,
J. Cardno, M. Dent, L. Dingman, A. Frisina,
S. Geffros, J. Kemp, T. Manzuk, C. McBride,
K. Nolan and T. Nolan

Absent

with regrets: P. Kilburn (Vice-Chair), M. McNeil, T. Murphy, M.
Sinclair and A. Wilson

Also Present: J. Bowen, Supervisor, Diversity and Inclusion

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

1. Regulation of E-Scooters

(T. Nolan/Aaron)

WHEREAS, a staff report respecting the regulation of e-scooters is expected to come forward to the Public Works Committee in either November or December 2020;

THEREFORE, BE IT RESOLVED:

That the Public Works Committee be requested to forward the staff report respecting the regulation of e-scooters to the Advisory Committee for Persons with Disabilities for review and comment.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 2)

The Committee Clerk advised of the following changes to the agenda:

6. CONSENT ITEMS

6.2 Housing Issues Working Group Update

6.2(a) Support for Residential Care Facilities (RCF) and Residential Care Services (RCS)

6.4 Transportation Working Group Update

6.4(a) Transportation Working Group Meeting Notes - February 25, 2020

6.4(b) Ban of Electric Scooters from Public Property (City Wide)

CHANGES TO THE ORDER OF ITEMS:

That the following items be moved up on the agenda to be considered immediately following the Approval of Minutes of the Previous Meeting:

- 7.1 Verbal Update on the Impact of the Ontario Disability Support Program's (ODSP) Definition of Disability and Hamilton Health Teams to Persons with Disabilities
- 7.2 CityLAB Hamilton
- 8.1 2021 Budget Submission for the Advisory Committee for Persons with Disabilities
- 8.2 Multi-Year Accessibility Plan

(Cardno/Cameron)

That the agenda for the October 13, 2020 meeting of the Advisory Committee for Persons with Disabilities be approved, as amended.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

(c) APPROVAL OF MINUTES (Item 4)

(i) September 8, 2020 (Item 4.1)

(Cameron/Kemp)

That the minutes of the September 8, 2020 meeting of the Advisory Committee for Persons with Disabilities, be approved, as presented.

CARRIED

(d) STAFF PRESENTATIONS (Item 7)

(i) Verbal Update on the Impact of the Ontario Disability Support Program's (ODSP) Definition of Disability and Hamilton Health Teams to Persons with Disabilities (Item 7.1)

Bonnie Elder, Director of Ontario Works, addressed Committee respecting the Impact of the Ontario Disability Support Program's (ODSP) Definition of Disability and Hamilton Health Teams to Persons with Disabilities.

(Cardno/Cameron)

That the verbal update, respecting the Impact of the Ontario Disability Support Program's (ODSP) Definition of Disability and Hamilton Health Teams to Persons with Disabilities, be received.

CARRIED

A. Mallett relinquished the Chair to T. Nolan.

A. Mallett assumed the Chair.

(ii) CityLAB Hamilton (Item 7.2)

Patrick Byrne, Project Manager of CityLAB Hamilton, addressed Committee respecting CityLAB Hamilton, with the aid of a presentation.

(K. Nolan/Cardno)

That the presentation, respecting CityLAB Hamilton, be received.

CARRIED

(Dingman/Kemp)

- (a) That the Outreach Working Group be directed to collaborate with the Project Manager of CityLAB Hamilton on project ideas and report back to the Advisory Committee for Persons with Disabilities; and,

- (b) That the Project Manager of CityLAB be requested to alert the Advisory Committee for Persons with Disabilities of disability related CityLAB projects.

CARRIED

(e) DISCUSSION ITEMS (Item 8)

(i) 2021 Budget Submission for the Advisory Committee for Persons with Disabilities (Item 8.1)

Jessica Bowen, Supervisor, Diversity and Inclusion, addressed the Committee respecting the 2021 Budget Submission for the Advisory Committee for Persons with Disabilities.

(Kemp/Cameron)

That the Advisory Committee for Persons with Disabilities 2021 base budget submission, in the amount of \$6,100, be approved and referred to the 2021 budget process for consideration.

CARRIED

(ii) Multi-Year Accessibility Plan (Item 8.2)

Jessica Bowen, Supervisor, Diversity and Inclusion, addressed the Committee respecting the Multi-Year Accessibility Plan, with the aid of a presentation.

(Frisina/Cameron)

That the presentation, respecting the Multi-Year Accessibility Plan, be received.

CARRIED

(f) COMMUNICATIONS (Item 4)

(i) Correspondence from DeafBlind Ontario Services respecting Accessibility Guidelines for Sensory Loss (Item 4.1)

(T. Nolan/Kemp)

That the correspondence from DeafBlind Ontario Services, respecting Accessibility Guidelines for Sensory Loss, be received.

CARRIED

(Manzuk/Cameron)

That Items 6.2(a) and 6.4(b) be considered at this time due to time constraints.

CARRIED

(g) CONSENT ITEMS (Item 6)

(i) Housing Issues Working Group Update (Item 6.2)

(a) Support for Residential Care Facilities (RCF) and Residential Care Services (RCS) (Added Item 6.2(a))

(Manzuk/Cameron)

That the discussion, respecting Support for Residential Care Facilities (RCF) and Residential Care Services (RCS), be received.

CARRIED

(ii) Transportation Working Group Update (Item 6.4)

**(a) Ban of Electric Scooters from Public Property
(Added Item 6.4(b))**

(T. Nolan/Dingman)

That the following motion respecting the Ban of Electric Scooters from Public Property, be referred back to the Transportation Working Group for further discussion and review:

WHEREAS, other Canadian cities such as Montreal and Toronto have implemented a ban on the use of electric scooters in their communities;

WHEREAS, the province of Ontario has permitted Ontario cities to self-determine whether to permit electric scooters on its roads and sidewalks;

WHEREAS, there are no provincial regulations in place, especially for commercially rented electric scooters, regarding the use of electric scooters on roads and sidewalks apart from an age limit of 16 years to operate;

WHEREAS, electric scooters can run at a speed of close to, or in excess of, 30km/hour posing a significant safety risk to persons with disabilities particularly those with mobility or sensory disabilities;

WHEREAS, there are no provincial regulations requiring operators of electric scooters, particularly rental electric scooters, to possess either a license or insurance to operate;

WHEREAS, the province does not require operators of electric scooters, especially rental electric scooters, to undertake any specific or regulated training in order to own or operate an electric scooter; and,

WHEREAS, other disability advisory committees in the province of Ontario have recommended a ban on the use of electric scooters on municipal sidewalks and roadways because of their risk to safety of others, particularly persons with physical and sensory disabilities;

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities for the City of Hamilton respectfully recommends that City Council ban the use of electric scooters on all City roads, sidewalks, pathways and in all other areas of the City until such time that electric scooters, particularly rental electric scooters, and their operators are trained, licensed, insured and are fully and completely regulated by the province of Ontario in the same manner as any other motor vehicle in the province of Ontario.

CARRIED

(h) GENERAL INFORMATION / OTHER BUSINESS (Item 11)

(T. Nolan/Frisina)

(a) That the following items be deferred to the November 10, 2020 Advisory Committee for Persons with Disabilities meeting due to time constraints:

- (i) Built Environment Working Group Update (Item 6.1)
- (ii) Outreach Working Group Update (Item 6.3)
- (iii) Transportation Working Group Meeting Notes - February 25, 2020 (Added Item 6.4(a))
- (iv) Update on COVID-19 and Persons with Disabilities (Item 8.3)
- (v) Accessibility Complaints to the City of Hamilton (Item 11.1)
- (vi) *Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update (Item 11.2)*
- (vii) Presenters List for the Advisory Committee for Persons with Disabilities (Item 11.3)
- (viii) Review of Advisory Committee for Persons with Disabilities Outstanding Business List (deferred from the September 8, 2020 meeting) (Item 11.4)

CARRIED

(i) ADJOURNMENT (Item 12)

(Cameron/Dent)

That there being no further business, the Advisory Committee for Persons with Disabilities be adjourned at 6:08 p.m.

CARRIED

Respectfully submitted,

A. Mallet, Chair
Advisory Committee for
Persons with Disabilities

Alicia Davenport
Legislative Coordinator
Office of the City Clerk



Hamilton

COMMITTEE MEMBER RESIGNATION FORM

I, Alex Wilson, would like to submit my resignation, effective October 23, 2020, from the Advisory Committee for Persons with Disabilities, for the following reason(s):

- My circumstances have changed and I no longer have the time to effectively participate on the Committee.
- Personal reasons.
- Other (please explain briefly):

I have enjoyed volunteering on the ACPD over the past year. There is great value in people with disabilities and disabled people coming together and taking an active role in designing and improving our communities. I've appreciated experiencing the passion and dedication of committee members in this work. Unfortunately, the COVID-19 pandemic has drastically shifted my reality and capacity to continue engaging in this work.

Additional Comments (optional)

Alex Wilson

Signature

October 23, 2020

Date



Sent via email: <alicia.davenport@hamilton.ca>

November 4, 2020

% Ms. Alicia Davenport, Staff Liaison
Advisory Committee for Persons with Disabilities
City of Hamilton
71 Main St W.
Hamilton, ON L8P 4Y5

RE: Motion 6.4(c) Ban of Electric Scooters from Public Property (City Wide)

Dear Advisory Committee for Persons with Disabilities,

As you may know, Bird Canada Inc. is a first KM / last KM, electric scooter sharing company dedicated to bringing affordable, environmentally friendly transportation solutions to Canadian municipalities. We provide shared e-scooter services in Edmonton, Calgary and most recently this summer, in Ottawa.

In my government relations role at Bird Canada, I have been following the important work of your Advisory Committee. In this letter, I have shared with you below some constructive reflections on the Motion 6.4(c) re Ban of Electric Scooters from Public Property, which I understand was referred back to an internal Transportation Working Group for further discussion and review. I am also sharing additional background material for your review as well.

Although the opportunity for virtual deputation before your Advisory Committee does not exist in Hamilton, in September 2020, I had the opportunity to speak virtually before the Ottawa Accessibility Advisory Committee and this month, in collaboration with the Canadian National Institute for the Blind (CNIB), I am participating in a virtual roundtable with members of the accessibility community in Toronto on the topic of shared e-scooters.

Sincerely,

Chris Schafer

Vice President, Government Affairs

Bird Canada

(647) 389-8052

www.birdcanada.co



Persons with Disabilities Advisory Committee Motion	Bird Canada Response
<p>WHEREAS, other Canadian cities such as Montreal and Toronto have implemented a ban on the use of electric scooters in their communities;</p>	<p>To date, BC, AB, ON, and QC have permitted shared e-scooters on public roads with shared e-scooter programs present to date in Kelowna, Calgary, Edmonton, Ottawa, Waterloo, and Montreal.</p> <p>Toronto put a ban in place on private and shared/rented e-scooters until such time as city staff could develop a regulatory framework:</p> <ul style="list-style-type: none"> ● April 2019 - Council directed city staff to develop a regulatory framework for e-scooters ● September 2019 - Council temporarily bans e-scooters until such time as a regulatory framework is in place ● July 2020 - City staff recommend an e-scooter pilot for May 2021 (Item referred to staff for further research) <p>Montreal paused their e-scooter program for 2020:</p> <ul style="list-style-type: none"> ● Montreal's e-scooter program mandated parking of e-scooters in a limited # of on-road designated parking spots (painted boxes) only. ● The City staff report reviewing the 2019 program found: <ul style="list-style-type: none"> ○ While a majority of riders did not park e-scooters in the mandatory painted on-road boxes, most parked e-scooters safely in the "street furniture zone" of sidewalks (where planters, newspaper boxes, etc. are located and does not interfere with pedestrians walking on sidewalks). ○ The e-scooter mandatory parking spots were insufficient in number and inconveniently located. ○ 27% of e-scooter trips started or ended at public transit (metro stations).
<p>WHEREAS, there are no provincial regulations in place, especially for commercially rented electric scooters, regarding the use of electric scooters on roads and sidewalks apart from an age limit of 16 years to operate;</p>	<p>The province's pilot regulations for e-scooters has an array of regulations concerning the operation of e-scooters (i.e. no double riding), the e-scooter equipment itself (i.e. weight, etc.), duty to report accident, etc.</p> <p>Municipal programs for shared e-scooters (permit agreements) in cities such as Kelowna, Calgary, Edmonton, and Ottawa have extensive regulations in place for shared e-scooter programs.</p>
<p>WHEREAS, electric scooters can run at a speed of close to, or in excess of, 30km/hour</p>	<p>Cities with regulated shared e-scooter programs in place in Canada have mandated shared e-scooters travel no faster than 20 km/h (The Province of Ontario mandated 24 km/h as a max</p>



<p>posing a significant safety risk to persons with disabilities particularly those with mobility or sensory disabilities;</p>	<p>speed but cities can deviate from that maximum - they just can't exceed it).</p> <p>The risk with personally owned e-scooters is that it is more challenging to regulate things like speed because privately sold e-scooters are sold at various max speeds or are mechanically changed to go faster after purchase.</p> <p>On the other hand, with a shared e-scooter program, the City can through a permit, mandate shared e-scooters travel at certain speeds (max 20 km/h) in addition to mandating geo-fenced no park zones, slow down zones and/or no ride zones. These can all be enforced through a permit from the City. Enforcing these things against private e-scooters is next to impossible.</p>
<p>WHEREAS, there are no provincial regulations requiring operators of electric scooters, particularly rental electric scooters, to possess either a license or insurance to operate;</p>	<p>Cities across Canada and Ontario permit residents to ride bicycles without a rider having a licence or insurance for that purpose. The same goes for cities with an existing bikeshare program: no separate licence required by the rider or unique insurance required by the rider.</p> <p>Cities across Canada with e-scooter share programs all require e-scooter operators to possess Commercial General Liability insurance. All the required insurance is carried by e-scooter operators in Canada as required by municipalities with shared e-scooter programs to date in Canada.</p>
<p>WHEREAS, the province does not require operators of electric scooters, especially rental electric scooters, to undertake any specific or regulated training in order to own or operate an electric scooter; and,</p>	<p>The province does not mandate bike or e-bike riders to undertake specific or regulated training. In fact, bikeshare programs (with traditional pedal bikes and/or e-bikes) are in place in Canada and across the world, including e-scooter share programs in over 100 cities globally, none of which require bike, e-bike or e-scooter riders undertake any specific/regulated training.</p> <p>With that said, e-scooter operators provide initial and on-going training via the app, in addition to things such as:</p> <p><u>“Warm Up Mode”</u></p> <ul style="list-style-type: none"> • Warm Up mode automatically softens a Bird scooter’s acceleration, allowing riders to slowly work their way up to full speed. This is ideal for first time riders as they learn to get comfortable with riding an e-scooter. <p><u>“Helmet Selfie”</u></p> <ul style="list-style-type: none"> • Riders are asked to take a selfie showcasing their helmet to receive an incentive. Incentives can include future rider credit, rewarding riders for best practices.



There are several features that city staff could recommend be part of a shared e-scooter program to address safety.

- **Slow Down Zones:** Most Canadian cities have set scooters to a maximum of 20 km/h and some cities have implemented slow down zones for highly pedestrianized areas of the City so that scooters travel slower in these zones (i.e. 15 km/h in Calgary).
- **No Ride Zones:** Some cities have established no rides zones where upon entering the zone the scooter slows down gradually and stops safely to discourage riding. For example, Ottawa has mandated this for all National Capital Commission (NCC) pathways in the City to prevent shared e-scooters from being ridden on these pathways (e-bikes are also not currently permitted on NCC pathways as well) .

E-scooter companies provide public training information sessions:

- Bird Canada Safe Streets events are designed to promote responsible riding by:
 - Providing residents an opportunity to test ride an e-scooter at no cost (where permissible with local COVID-19 precautions)
 - Educating residents on safe and responsible riding including local rules like no sidewalk riding and how to park responsibly in the "street furniture zone" of sidewalks
 - Free helmets will be given away to local residents





(Image is of Bird Canada's Safe Streets event in Ottawa's Byward Market)

E-scooter companies like Bird Canada operate "Safe Streets" patrols of uniformed staff out in the public in key areas of the City to ensure e-scooters are parked properly and riders are riding safely and providing general public education:



(Image is of a Bird Canada employee conducting a "Safe Streets" Patrol on Elgin Street in Ottawa. The employee is wearing a Bird Canada hat and sweater that reads, "Safe Streets Team: Don't ride on sidewalks!" while talking to two local Ottawa residents about safe e-scooter riding and proper parking in compliance with local Ottawa rules).



**Hamilton:
Advisory Committee for Persons with Disabilities**

**Chris Schafer, VP Government Affairs
Bird Canada**

November 4, 2020



Who We Are

Bird Canada Inc. is a first KM / last KM, electric scooter sharing company dedicated to bringing affordable, environmentally-friendly transportation solutions to Canadian municipalities.

We are a **Canadian owned and operated** venture that provides – in conjunction with Bird Rides Inc. in the United States – e-scooter sharing programs globally.



The Good, the Bad, and the Bumpy: why ignore us?

Ryan Lythall

Since my column in June, there have been some new developments in getting around in downtown Ottawa during this pandemic.

Bank and Somerset Streets are being closed to cars during weekends to allow patios to open up more space, while maintaining physical distancing. Every Saturday, a 15-block stretch of Bank Street is shut down to traffic to allow people to walk and roam freely on the street and, hopefully, support local businesses in the area.

For those of us with a disability, options for where we can dine or shop on Bank Street are limited, especially for those of us who use a wheelchair or other mobility devices. Many businesses don't always acknowledge people with disabilities. I've been in stores and restaurants with the full intent of purchasing an item and have been completely ignored, while other customers around me were being helped.

I have become more optimistic,

however, with a company called Bird Canada, which opened in Ottawa on July 16 as part of a pilot project in partnership with the city. Bird Canada is one of three companies renting e-scooters. For anyone living in Centretown, you've probably seen these black e-scooters parked on the street.

When I first heard that they were coming to Ottawa, I was worried. My first thought was how these scooters on the street would affect people with disabilities in terms of getting around. As it is, we already have to contend with bicyclists, rollerbladers, skateboarders, and regular scooters when we're out on the streets. These e-scooters would add another barrier to our difficulties in navigating the streets and sidewalks of Ottawa.

Three days after Bird Canada started operating in Ottawa, I was contacted on Twitter by Austin Spademan, the AGM for Ottawa for Bird Canada. He reached out to me to find out what he can do to address accessibility concerns raised by people with disabilities in Ottawa. I was also pleased to learn that Austin had been in touch with the CNIB regard-

ing similar safety concerns and accessibility issues. The issue of accessibility regarding these e-scooters blocking sidewalks was also mentioned in a live segment during the morning news.

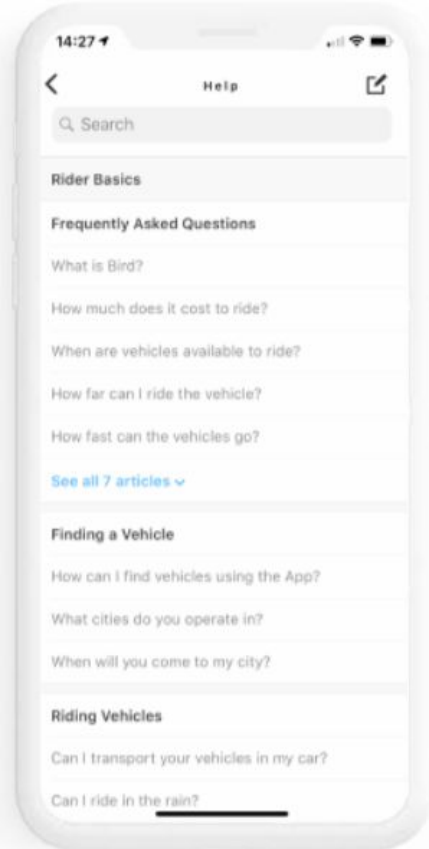
So I ask, if an e-scooter company can take the time to acknowledge people with disabilities and our concerns regarding accessibility, why can't other businesses do the same? I'm not expecting a press release or issues about people with disabilities to be on the daily news. But I'm asking for an acknowledgement.

Sooner or later, local businesses and restaurants will see us everywhere in the community, online, and in their store or restaurant. So why ignore us?

Even if we can't buy what you're selling or renting, such as an e-scooter, a good relationship with different community members not only makes good business sense, but it also shows that you see us and acknowledge our concerns. Also, we can recommend your business to our friends, on Social Media, or in an online column.

Find Ryan on Twitter:
@rolling_enigma

Accessibility



ACCESSIBILITY

- The Bird app is accessible and compatible with screen readers. It offers voiceover support for both iOS and Android users, on-page navigation, captions and text alternatives to images, and closed captioning for all videos.

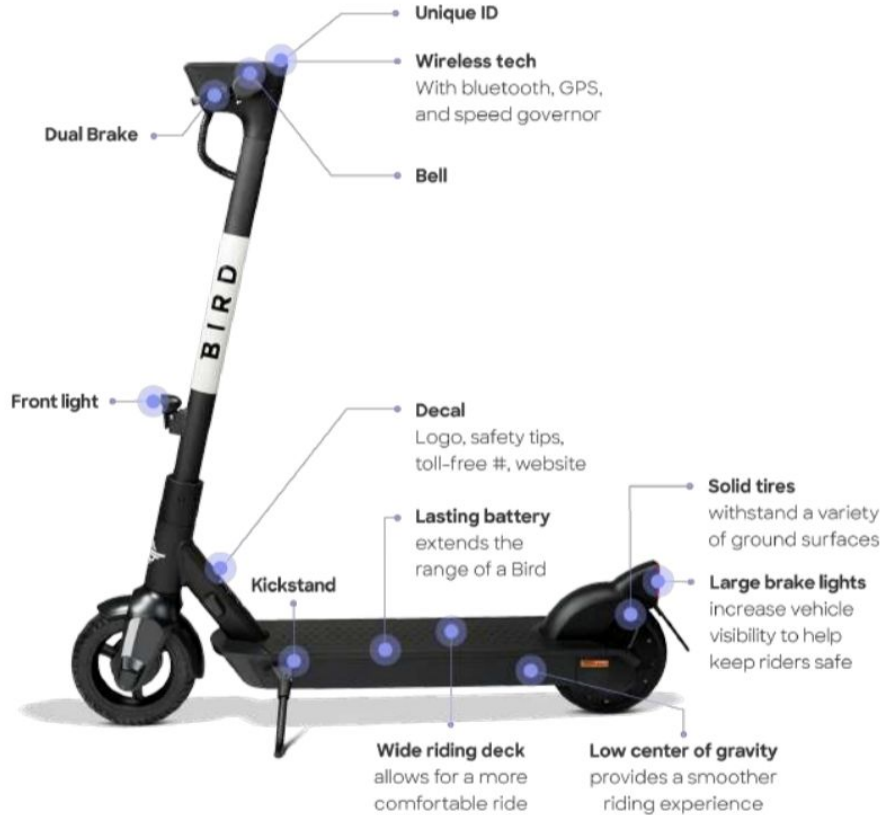
WEBSITE ACCESSIBILITY

- Bird's website adheres to accessibility standards.

PHONE SUPPORT SERVICE

- Our staffed, toll-free customer service line (1-866-205-2442) provides support 24 hours a day, 7 days a week. Translation services are available in 21 languages, including Spanish, Polish, Korean, Arabic, Hindi and Mandarin.
- It also accommodates TTY relay services.

Bird E-scooter



**Kick stand + tip over
technology**

Manual warning bell

**Front & rear lights - visible up
to 300 feet.**

CANADA

‘This is one of those things that gives us a bit of cool’: E-scooters are on a roll in Ottawa

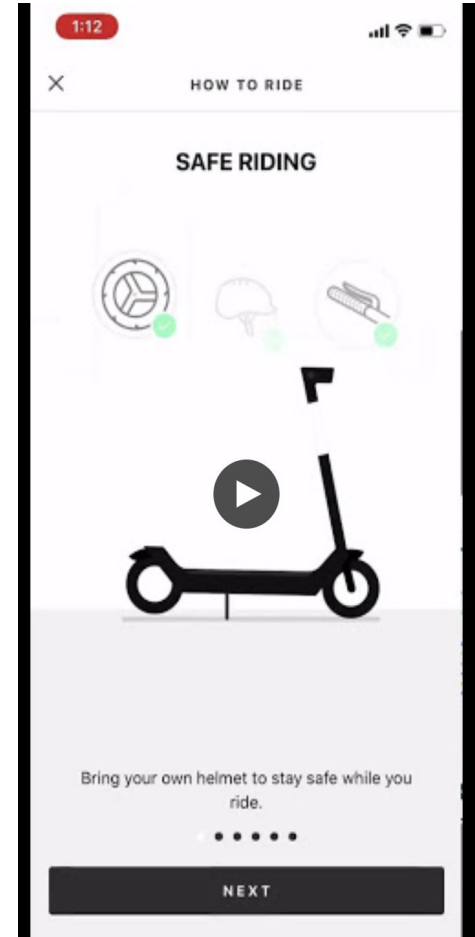
By **Gloria Galloway** Special to the Star
Mon., Oct. 19, 2020 | 🕒 4 min. read

“There’s a been a lot of thought put into this and, touch wood, it’s probably been one of the more successful pilot scooter projects across the country if not throughout North America”

~ Councillor Tim Tierney, Chair Transportation Committee, Ottawa City Hall

E-scooter Rider Education

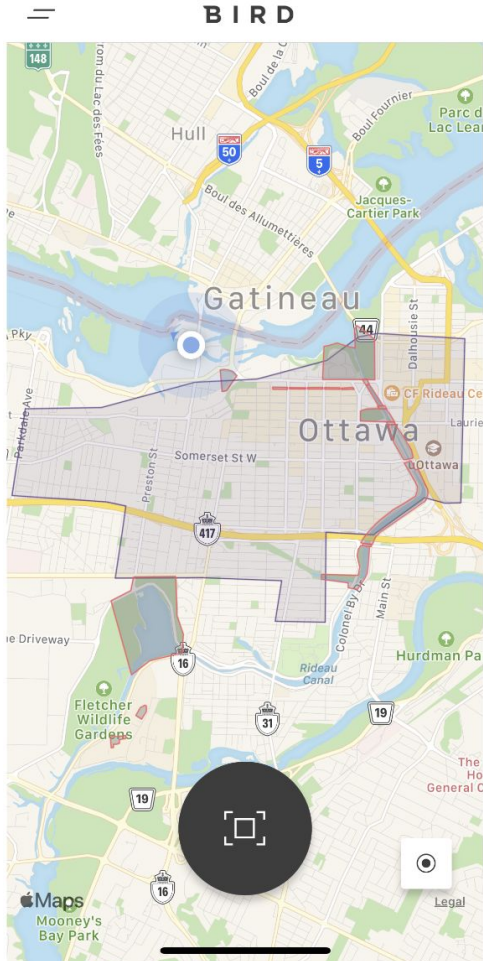
- Providing residents an opportunity to test ride an e-scooter at no cost
- Educating residents on safe and responsible riding including local rules like no sidewalk riding
- Free helmets will be given away to local residents



Safe Streets Patrol



- Uniformed Bird Canada staff physically patrols on foot key areas of the City identified in collaboration with City staff.
- To date, Bird Canada's Safe Streets Team has had thousands of conversations and interactions with local riders to educate them on local rules in cities in which we operate.



Geofencing

- Slow Down Zones:** Most Canadian cities have set scooters to a maximum of 20 km/h and some cities have implemented slow down zones for highly pedestrianized areas of the City so that scooters travel slower in these zones (i.e. 15 km/h in Calgary and 8 km/h-15km/h in Ottawa).
- No Ride Zones:** Some cities have established no rides zones where upon entering the zone the scooter slows down gradually and stops safely to discourage riding. For example, Ottawa has mandated this for all National Capital Commission pathways in the City to prevent shared e-scooters from being ridden on these pathways (e-bikes also not permitted on NCC Pathways).

Bird Canada is Responsive



Michael H Vickers @mhbvickers · Aug 8
@MarnaNightingal, gotta admit they're responsive.

Also saw one of their reps (the only ones with helmets) reminding people not to go on the NCC MUP alongside the Canal.

BirdCanada @BirdRideCanada · Aug 8
Replying to @mhbvickers
Moved. Thanks for flagging



6:19 📶 LTE 🔋

Tweet

in the designated spots.

1 2

Dr. Ladybugspicnic @ladybugs... · 2d ...
I have seen Bird ppl out quite a bit moving scooters around. But yes, a more permanent and dedicated space would be nice. but i have a hard time thinking the city will go for that!

1 2

Doug van den Ham @DvdHam · 2d ...
Bird is amazingly responsive on this issue. If you complain about the position of one of their scooters, they literally send someone out within like 20 min to fix it.

If only bylaw was that quick on illegally parked cars.

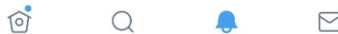
1 11

BirdCanada @BirdRideCanada · 10m ...
We are just seeing this now and appreciate the compliment! We are out right now on Elgin with our Safe Streets Team 🚲

1 1



Tweet your reply



5:11 📶 LTE 🔋


James st - Accessibility issue - 202000865652

Thanks for the quick dispatch Austin, we owe you one!

Reid Tait,
Roll Operations Ottawa

On Sep 2, 2020, at 4:55 PM, Austin Spademan
<austin.spademan@birdcanada.co> wrote:

All- them my team has located a scooter and moved it well out of the public right of way. Before and afters below. Thank you for flagging Alain.



📁 📁 ↶ ✍️





Chris Schafer, VP Government Affairs
Bird Canada
chris.schafer@birdcanada.co



6.2(a)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES Housing Issues Working Group Meeting Notes

Tuesday, February 18, 2020

Room 192, City Hall

10:00a.m. – 12:00p.m.

In Attendance: Lance Dingman, Anthony Frisina, Paula Kilburn, Tom Manzuk, Robert Semkow, Doug Stone, Jayne Cardno, James Kemp

Those Absent: Michele Dent, Mary Sinclair, Sophie Geffros

1. Welcome
2. Approval of agenda
3. Approval of minutes
4. Review of Modified Unit Classification Guide: This is the guide that housing uses to determine if a unit is “Accessible” and the consensus around the table is that it is not comprehensive enough. For example, the guide says that the bare minimum to be considered accessible is grab bars in the bathroom and a space under the sink; There is no dimensions to the grab bar placements or space allowance under the sink, nor does this address the rest of the apartment, door widths, hall widths, levered handles, rocker switches, lowered cupboards, etc., ...

Our concern is that this is skewing the twenty percent threshold of accessible units and makes us wonder how many of those apartments are truly accessible.

There are also gaps in disability representation, for example; there is little for the hard of hearing or people with non-visible disabilities. There was also some questions about who this

guide applied to and that we would like someone from housing services to explain this process. We concluded our discussion by agreeing that everyone should list what they felt was required to realistically deem something “accessible” for the next meeting and we would try to find a consensus. Anthony raised the point that smart appliances and switches should be considered on the guide. The chair asked him to do some research on what that would entail, so that we could make a more informed decision.

5. City Housing’s No Smoking Policy: We discussed the new no smoking policy in City Housing properties. There was no disagreement regarding cigarettes or other tobacco products. There was however a big problem when it came to smoking marijuana and other THC/CBD products in apartments. This is counter to the City’s policy of seeing things through an EDI (Equity, Diversity, Inclusion) lens. Medical Marijuana is used to treat or manage the symptoms from a large number of disabilities and medical issues, including, but not limited to: Cancer, Muscular Dystrophy, HIV, Glaucoma, Hypertension, Chronic Fatigue, Asthma, ALS, Osteoporosis, Parkinson’s, Alzheimer’s, Multiple Sclerosis, Epilepsy, Tourette’s, Depression, PTSD, OCD, Bipolar Disorder, ADD/ADHD, Anxiety Disorders, Crohn’s Disease, Diabetes, Gastrointestinal Disorders, Anorexia, Arthritis, Insomnia, Fibromyalgia, Spinal Cord Injuries, Phantom Limb Syndrome, Migraines, Hepatitis, Ehler Danlos Syndrome, Autism Spectrum Disorder. It is also believed that this new policy violates the AODA as it creates new barriers for people with disabilities. Paula raised the point that ACPD signed off on this policy in the past, but that they were looking at it in terms of tobacco and not marijuana. We concluded that we would like to speak with people from the Public Health Department as well as City Housing to see if we can address some of these issues.

**Housing Issues Working Group Meeting Notes
February 18, 2020**

Page 3 of 3

6. Review of Barrier Free Guidelines: We didn't discuss much in the way of guidelines, but, it was asked if we could obtain six hard copies of the 2016 BFG. Also requested six copies of the Housing Guide.
7. Future Presenters List: We discussed having the Public Health department and City Housing come to a future meeting regarding the no smoking policy.

We would like someone from Housing Services, Greg Witt, for example to discuss and explain the Housing Classification guide.

We would like a representative of the newly formed Hamilton Health Team to discuss what services they offer persons with disability in regards to housing.

If possible, we would like someone from Indwell to explain to us how they approach modification and also if possible, provide us with a tour of a recently modified unit.

If possible, we would like a representative from St Joseph's to discuss transitional care.

If possible, we would like someone to come in a discuss Medical Marijuana with us.

8. Housing Working Group's Terms of Reference: As there is no existing copy of the old Terms of Reference we have decided to start from scratch. At our next meeting we will attempt to address this.
9. Meeting was adjourned at 11:35

6.2(b)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES Housing Issues Working Group Meeting Notes

Tuesday, September 15, 2020

Virtual Webex Meeting

10:00a.m. – 12:00p.m.

In Attendance: James Kemp, Lance Dingman, Shahan Aaron, Paula Kilburn, Mary Sinclair, Tom Manzuk

Those Absent: Jayne Cardno, Michele Dent, Anthony Frisina, Sophie Geffros

1. Welcome
2. Approval of Sept. 15 Agenda
3. Approval of February Minutes
4. Declarations of Interest
5. HWG Terms of Reference: We discussed the old copy of the TOR that was located from 2017 and decided that it doesn't reflect the current group's points of focus. The Chair will submit an updated version for the Group to review and discuss at the next meeting.
6. Residential Care: Mr. Dingman requested some time from the Chair to discuss Residential Care Facilities and Residential Care Services (RCF and RCS respectively). As the Chair was unfamiliar with RCF's, it was requested that he provide a small presentation for the group's edification. Mr. Dingman performed this admirably and expressed the issues and hardships of RCS with precision.

To summarize:

**Housing Issues Working Group Meeting Notes
September 15, 2020**

Page 2 of 3

RCS and RCFs are second level lodging homes for individuals with mental and developmental disabilities that are not able to function independently without some level of assistance. Mr. Dingman raised a number of issues and concerns regarding the living conditions and policy towards tenants at RCFs. Tenants are housed together two or three to a room, there is no privacy, no autonomy, daily safety concerns, unrealistic personal needs allowance, few options for transitioning to independent living, no ability to cultivate personal or intimate relationships, inadequate complaints process and lack of adjudication.

While RCS and RCFs are covered under the Provincial Long Term Care Homes Act of 2007, they are licensed by the Municipality and therefore it is believed to fall under the purview of the ACPD and the HWG. In the age of Covid-19 and considering the current housing crisis we would urge the City to consider them in any future housing plans. To that end, there was a consensus that we should put forward a motion of support to the housing and homelessness committee. It was also agreed that Lance should be recommended as an ambassador of the ACPD in the hopes that we may work together to highlight the current issues in the RCS system and look for ways to improve living conditions for the disabled.

7. Modified Classification Guide: We didn't so much discuss the guide as we discussed ways to communicate effectively with the clerk's office and provided the Chair with some direction as to how to proceed.
8. Elevator signage and policy regarding elevator failure: The new by-law was discussed and some members were made aware of the history behind it.

**Housing Issues Working Group Meeting Notes
September 15, 2020**

Page 3 of 3

9. Action Items: The Chair was directed to prepare motions regarding the RCS system and Mr. Dingman's Ambassadorship to the ACPD.

10. Adjournment.

6.4(a)**ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
Transportation Working Group Meeting Notes**

Tuesday, February 25, 2020

Room 193, City Hall

Attendance: Shahan Aaron (Chair), Mark McNeil (Co-Chair), Anthony Frisina, Tim Murphy, Robert Semkow, Tom Manzuk, Kim Nolan, Tim Nolan, James Kemp

Regrets: Mary Sinclair, Paula Kilburn, Aznive Mallett

AGENDA ITEMS:

1. Welcome & Introduction / Approval of Agenda
Mark / Anthony
2. Review of Meeting Notes – January 28th
Kim / Tim
3. AODA Review
Accessibility of Ontarian with Disabilities Act, 2005
Ontario Regulation 191/11
Integrated Accessibility Standards
Part IV: Transportation Standards – Section 33 – 80

Below the are section number and what TWG plans to do

- 33 Describes and defines the various modes of transportation
- 34 (1) 2 policies: design of vehicle detail should be available to public and vehicle design should be vetted by ACPD
- 35 (1) There is an active policy. Review current policy. What does the operator do when audible announcement is not working? There should be policy on audible announcements. Driver should know what needs to be done. Standardized training.

**Transportation Working Group Meeting Notes
February 25, 2020**

Page 2 of 3

- 36 Operational Item? What's in the training? What's going on?
Information and updates from Aznive and Paula's meeting
- 37 Review current policy
- 38 Review current policy is it exists. If not make one. Including
how to share that information with the public.
- 39 Doesn't need review
- 40 Audible features on retrofitted busses. It is a human right
matter. All vehicles must have audible announcement.
- 41 (1) Sam Marula's recommendation to manage complaint
system needs to be reviewed. (Operational)
(2) *Connect with HSR, compliance with accessibility plan*
- 42 Operational
- 43 What is the current contingency plan?
- 44 Review current policy. Does it apply to just the device or
the person on the device?
- 45 Doesn't apply as the city has DARTS
- 46 Works fine
- 47 Review current policy. *It is at the discretion of operations.*
Review current policy on stop request. It is the obligation of
the operator to inform HSR of any temporary barriers. How
is HSR informing passengers on detours

This will be ongoing for a few TWG meetings until all the
necessary section have been reviewed

4. Discussion Items

a. Presto

Invite Nancy Purser, Transit Support Services from Presto to
present at TWG

Motion to APCD to the Council about stopping the sell of
paper tickets. Don't do anything until ACPD has be
consulted. Each whereas is a point why conversion would be
an issue

b. AODA Implementation

**Transportation Working Group Meeting Notes
February 25, 2020**

Page 3 of 3

Review current AODA over a few meetings. Review what is for the city and what's for DARTS.

5. Other Business

Scooters on sidewalk

Don't want them. Revoke their authorization of use. AODA alliance is opposed. Toronto and Montreal is against it. ACPD motion to recommend Revoking their Authorization of Use (Tim Nolan).

6. Discussion of Agenda Items for next meeting
Continue AODA review

7. Adjournment by James Kemp at 5:44 PM

6.4(b)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES Transportation Working Group Meeting Notes

Tuesday, September 22, 2020

Virtual - WebEx

Attendance: Shahan Aaron (Chair), Mark McNeil (Co-Chair),
Paula Kilburn, Kim Nolan, Tim Nolan, Tom Manzuk, James Kemp

Regrets: Mary Sinclair, Tim Murphy, Aznive Mallett

AGENDA ITEMS:

1. Welcome & Introduction / Approval of Agenda
Kim / Tom
2. Review of Meeting Notes – February 25th
James / Mark
3. Recap of what was done at the beginning of 2020
January & February 2020
4. Other Business
Tanya Detmar, HSR
Wants to gather feedback from the TWG in relation to the design of a combination Bus Stop Pole/Bench at HSR bus stops. The following was provided
 - Upside down T shape design
 - Use in rural area

- At this time, it is a prototype
 - Folding might be a good option
- Right color for people with vision loss
 - Tactile surface
- Having display at the right height
 - Second display with passenger related information
- Recommended: Make it foldable. Have varying seat length.

Mark / Tom

5. Discussion Items

a. Transportation Issues due to COVID-19

- Lack of communication
- People who took HSR didn't know what was happening
- Lack of driver being able to access the back door
- AODA requires that the operator assists a person with a disability
- DARTS was mandated to pick up HSR passengers
- Walkers were not accommodated for
- Somebody somewhere made a unilateral decision without consulting the ACPD
- They defied the AODA law
- Send motion to council outlining the AODA to let committees know that they need to communicate
- Persons with disabilities don't have a seat at table when discussing policies for COVID-19

- Due to the lack of communication the City made decision that segregated against people with disabilities
- The City wasn't even thinking of people with disabilities
- The City contravened the AODA
- Using DARTS was an after thought for the city
- Be part of emergency planning
- Appropriate and timely consultation and kept in the loop
- We're a legislated committee

b. E-Scooters

- Rental Electric kick style scooters
- No by-laws in the City yet
- The province left it up to the cities to make the allowance
- The companies are not taking responsibility for clean up
- They are not licensed for use
- Recommendations: Outline all the issues with e-scooters. Before the Council permits, the risk to persons with disabilities is taken into account. ACPD should be consulted.
- Amend the motion to clear language
- Tom: include e-bikes. Ministry of transportation, provincial issues. The horn of e-bike and audible crossings have same sound.
- Tim Nolan to review the motion and send it out.

c. Taxi Scrips

- Sale stopped during pandemic

**Transportation Working Group Meeting Notes
September 22, 2020**

Page 4 of 4

- Increase the month limit of \$72
- Contact: ATS – Allie or Michelle Martin

6. Discussion of Agenda Items for next meeting

- Taxi scrips, e-scooter, Tom & Tim going to GIC, Mark Mindorff, Michelle Martin, Discussion of systemic implemented by city
- Over the last few year, a systemic process has been used supress ACPD. They have been trying to repress the committee systemically.
- Disability Justice Network might be a resource
- Audit of DARTS – Charles Brown
- Contact Alicia to check if the motion regarding Audit of DARTS has gone through

7. Adjournment by Shahan Aaron at 5:28 pm

6.4(c)

CITY OF HAMILTON

MOTION

Advisory Committee for Persons with Disabilities: November 10, 2020

MOVED BY T. NOLAN.....

SECONDED BY K. NOLAN.....

Ban of Electric Scooters from Public Property (City Wide)

WHEREAS, the Advisory Committee for Persons with Disabilities was requested by Council to give our advice regarding whether they should allow rental electric scooters (also known as e-scooters or kick scooters) to operate in the City of Hamilton;

WHEREAS, the Transportation Working Group of the Advisory Committee for Persons with Disabilities has researched the impact of permitting the operation of electric scooters in other cities, including Montreal, Calgary and Ottawa;

WHEREAS, it is the opinion of the Advisory Committee for Persons with Disabilities that electric scooters pose a serious danger to persons with disabilities. Allowing unlicensed, untrained people of varying ages and maturity levels to operate silent, high speed vehicles without regulation is an unnecessary safety risk to all pedestrians, but it is of particular concern to seniors and the disabled as they might not see or hear them, nor would they be able to move out of the way quick enough to avoid injury;

WHEREAS, rental electric scooters do not require a docking station and their congestion, abandonment and improper parking in dense urban areas can cause serious issues such as blocked sidewalks, curb cuts, business entrances, wheelchair ramps, etc. and pose a serious obstruction or tripping hazard when they are left on the ground, especially for persons with vision loss;

WHEREAS, other Canadian cities such as Montreal and Toronto have implemented a ban on the use of electric scooters in their communities;

WHEREAS, the province of Ontario has permitted Ontario cities to self-determine whether to permit electric scooters on its roads and sidewalks;

WHEREAS, there are no provincial regulations in place, especially for commercially rented electric scooters, regarding the use of electric scooters on roads and sidewalks apart from an age limit of 16 years to operate;

WHEREAS, electric scooters can run at a speed of close to, or in excess of, 30km/hour posing a significant safety risk to persons with disabilities particularly those with mobility or sensory disabilities;

WHEREAS, there are no provincial regulations requiring operators of electric scooters, particularly rental electric scooters, to possess either a license or insurance to operate;

WHEREAS, the province does not require operators of electric scooters, especially rental electric scooters, to undertake any specific or regulated training in order to own or operate an electric scooter; and,

WHEREAS, other disability advisory committees in the Province of Ontario have recommended a ban on the use of electric scooters, particularly rental electric scooters, on municipal sidewalks and roadways because of their risk to safety of others, particularly persons with physical and sensory disabilities;

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities for the City of Hamilton respectfully recommends that City Council ban the use of electric and rental electric scooters on all City roads, sidewalks, pathways and in all other areas of the City until such time that electric scooters, particularly rental electric scooters, and their operators are trained, licensed, insured and are fully and completely regulated by the province of Ontario in the same manner as any other motor vehicle in the province of Ontario.

HSRnow Trip Planning Tools

Presented by Jay Adams, Sr. Project Manager
Customer Experience & Innovation

HSRnow trip planning tools include:

- Phone/IVR system (no change) – 905-527-4441
- Text us for your next bus (launched spring 2019) – send “HSRnow ####” to 25370, where #### is the stop number
- Online trip planner (upgraded fall 2018) – <https://hsrnow.hamilton.ca>
- Mobile app for iOS and Android phones (launched September 2020)
- Social media integration for cancelled buses (no change) - [@HSRnow](#)
- Wayside signs at MacNab Terminal (no change)

AODA milestones for HSR's web properties

- HSR's web properties will need to comply with WCAG 2.0 Level-AA on January 1, 2021
- Level-AA has always been the City's target, even though not yet required
- WCAG 2.0 does not specifically address mobile apps; however, the principles and success criteria are still relevant
- WCAG has evolved to 2.1 which is recommended (and 2.2 is drafted); however, these are not legislated at this time
- Wherever practicable, we will target to meet WCAG 2.1 guidelines
- World Wide Web Consortium (W3C) also created mobile web app best practices; however, these are not accessibility specific and not yet legislated by AODA at this time

Accessibility for HSR's trip planning tools

Methods we use for incorporating accessibility into HSR's digital tools:

- Training and development of staff involved in creating or supporting tools
- Internal collaboration with corporate accessibility and digital resources
- Procurement requirements for vendors and validation testing on their products
- Consultation with the ACPD
- Inclusion of people with disabilities in design and testing processes
- Collaboration with academia and students from accessibility and design programs
- Independent assessments and audits by qualified and experienced third-parties
- Consultation with community stakeholders and agencies who serve people with disabilities

Current activities to ensure compliance

- Vendor has confirmed that HSRnow online trip planner is compliant to Level-AA; staff are testing to verify
- Vendor has also confirmed that appropriate accessibility guidance was followed during the development of the mobile app and accessibility features are embedded; staff are testing to verify
- HSR is partnering with Mohawk's Accessible Media Production Program to review the online and mobile app trip planners as we seek to identify challenges and opportunities to improve the accessibility and usability of these tools
- This will include engaging with people with various types of disabilities to review the tools collaboratively

What's next for HSRnow?

- Now that the full suite of products is live, we will continue to learn from our customers about their trip planning and information needs, including customers with disabilities
- We plan to begin promoting HSRnow tools to our customers at stops and shelters sometime in 2021 (depending on COVID situation)
- We're continuing to assess and review opportunities as part of a roadmap for improving accessibility, usability and usefulness of the HSRnow suite of tools
- We're sharing our learnings and feedback with our vendor
- We're happy to return to ACPD with updates as we progress



Accessible Transportation Services

2200 Upper James Street

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HSR ACCESSIBLE TRANSPORTATION SERVICES PROPOSED AMENDMENT TO DARTS BAG LIMIT POLICY – November 10, 2020

During the COVID-19 pandemic emergency, DARTS allowed more than the 2-bag limit for passengers, provided passengers could manage the bags themselves. Accessible Transportation Services notes there is a range of bag limits allowed on specialized transit across the GTHA, according to Table 1, below:

Table 1

Comparing Bag Limits for Specialized Transit Across the GTHA

Company	City	Bag Limit
DARTS	Hamilton	2 bags, passenger must manage
Care A Van	Oakville	4 bags, passenger must manage
HandyVan	Burlington	No limit, but passenger must manage
LINX plus	Simcoe County	No limit, but passenger must manage
TransHelp	Peel	3 bags, passenger must manage
Mobility Plus	York Region	4 bags, 10 lb max each bag, passenger must manage
TTC WheelTrans	Toronto	4 bags, passenger must manage

DARTS must balance the needs and safety of all passengers, including by ensuring there is adequate room on the vehicle for all passengers to enter and exit safely.

Passengers may only board DARTS vehicles with bags or parcels they may safely manage themselves. This means they must be in direct control of the bags or parcels at all times, including holding them securely during their trip, and loading and unloading on and off the vehicle themselves, without assistance from the driver.

ATS and DARTS propose an increase in the limit to 4 bags, manageable by the passenger, with a defined size limit so as not to interfere with the safety and comfort of other passengers.



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The maximum allowable size for a bag or parcel will 18 in x 16 in x 7 in, or the same size as a standard, large reusable shopping bag, as defined by Workplace Safety and Prevention Services Ontario. Passengers may carry up to 4 bags or parcels as long as the bags are within the above size limit, and they can safely manage the bags/parcels themselves.

Reference: DARTS Operating Policy: OPS 3.7.4 Parcels and Bags



Dept:	OPERATIONS	Policy No.	OPS 3.7.4
Section:	LEVELS OF ASSISTANCE	Issued and Effective:	January 2005
Title:	PARCELS AND BAGS	Revised:	March 2018

POLICY

Drivers are required to escort customers to and from the first accessible door at all locations and to ensure the safety of our passengers. Drivers are not required to carry parcels and/or bags to and from the vehicles. Passengers may only bring parcels and bags that they can safely manage themselves. DARTS has 2 bag policy for passengers.

PURPOSE

The purpose of this policy is to ensure the health and safety of all drivers and passengers when dealing with parcels and bags and to outline responsibility.

SCOPE

This policy applies to all employees and passengers.



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ACCESSIBLE TRANSPORTATION SERVICES (ATS) PRESTO INFORMATION BULLETIN OCTOBER 2020

HSR transit paper tickets and passes are no longer being sold after October 31 for use on HSR. PRESTO on DARTS will not be available until at least February 2021. Until you can tap PRESTO cards to pay for your trips on DARTS, you have several different choices available. We will work with you to make sure you have everything you need to be able to pay for your trips on DARTS. Thank you for your patience. PRESTO cards are loaded with HSR passes (PRESTO PASS) or with money (PRESTO E-purse) to use as fare.

FOR DARTS CLIENTS WHO USE TICKETS

- Even though paper HSR tickets are no longer being sold to HSR customers after October 31, ATS clients can continue to purchase them for use on DARTS only, until further notice, from the HSR fare desk at Hamilton GO Centre or by mail from Accessible Transportation Services. **DARTS will continue to accept paper HSR tickets on DARTS ONLY, past the Dec 31 end date given by HSR for regular transit**, until further notice.
- **HSR Special Purpose Tickets** will be available to purchase from the HSR fare desk at **Hamilton GO Centre only**. The maximum purchase will be 2 at a time. You can also access HSR Special Purpose Tickets from any agency who has been approved to provide them their clients.
- **Seniors can continue to use DARTS Seniors tickets:** If you use DARTS Seniors tickets, you can continue to buy these through Accessible Transportation Services (by mail) and at the HSR fare desk at Hamilton GO Centre only. They can also be bought from DARTS drivers. DARTS will accept them past the expiry date on the ticket, until further notice. After Oct 31, the municipal service centres will no longer carry DARTS Seniors tickets.
- **PRESTO E-TICKETS** are already available to use on DARTS. They are a great choice for people with smartphones (see the PRESTO E-TICKET information at the end of this bulletin).

At this time, if you have loaded a PRESTO card with money as a PRESTO E-purse, you will not be able to use these funds to pay for your trip. If you try to travel using PRESTO E-purse funds, you will not be denied a trip, but you will be billed by DARTS for the trip as a “no ticket” trip, at the cost of \$3.25 per trip.

However, any E-purse funds you may have loaded onto your PRESTO card will remain available for you to use later, once PRESTO is available on DARTS.



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FOR DARTS CLIENTS WHO USE HSR PASSES

- Go ahead and buy your HSR Student, Adult or Senior pass on PRESTO! This is what we will do until you can tap your PRESTO PASS on DARTS:
 - Call ATS right away to let us know you have bought an HSR pass on PRESTO: 905-529-1212, extension 3.
 - Tell us your PRESTO card number.
 - ATS will update your client profile and keep track of your PRESTO card number.
 - We will tell DARTS you have bought a pass once we have confirmed your payment at our end.
 - You will need to call ATS every month that you renew your pass.

If you travel with a PRESTO PASS that has not been confirmed, you will be billed by DARTS for the trip as a “no ticket” trip, at the cost of \$3.25 per trip. If you feel you have been charged in error, please call ATS at 905-529-1212, extension 3.

- If it is time to renew your Senior’s Annual Pass, come to the HSR fare desk at Hamilton GO Centre or call ATS at 905-529-1212, extension 3. You will be given a sticker to apply to your PRESTO card.

PRESTO E-Tickets

The PRESTO E-Tickets are a new, convenient and touchless way to pay your transit fare that is now available for HSR customers. Tickets can be purchased, activated and displayed for payment by an individual on their smartphone.

PRESTO E-Tickets are easy to use

Buy your E-Ticket using the PRESTO E-Ticket app on your smartphone before you travel. Then, before you board, activate your E-Ticket with your smartphone. Once you board, the E-Ticket is your proof of payment so make sure you have it displayed on your smartphone when you board to show the driver and in case of inspection.

PRESTO E-Tickets can be purchased from the [App Store \(Apple iOS\)](#) or [Google Play](#).



For more information, call ATS at 905-529-1212 extension 3, or visit www.hamilton.ca/presto



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HSR PROPOSAL FOR PUBLIC CONSULTATION ABOUT HSR AND ACCESSIBLE TRANSPORTATION ACCESSIBILITY, ADAPTED TO COVID PRECAUTIONS – November 10, 2020

Background

AODA mandates the following:

Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan. O. Reg. 191/11, s. 41 (2).

In previous years, HSR partnered with Metrolinx and participated in their Hamilton event. Last year, Metrolinx did not come to Hamilton and so HSR/ATS held an event in the City Hall meeting room in Oct 2019; (Re)envision Consultation bus participated. Plan was to re-vamp and hold spring event (upper city) and fall event (lower city) for 2020. COVID struck and precludes any in-person events. The HSR plans to engage community stakeholders in as accessible a way as possible, while planning for ongoing engagement (at least 2x per year). Metrolinx is planning to use their Engage Platform: <https://www.metrolinxengage.com/en>; TTC has conducted a virtual meeting: http://www.ttc.ca/TTC_Accessibility/Public_Forum_on_Accessible_Transit/2020/index.js

2020 Plan

Present a pre-recorded and captioned video presentation of HSR and ATS accessibility updates, including responses to a representative sample of feedback from stakeholders, and provide options for further questions and feedback.

Timeline:

Solicit questions, suggestions, general feedback – week of November 16, with deadline of November 27.

Channels:

- newspaper advertisement
- ATS out front message and web page
- City of Hamilton Engage platform: <https://engage.hamilton.ca/>
- Posters at Hunter St.
- Email to high-volume users (mailing list currently in receipt of COVID updates)
- Other networks (McMaster EMBOLDEN steering committee, Healthy Aging)



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- Include analog options – phone number, mail in/drop-off of comment forms at Hunter St. Go

Choose representative sample of questions and draft responses to these – deadline of November 28.

Record video presentation of Accessibility updates and responses to questions chosen – deadline November 30

- Use WebEX to record team presentations and answers
- Professional captioning and descriptive captioning for hearing/visual disabilities done by November 30

Post Video to CoH YouTube Channel for public viewing – Week of Dec 2

- Video to include contact information for further feedback; include analog options for people (feedback form mail-in)

Present outcomes to ACPD as info update to January meeting

- Summary to include questions we were able to address in video and others that we did not address yet (but plan to address)
- Include lessons learned, etc. and plan for Spring 2021 (virtual, live, or both) – goal would be May 2021. Roll into a twice-yearly opportunity to collect feedback (this does not take place of our Accessible Transportation Services Customer Service phone line: 905-529-1212 and email: ats@hamilton.ca).

10.1

CITY OF HAMILTON

MOTION

Advisory Committee for Persons with Disabilities: November 10, 2020

MOVED BY T. MANZUK.....

SECONDED BY

Establishment of an Ad Hoc Strategic Planning Working Group

WHEREAS, a Working Group is needed to discuss planning strategies;

THEREFORE, BE IT RESOLVED:

- (a) That a Strategic Planning Working Group of the Advisory Committee for Persons with Disabilities be established on an ad hoc basis for the remainder of the 2018 – 2022 Term of Council and be comprised of the following Members:
 - (i) To be determined
 - (ii) To be determined
 - (iii) To be determined
 - (iv) To be determined

10.2

CITY OF HAMILTON

MOTION

Advisory Committee for Persons with Disabilities: November 10, 2020

MOVED BY A. MALLET.....

SECONDED BY

Advisory Committee for Persons with Disabilities 2020 Virtual Holiday Dinner

WHEREAS, Citizen Advisory Committees have been permitted to meet virtually during an emergency when attending in-person is not possible; and,

WHEREAS, the Advisory Committee for Persons with Disabilities typically hosts a holiday dinner each year and would still like to observe this practice virtually by having a meal delivered to the personal addresses of all Committee members;

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities host a virtual holiday dinner for Committee members immediately following the December 8, 2020 meeting by having a meal delivered to the personal addresses of each Committee member, at a total cost not to exceed \$700, to be funded from the Advisory Committee for Persons with Disabilities 2020 approved budget for refreshments.

11.3

Advisory Committee for Persons with Disabilities (ACPD) Presenters List as of November 4, 2020

The following is a listing of invited presenters for future Advisory Committee for Persons with Disabilities meetings:

- (a) **Invitee:** Donna Skelly, MPP Flamborough-Glanbrook
Issue: Listening to Ontarians with Disabilities: The Third Review of the *Accessibility for Ontarians with Disabilities Act, 2005*
Date Action Initiated: March 12, 2019, Advisory Committee for Persons with Disabilities Report 19-002, Item (f)(v)
Status: Ongoing - See Item 2019-C on Outstanding Business List for reference.

- (b) **Invitee:** General Manager of Healthy and Safe Communities (or their designate)
Issue: Impact of a potential change to the Ontario Disability Support Program's definition of disability and Hamilton Health Teams on persons with disabilities
Date Action Initiated: January 14, 2020, Advisory Committee for Persons with Disabilities Report 20-001, Item 6
Status: Considered Complete - Bonnie Elder (Director of Ontario Works) attended the Advisory Committee for Persons with Disabilities meeting on October 13, 2020. See Item (d)(i) in Advisory Committee for Persons with Disabilities Report 20-005 for reference.

- (c) **Invitee:** Project Manager of CityLAB Hamilton (or their designate)
Issue: Overview of the CityLAB Hamilton program, including information related to current projects.

Advisory Committee for Persons with Disabilities Presenters List
Page 2 of 2

Date Action Initiated: January 14, 2020, Advisory Committee for Persons with Disabilities Report 20-001, Item 6

Status: Considered Complete – Patrick Byrne (Project Manager of CityLAB Hamilton) attended the Advisory Committee for Persons with Disabilities meeting on October 13, 2020. See Item (d)(ii) in Advisory Committee for Persons with Disabilities Report 20-005 for reference.

11.4

Advisory Committee for Persons with Disabilities (ACPD) Outstanding Business List as of November 4, 2020

2016-A

Issue: Update of the 2006 Barrier Free Design Guidelines

Date Action Initiated: June 14, 2016 (Item 8.2)

Resolution: That financial and administrative resources be put forward by Public Works, in consultation with CityHousing Hamilton, to update the 2006 Barrier Free Design Guidelines and that those guidelines include updated requirements for accessible housing within City owned and operated housing facilities.

Status: Ongoing - An update has been requested from relevant Staff. Awaiting response.

2016-B

Issue: Housing Services and City of Hamilton's Barrier Free Design Guidelines

Date Action Initiated: September 13, 2016 (Item 4(i))

Resolution: That Housing Services staff be directed to adhere to the City of Hamilton's Barrier Free Design Guidelines and consult with the Advisory Committee for Persons with Disabilities for any future housing renovations and new construction projects.

Status: Considered Complete - See Report HSC19001 respecting Response to the Advisory Committee for Persons with Disabilities (ACPD) Inquiries on Housing Issues (Item 10.1 on the Healthy & Safe Communities Committee meeting agenda for January 17, 2019)

2016-C

Issue: Request for an Accessibility Audit Update from Housing Services

Date Action Initiated: September 13, 2016 (Item 4(ii))

Resolution: That staff be directed to prepare an update to the Advisory Committee on Persons with Disabilities on all accessibility audits completed to date by ACPD, including City

Hall, MacNab Street Terminal, Stoney Creek Recreation Centre, Battlefield House and Park, Westmount Recreation Centre, Waterdown Civic Centre, 690 Stone Church Road West and Tim Horton's Field, with dates, outcomes and outstanding items found in each audit.

Status: Ongoing - Jessica Bowen (Supervisor of Diversity and Inclusion, Human Resources Division) to provide the requested update.

2017-A

Issue: Locations of Accessible Washrooms in City Owned Facilities

Date Action Initiated: August 8, 2017 17-007 (Item 5.2)

Resolution: That staff be directed to provide an inventory of accessible public washrooms in City owned facilities, to be made available to the public

Status: Ongoing - The Energy Fleet & Facilities Management Division of the Public Works Department is in the process of preparing an inventory. Target completion date is 2022.

2017-B

Issue: Smoke Free Policy for Social Housing

Date Action Initiated: Dec. 12, 2017 (Added Item 9.1)

Resolution: That Public Health Services staff be directed to investigate the feasibility of establishing a smoke - free policy for all social housing in Hamilton

Status: Considered Complete - See Item 11.4(a) respecting correspondence from Tom Hunter, CityHousing Hamilton.

2018-A

Issue: Snow Removal Processes and Policies

Date Action Initiated: February 13, 2018 18-002 (Item 7.2)

Resolution: That staff be directed to work on a solution for

snow clearing and work with members of the Advisory Committee for Persons with Disabilities to develop a plan for the Winter 2018/2019.

Status: Considered Complete - See Report PW19022(a) respecting Sidewalk Snow Removal (Item 7.1 on the General Issues Committee meeting agenda for February 13, 2020)

2018-B

Issue: Review of Snow and Ice By-law No. 03-296

Date Action Initiated: April 10, 2018 18-004 (Added Item 11.5)

Resolution:

- (a) That appropriate staff be invited to come to a meeting of the Advisory Committee for Persons with Disabilities to discuss the Snow and Ice By-law No. 03-296 By-law; and,
- (b) That a copy of the current Snow and Ice By-law No. 03-296 be distributed to members of the Advisory Committee for Persons with Disabilities for review and discussion with staff.

Status: Considered Complete - See Item 11.4(b) for Snow and Ice By-law No. 03-296.

2018-C

Issue: Note-taker for ACPD meetings

Date Action Initiated: April 10, 2018 18-004

Resolution: Staff were directed to investigate the feasibility and criteria for hiring a note-taker for the working groups of the Advisory Committee for Persons with Disabilities.

Status: Considered Complete - Jessica Bowen (Supervisor of Diversity and Inclusion, Human Resources Division) attended the first meetings of 2020 of the Housing Issues Working Group, the Transportation Working Group, and the Built Environment Working Group to discuss their respective accommodation needs and investigate potential solutions.

2018-D

Issue: Automated Pre-Boarding Announcements on HSR Vehicles

Date Action Initiated: June 12, 2018 18-006 (Added Item 9.1)

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

Status: Considered Complete - See Item 11.4(e) respecting correspondence from Ali Sabourin, HSR.

2018-E

Issue: Draft Proposal from DARTS respecting Stranded Wheelchairs

Date Action Initiated: July 10, 2018 18-007 (Item 5.5(a))

Resolution: That the Draft Proposal from DARTS respecting Stranded Wheelchairs be referred to the Wheelchair and Scooter Safety Working Group with a report back to the Advisory Committee for Persons with Disabilities.

Status: Considered Complete - See Item 11.4(c) respecting correspondence from the Wheelchair and Scooter Safety Working Group.

2018-F

Issue: Accessibility Review of City Hall Outstanding Items

Date Action Initiated: September 11, 2018 18-009 (Item 5.1)

Resolution: The following accessibility improvements be made at City Hall:

- push locks in the accessible washrooms at City Hall. The current locking mechanism requires a person to have the strength and dexterity to physically turn the lock to ensure privacy. In addition, the door and locking mechanism are not in alignment with the bathroom wall requiring the individual to position themselves, reach and lean forward to secure the lock such that it places them in a precarious position and at risk of falling;

- installation of a tactile (warning) strip at the top of the second-floor stairs at City Hall;
- inclusion of decals with a higher colour contrast on all glass doors at City Hall; and,
- reflective tape on the railing from Main Street into the City Hall Forecourt

Status: Considered Complete - See Item 11.4(d) respecting correspondence from Anne McArthur, Public Works.

2019-A

Issue: Hamilton Street Railway Bus Transfers

Date Action Initiated: March 12, 2019 19-002 Item 11.1

Resolution: Hamilton Street Railway Bus Transfers

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.

Status: Considered Complete - Nancy Purser (Manager of Transit Support Services) consulted with the Advisory Committee for Persons with Disabilities at the March 10, 2020 meeting.

2019-B

Issue: City's Commitment to the Lives of Persons with Disabilities in the City of Hamilton

Date Action Initiated: March 12, 2019 19-002 Added Item 11.2

Resolution: That the Mayor and Council be invited to attend and speak to the Advisory Committee for Persons with Disabilities respecting the City's commitment to the betterment of the lives of persons with disabilities in the City of Hamilton.

Status: Considered Complete - A Council Follow-Up Notice was issued to Jodi Koch, Director, Talent and Diversity, on April 24, 2019 for appropriate follow-up.

2019-C

Issue: 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

Date Action Initiated: March 12, 2019 19-002 Added Item 13.5

Resolution: That staff prepare a letter for the Chair's signature, to be sent to the General Issues Committee & Council for approval.

Status: Ongoing - Jessica Bowen (Supervisor of Diversity and Inclusion, Human Resources Division) to follow-up.

2019-D

Issue: Feasibility of a Document Sharing Portal

Date Action Initiated: August 13, 2019, Report 19-007, Item (d)(iv)

Resolution: That Diversity and Inclusion Staff be requested to investigate and report back to the Advisory Committee for Persons with Disabilities on the feasibility of a document sharing portal or similar technology to serve as an online workspace and centralized document repository for Working Groups of the Advisory Committee for Persons with Disabilities, enabling members to work on projects more effectively.

Status: Considered Complete - See Item 11.4(f) respecting correspondence from IT Service Desk.

2019-E

Issue: Installation of Urban Braille along Cannon Street East at the Intersections of Wellington Street North, Catherine Street North, and John Street North

Date Action Initiated: September 10, 2019, Report 19- 008, Item 1

Resolution: That Public Works staff be requested to examine and report back to the Advisory Committee for Persons with

Disabilities on the feasibility of installing Urban Braille on Cannon Street East at the intersections of Wellington Street North, Catherine Street North, and John Street North.

Status: Considered Complete - Addressed as Item 1 and Item (e)(i) (Report PW20049) on Advisory Committee for Persons with Disabilities Report 20-003

2020-A

Issue: Rick Hansen Foundation Accessibility Certification Ratings

Date Action Initiated: February 11, 2020, Report 20-002, Item (g)(i)

Resolution: That the information respecting the Rick Hansen Foundation Accessibility Certification Ratings be forwarded to the Built Environment Working Group for further investigation, with a report back to the Advisory Committee for Persons with Disabilities.

Status: Considered Complete - Addressed as Item (h)(i) on Advisory Committee for Persons with Disabilities Report 20-003

11.4(a)

Sent: October 15, 2019 3:43 PM

Subject: Advisory Committee for Persons with Disabilities
Outstanding Business List Item 2017-B re: Smoke Free Policy for
Social Housing

At the CityHousing Hamilton (CHH) Board meeting in September 2019, a Smoke-Free Living policy for our buildings was approved for implementation effective January 1, 2020 (see Report #19027, attached as Appendix "A" to this correspondence). Essentially, any new and transferring units will be rented as smoke free. Tenants currently living in our units will be grandfathered. It will take many years until a building is entirely "smoke free". This policy applies to CHH buildings and not "...all social housing in Hamilton". Please let me know if you require anything further.

Thanks,

Tom Hunter,
CEO, CityHousing Hamilton



Date: September 24, 2019

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Tom Hunter
Chief Executive
Officer/Secretary

Prepared by: Kate Mannen,
Manager Partnership
Development and Support
Services

Subject: **Smoke-Free Living Policy (Report #19027)**

RECOMMENDATION:

That the following CityHousing Hamilton (CHH) policy, information and actions be approved:

- (i) That the results of the smoke-free living resident survey, Appendix A, be accepted to support the development of a smoke-free policy for all CHH buildings to be implemented January 1, 2020.
- (ii) That Appendix B, respecting a Smoke-Free Living Policy for all CHH properties be approved.
- (iii) That Appendix C, respecting a smoke-free lease addendum for new and transferring tenants in all CHH buildings be approved.
- (iv) That tenants are aware of new smoking and vaping restrictions and prohibitions under the CHH Smoke-Free Living policy, Appendix "D 1-3".
- (v) That the CHH Smoking and Second Hand Smoke Survey, Appendix E, be received as information

A handwritten signature in blue ink that reads "Tom Hunter".

Tom Hunter
Chief Executive Officer/Secretary

EXECUTIVE SUMMARY:

Building on the initial Smoke-Free Living policy passed in June 2018 and the Public Health Services/CHH resident survey conducted in Q1 2019, CHH proposes that all buildings should be smoke-free.

The Smoking and Second-Hand Smoke Survey results included responses from 912 households of which 68% resided in seniors' apartment buildings. Seventy-two percent do not currently smoke cannabis, tobacco and/or shisha. While 62% of respondents would support a smoke-free policy in all CHH buildings, 80% think smoking should be prohibited within 9 metres from CHH building entrances/exits. The CHH Smoking and Second-Hand Smoke Survey Results Infogram is presented as Appendix A.

Ontario legislation allows current residents to be grandfathered to allow smoking in their units until they transfer units or cease to be a tenant. The new policy would affect new and transferring tenants to any CHH building who will not be allowed to smoke or vape in their unit or balcony. In Ontario social housing, experience indicates it typically takes 15 years for a multi-dwelling building to become totally smoke-free.

BACKGROUND:

At the June 2018 Board meeting, the Board passed CHH's first smoke-free living policy (Appendix B), which prohibited smoking and/or vaping in any new or retrofitted CHH building. An odour control plan was also approved for apartment buildings in preparation of cannabis legalization in October 2018.

The Board also directed staff to

- (i) Explore the development of a smoke-free policy for all CHH properties through a resident survey.
- (ii) Ensure signage as prescribed in the Smoke-Free Ontario Act (July 1, 2018) is posted at entrances, exits and common areas.
- (iii) Ensure residents are aware of new smoking and vaping prohibitions under the Smoke-Free Ontario Act.

CHH, in partnership with Public Health Services, posted provincial smoke-free signage at entrances, exits and common areas in all multi-unit buildings. These became available and were installed in October 2018. Every resident received a letter from CHH informing them of the new smoke-free policy and changes to the Smoke-Free Ontario Act in Q3 2018.

The Smoking and Second-Hand Smoke Survey was conducted in March 2019. The survey is attached as Appendix E. Survey results demonstrate support for a Smoke-Free Living Policy, Appendix A.

An odour mitigation plan has been implemented utilizing education materials, an updated complaints policy and brochure, referrals to Public Health Services smoking cessation supports and a pilot program of smoke filtration devices. These devices, commonly used in cancer clinics, use essential oils to dissipate odour molecules. They have proven to be successful in eliminating tobacco and cannabis odours. Since the pilot inception in November 2018, 55 units at approximately \$100.00 per unit have been distributed to CHH apartments. Upon tenant requests or complaints Property Managers or Community Relations Workers assess the need and place them accordingly.

DISCUSSION:

The Smoking and Second-Hand Smoke Survey results have been tabulated and analyzed by the City of Hamilton's Public Health Services. These results have informed the development and implementation of a Smoke-Free Living policy and implementation plan. Surveys were sent to CHH apartment buildings. The survey rate of return was similar to other large municipal comparators including Ottawa.

Survey Highlights:

Demographics

- 4,134 surveys were distributed; 912 households responded providing a 21% return rate
- 68% of respondents reside in seniors' apartment buildings
- 72% do not currently smoke cannabis, tobacco and/or shisha

Smoking in Homes and Health Impacts

- 43% reported at least 1 person in their household have health problems that worsen with exposure to second-hand smoke
- 60% reported 'sometimes' or 'always' being exposed to second-hand smoke from tobacco in their home, including smoke drifting into homes from outside.
- 80% of respondents understand that breathing in second hand smoke from tobacco is harmful to a person's health

Smoke-Free Policy Support

- 38% of respondents would oppose a smoke-free policy in all CHH buildings signifying 62% would support a smoke-free policy.

- 80% think smoking should be prohibited within 9 metres from CHH building entrances/exits
- 49% are not concerned that current residents may still smoke in their homes if a smoke-free policy is in place.

In response to the survey results, recommendations have been developed to create a CHH wide smoke-free living policy and implementation plan for CHH buildings.

Implementation Plan

Upon approval of a revised Smoke-Free Living Policy next steps include:

- Sharing survey results (Appendix A) with all tenants
- Communication to tenants, staff, contractors and community partners (Appendix D1, D2 and D3)
 - Education and awareness letters
 - Newsletter articles
 - Smoking cessation workshops
 - Wide distribution of complaints brochure
 - Targeted information sessions

CONCLUSION:

CHH will continue the journey to smoke-free living through a multi-pronged approach including:

- a) Prohibiting smoking of any substance including tobacco, shisha and cannabis in all CHH buildings for new and/or transferring tenants.
- b) Educating tenants through signage, communication and education sessions on CHH's Smoke Free Living Policy and providing smoking cessation supports through a partnership with Public Health Services.

ALIGNMENT TO THE 2017-2021 STRATEGIC PLAN:

This report implements:

Community Engagement & Participation

CityHousing Hamilton has an open, transparent and accessible approach in working with its residents to make a positive impact on the community.

Healthy and Strong Communities

CityHousing Hamilton believes that housing is a key influential determinant of health and is strongly tied to the quality of life as it impacts the physical, social, emotional and mental health of all persons.

Built Environment and Social Infrastructure

CityHousing Hamilton is committed to finding new ways to be innovative that will contribute a dynamic City characterized by unique infrastructure, buildings, and public spaces. The maintenance, renewal and new development of our housing stock will ensure that the quality of life, well-being and enjoyment of our residents', influences the design and planning of our homes.

Culture and Diversity

CityHousing Hamilton supports, accepts and celebrates people of all ages, backgrounds and abilities. We work together to ensure residents have access to the supports and opportunities they need to succeed.

Our People Our Performance

CityHousing Hamilton aims at delivering consistent and excellent service for all its residents, while searching for ways to increase efficiencies and effectiveness in how we operate. To provide the highest quality of service to our residents within current resources, we work to empower staff to deliver on our service commitments by strengthening staff competencies, standardizing operating processes, streamlining services and technology and holding staff accountable to better respond to the needs of residents.

TH/km

Mission: We provide affordable housing that is safe, well maintained and cost effective and that supports the diverse needs of our many communities.

Authority: Item 4, Committee of the Whole
Report 03-028 (PW03130/PD03226)
CM: October 15, 2003

Bill No. 296

**CITY OF HAMILTON
By-law No. 03-296
Being a By-law to provide for the removal of snow and ice from
roofs and sidewalks**

WHEREAS Section 130 of the Municipal Act, Chapter 25, S.O. 2001, provides that a municipality may regulate matters related to the health, safety, and well-being of the inhabitants of the municipality;

AND WHEREAS the City of Hamilton Act, 1999, SO. 1999 Chapter 14, Schedule C did incorporate, as of January 1st, 2001, the municipality of the "City of Hamilton";

AND WHEREAS the City of Hamilton Act, 1999, provides that the By-laws of the former municipalities continue in force and effect in the City of Hamilton until subsequently amended or repealed by the Council of the City of Hamilton;

AND WHEREAS the Council for the City of Hamilton deems it expedient to enact a single By-law to provide for the removal of snow and ice from roofs and sidewalks, in place of By-laws of the former area municipalities;

NOW THEREFORE, the Council for the City of Hamilton enacts as follows:

Definitions

1. In this By-law,
 - (a) "City" means the City of Hamilton;
 - (b) "Council" means the council for the City of Hamilton;
 - (c) "Consecutive winter storm events" refers to any precipitation and/or accumulation of snow or ice from the beginning of the original winter snow event, and any subsequent storm events occurring within a 24 hour period of the cessation of the previous storm event;
 - (d) "Director" means the Director of the Operations and Maintenance Division of the Public Works Department for the City, and includes his designate and successor;
 - (e) "Highway" means a common and public highway under the jurisdiction of the City of Hamilton, and includes a street, sidewalk, boulevard whether paved or not paved, an unopened road allowance, and any portion of the land situated between street lines;

By-law No. 03-296**Page 2**

- (f) "Winter Storm Event" refers to any precipitation and/or accumulation of snow or ice.
- 2. In this By-law, whenever a word imparts the masculine gender it is deemed to include the feminine gender;
- 3. In this By-law, the singular sense is deemed to be inclusive and interchangeable with the plural sense

Application of By-law

- 4. The provisions of this By-law shall apply to all lands within the boundaries of the City, except for those areas designated as being exempt by the Director.

General Duties, Obligations, and Prohibitions

- 5. That every occupant or owner shall, within 24 hours of the cessation of a Winter Storm Event, or within 24 hours of the cessation of a series of Consecutive winter storm events, remove and clear all snow and ice from sidewalks abutting the highways in front of, or along side, or at the rear of any occupied or unoccupied lot, or vacant lot;
- 6. All owners or occupants of buildings where the roof or eaves of which abut or overhang the highway or sidewalk upon the highway shall, whenever ice or snow accumulates on the roof or eaves, remove the same immediately, and in a manner showing due care and precaution for the safety of persons passing.
- 7. No owner or occupant shall throw, place, bring, or deposit snow or ice:
 - (a) On or immediately adjacent to a fire hydrant, or in any manner that obstructs access to a fire hydrant;
 - (b) On or adjacent to a travelled portion of the highway, or in such a manner so as to interfere with the safe passage of vehicles, or pedestrians, or obstruct the visibility of vehicle operators or pedestrians
 - (c) In such a manner so as to obstruct drainage to any drain or sewer
- 8. That if the owner or occupant fails, neglects, or refuses to comply with Sections 5, 6, and 7 of this By-law, the Director in lieu of, or in addition to any other remedy provided by this By-law, is authorized to have the snow or ice to be removed at the expense of the owner or occupant, and in the case of non-payment, such expenses may be recovered in a like manner as municipal taxes.

Enforcement

- 9. Any Police Officer, Municipal Law Enforcement Officer, or employee of the City designated by the Director for the purpose of this Section is authorized to inform any person of the provisions of this By-law and to request compliance therewith;

10. Any Police Officer, Municipal Law Enforcement Officer, or employee of the City designated by the Director for the purpose of this Section is authorized to order any person believed by such Officer or employee to be in contravention of this By-law to desist from the activity consisting or contributing to such contravention;

Penalty

11. Any person contravening any provision of this By-law is guilty of an offence and upon conviction, is liable to such penalty as provided for under the Provincial Offences Act, R.S.O. 1990, Chapter P.33, as amended.

Severance

12. Should a court of competent jurisdiction declare any part or whole of any provision of this By-law to be invalid or of no force and effect, the provision or part shall be deemed to have been severed from this By-law, and it is the intention of Council that the remainder of the By-law survive and be applied and enforced in accordance with the terms to the extent possible under law.

Short Title

13. The short title of this By-law shall be "The Snow Removal By-law".

Repeals and Enactment

14. That By-law 88-152-S (Flamborough), By-law 86-77 (Hamilton) Section 7, By-law 4114-93 (Dundas), By-law 434-90 (Glanbrook), By-law 4477-96 (Stoney Creek), and By-law R77-109 (Regional Roads By-law) Section 7 be repealed.
15. Any references to By-laws 88-152-S, 86-77, 4114-93, 434-90, 4477-96, and R77-109, as amended, antedating the passing and enactment of this By-law shall be deemed a reference to this By-law.
16. This By-law shall come into force and effect on the date of its passing and enactment.

PASSED AND ENACTED this 15TH day of October, 2003.

R. E. Wade

MAYOR

K. Christenson

CLERK

11.4(c)

From: Aznive Mallett
Sent: July-26-18 1:09 PM
To: Loren Kolar
Subject: Wheelchair and Scooter Safety Working Group report

Hi Loren,
Would you please share the chart below as notes regarding the wheelchair/scooter working group committee's work. It is a result of our meeting on July 24, 1:30 PM meeting. Thanks, Aznive

From: Mark Mindorff
Sent: Wednesday, July 25, 2018 4:14 PM
To: Aznive Mallett
Cc: Paula Kilburn; Tom Manzuk; Robert Semkow
Subject: RE: A few more clarifications please (second email regarding the proposal clarification)

Question #1:

Regarding motion specialties, will they pick up the chair/scooter from anywhere? Even if it is not one of their chairs?

Response #1:

We will ensure that the passenger is delivered home. The repair vendor may or may not be Motion Specialties but Motion Specialities has said they are available on an emergency basis.

Question #2:

Will there be a cost to the person who needs the urgent ride?

Response #2:

A nominal fee for service, to be determined. Suggest similar to an ambulance call?

Question #3:

Please confirm the cost for consultation and/or repairs through motion specialties.

Response #3:

Variable, depending on the chair problem. There would be a fixed fee for the delivery of the passenger from the breakdown site to home. The rest of the cost depends on what is wrong with the chair.

Question #4:

Also confirm which hours they would be available and how quickly they would be available.

Response #4:

6:00 am to 12:00 am

Question #5:

Will there be a cost increase in payments from the city to darts?

Response #5:

Too small to matter. Stranded wheelchairs don't happen very often.

Question #6:

Specifically, which hours of the day could you guarantee that you will do this?

Response #6:

6:00 am to 12:00 am

Question #7:

You mentioned that you might have to bring a second driver to push a heavy chair. Can you confirm that in your proposal?

Response #7:

Yes, that is what we do now.

Question #8:

Will you pick up anyone using mobility devices whether they are registered with darts or not?

Response #8:

Yes, that is what we do now.

Question #9:

Do you have a definition of what is classified an emergency or an urgent need for a breakdown of a chair?

Response #9:

If there is a fee, I would think we would respond every time there is a request, since the fee would discourage misuse.

Question #10:

Will you provide the same services on stat holidays?

Response #10:

We would get the passenger home, fixing the chair problem would be subject to available services on stat holidays.

Question #11:

We would very much appreciate a breakdown of any and all costs.

Response #11:

The simplest approach is to have an all-in fee (suggest 100-150), to assist at the scene, much the same as an ambulance call. It's possible this could be subsidized under council direction. The cost of fixing the chair problem would be born by the chair owner and would be a direct invoice from motion specialties/repair service.

11.4(d)

Sent: December 17, 2019 4:40 PM

Subject: Advisory Committee for Persons with Disabilities
Outstanding Business List Item 2018-F re: Accessibility Review of
City Hall

I'm pointing forming the request and our responses:

Accessibility Improvement Recommendation #1: Push locks in the accessible washrooms at City Hall. The current locking mechanism requires a person to have the strength and dexterity to physically turn the lock to ensure privacy. In addition, the door and locking mechanism are not in alignment with the bathroom wall requiring the individual to position themselves, reach and lean forward to secure the lock such that it places them in a precarious position and at risk of falling.

Response #1: This is a new item and I will pass on to operations to get resolved.

Accessibility Improvement Recommendation #2: Installation of a tactile (warning) strip at the top of the second-floor stairs at City Hall.

Response #2: Do not support as this is a tripping hazard and will alter the terrazzo flooring which is protected through heritage.

Accessibility Improvement Recommendation #3: Inclusion of decals with a higher colour contrast on all glass doors at City Hall; and

Response #3: This is item 1.9 in the Built Environment Working Group meeting notes from February 2, 2016 (attached as Appendix "A"), which has been completed.

Accessibility Improvement Recommendation #4: Reflective tape on the railing from Main Street into the City Hall Forecourt.

Response #4: This is item 1.1 in the Built Environment Working Group meeting notes from February 2, 2016 (attached as Appendix "A"), which has been completed. This is an ongoing maintenance item.

Thank you,

Anne McArthur
Senior Project Manager of Strategic Planning & Compliance
Energy, Fleet & Facilities Management Division
Public Works Department



Hamilton

MINUTES

Advisory Committee for Persons with Disabilities Built Environment Working Group

Tuesday February 2, 2016

City Hall, 71 Main Street West, Room 192

4:30 – 6:30 p.m.

NOT THE FULL MINUTES – JUST SECTION 6.12 City Hall Accessibility Audit – Deficiencies Report and Responses from Facilities Management and Capital Planning Team

Present: Mary Sinclair, Tom Manzuk, Terri Wallis, Clare Cruickshank, Sylvia Soto, Tim Murphy, Aznive Mallet, Paula Kilburn

Regrets: Patty Cameron

Absent:

Also Present: Maxine Carter, (staff) - Customer Service, Access & Equity

Guests: Melissa McGinnis, CASP, Public Works

6.12 City Hall Accessibility (doors, handrails, washroom locks).

CASP Staff, M. McGinnis went through the recommendations from ACPD/BEWG regarding the deficiencies in City Hall. The Facilities Management and Capital Planning responses are below.

Item 1.1

BESC recommends to ACPD that all external protruding handrails installed at each stairway and ramp around the premise of City Hall, must be covered with contrasting bright/fluorescent yellow appropriate weather proof material to ensure increased visibility and safety for all persons, especially for persons who are partially sighted as a temporary measure until these items are put in as a capital project budget to be modified appropriately.

FMCP Response:

This has been included in City Hall yearly maintenance. Specialty tape had been trialed with some success. It has proven to be costly due to repeated replacement from vandalism and/or wear and tear. Permanent painting has been scheduled for spring application, to be painted once a year, yearly.

Status:

Scheduled / Complete

BEWG RESPONSE: Asked that FMCP staff ensure that the paint is reflective and is florescent. Staff asked to report back when this is completed.

Item 1.2

BESC recommends to ACPD that all exterior steps nosing, around the entire premise of City Hall be painted fluorescent yellow for increased visibility and safety for all persons especially persons who are partially sighted.

FMPC Response:

All exterior stair nosing are identified with 70% contrast as designed and approved by the project team when constructed. Meeting code requirements. **Forecourt entrance stairs have been painted yellow.**

Status: Scheduled/ Complete

BESC question: Only the forecourt entrance stairs have been painted with yellow?

FMPC staff noted that a decision was made a number of years ago regarding the look of City Hall in terms of colours and it was decided that the rest of the exterior stairs nosing would be painted a darker grey/black.

Item 1.3

BESC recommends to ACPD that instruction to lock and unlock the accessible washroom doors at City Hall must be created in clear, accessible and large print as per the Barrier Free Design Guidelines and posted at an accessible height, including accessible braille instructions.

FMPC Response:

“Turn to Lock” - Verbiage to be approved. Request is above current codes and guidelines, signage would be required for 10 individual washrooms and pricing will be requested.

Status: Requesting verbiage approval, requesting pricing.

Item 1.4

BESC recommends to ACPD that the City Hall accessible washrooms have signage mechanism created in clear, accessible and large print as per the Barrier Free Design Guidelines to indicate when the washroom is occupied and unoccupied and be located near the Accessible Door Operator (ADO) push button.

FMPC Response:

Currently all 10 individual washrooms have

signage mechanism within the door lever hardware. Indicates occupancy by colour (red or green) and in print.

Request is above current codes and guidelines, please advise recommended product and if pricing is requested to be provided.

Status:

ACPD direction required

Item 1.5

BESC recommends to ACPD that an emergency call button be installed within easy reach of an occupant using the facility and that its purpose be clearly marked and that City staff be trained in appropriate response procedures should an occupant sound the alarm.

FMCP Response:

Currently all 10 individual washrooms have emergency call installed and within reach of water closet. Notification is sent to security desk and staff procedure when the emergency call is activated.

Status: Answered. No further action

Item 1.6

BESC recommends to ACPD that diagonal grab bars also be installed in all the City Hall accessible washrooms, including the accessible stall in the multi-stall washrooms, on the wall next to the toilet, to assist users, at the measurement of 16" x 16" as per the attached diagram included.

FMPC Response:

Request is above current codes and guidelines, grab bars would be required for 10 individual washrooms, 1 multi- stall washroom. Pricing will be requested for 11 additional bars.

Status:

Requested Pricing

Item 1.7

The doors to all the public meeting rooms in city hall that have had Accessible Door Operators (ADO) installed recently, are extremely problematic because if the AODs are turned off, then persons with disabilities can become trapped inside or left unable to enter the room and hence are unable to exit or enter independently. Once the motors are turned off, as they often are, it is extremely difficult to open these doors.

FMPC Response:

Memo and instructions had been distributed to all City Hall staff on the procedure of use. A reminder to all City Hall staff will be sent out.

Status: Answered no further action

Item 1.8

BESC recommends to ACPD that a mechanism be installed or activated that will keep the doors open without having to manually turn off or disable the motor and insert a door stop.

FMPC Response:

Not aware of such product. Please provide and we can price out for ACPD.

Status:

ACPD direction required.

BEWG: A. Mallet recommended a company – Hortons Door Operators or Ontario Doors. M. McGinnis will contact the vendors to get specs and costing. Follow up with Working Group once an appropriate product is located.

Item 1.9

Committee members requested that staff contact

the facilities staff to determine what is the expected time of completion for the installation of the decals on both sides of the glass doors and on the middle inset (of the City Hall doors). This request to improve the visibility of the decals on the front and back glass doors for persons, who are partially sighted, is long overdue to be repaired.

FMCP Response:

Work order had been sent out, requested to be completed by January 15th, 2016. Work Order 201601351. Installation complete.

Status:

Scheduled completed.

7. New Business Discussion Items.

- There was no new business

8. Correspondence.

- There was no correspondence

9. Next Meeting.

9.1 Tuesday March 1, 2016, 4:00 p.m. room 192

10. Adjournment.

P. Kilburn/A. Mallet

That the Built Environment Sub-committee meeting, of
February 2, 2016, be adjourned, at 6:00 p.m.

CARRIED.

11.4(e)

From: Ali Sabourin

Sent: February 13, 2020 3:10 PM

Subject: Advisory Committee for Persons with Disabilities
Outstanding Business List Item 2018-D re: Automated Pre-Boarding Announcements on HSR Vehicles

Hello Alicia

Thank you for your email. Below is an update on the Automated Pre-Boarding Announcements on HSR Vehicles.

The resolution of the automated pre-boarding announcements on HSR Vehicles is underway and will fully take effect by the end of Q1-2020:

- Operations management has added a daily speaker test to ensure the internal/external announcement system is functioning (i.e.: added to the Operator's daily circle check).
- Fleet management has upgraded the monthly and semi-annual inspection and preventative maintenance checks to ensure the speaker system is functioning; any identified failures will be ordered and repaired ASAP.
- HSR information technology is installing a new version of the control software by the end of Q1-2020 so that announcements will take place earlier in advance of the stop.

Please let me know if you have any questions.

Best,

Ali Sabourin

Manager

Customer Experience & Innovation
Transit (HSR), City of Hamilton

11.4(f)

From: IT Service Desk
Sent: February 26, 2020 8:40 AM
Subject: Advisory Committee for Persons with Disabilities
Outstanding Business List Item 2019-D re: Feasibility of a
Document Sharing Portal

Hi Alicia Davenport,

Incident #200385 has been marked complete as Not Resolved -
No Solution Available:

Summary:

Document Sharing Portal for Use by Citizen Committee Members

Resolution:

Unfortunately at this time IT does not have any collaborative solution that we extend to citizens or external clients beyond CITYSHARE.

Alicia Identified that this does not meet the collaborative needs for the committee.

I advised Alicia that Citizen focused collaboration software is out of scope for IT support however I would investigate potential solutions should the CITY SHARE application or other applications become available with the needed functionality.

11.4(g)

CITY OF HAMILTON

MOTION

Advisory Committee for Persons with Disabilities: November 10, 2020

MOVED BY

SECONDED BY

Amendments to the Advisory Committee for Persons with Disabilities Outstanding Business List

- (a) That the following items on the Advisory Committee for Persons with Disabilities Outstanding Business List (OBL) be considered complete and be removed:
 - (i) Housing Services and City of Hamilton’s Barrier Free Design Guidelines
Addressed as Item 2 on Healthy & Safe Communities Committee Report 19-001 (HSC19001)
Item on OBL: 2016-B
 - (ii) Smoke Free Policy for Social Housing
Addressed as Item 11.4(a) on today's agenda
Item on OBL: 2017-B
 - (iii) Snow Removal Processes and Policies
Addressed as Report PW19022(a)
Item on OBL: 2018-A
 - (iv) Review of Snow and Ice By-law No. 03-296
Addressed as Item 11.4(b) on today's agenda
Item on OBL: 2018-B

- (v) Note-taker for ACPD meetings
Addressed as Item 11.4 on today's agenda
Item on OBL: 2018-C
- (vi) Automated Pre-Boarding Announcements on HSR Vehicles
Addressed as Item 11.4(e) on today's agenda
Item on OBL: 2018-D
- (vii) Draft Proposal from DARTS respecting Stranded Wheelchairs
Addressed as Item 11.4(c) on today's agenda
Item on OBL: 2018-E
- (viii) Accessibility Review of City Hall Outstanding Items
Addressed as Item 11.4(d) on today's agenda
Item on OBL: 2018-F
- (ix) Hamilton Street Railway Bus Transfers
Addressed as Item (d)(i) on Advisory Committee for Persons with Disabilities Report 20-003
Item on OBL: 2019-A
- (x) City's Commitment to the Lives of Persons with Disabilities in the City of Hamilton
Addressed as Item 11.4 on today's agenda
Item on OBL: 2019-B
- (xi) Feasibility of a Document Sharing Portal
Addressed as Item 11.4(f) on today's agenda
Item on OBL: 2019-D

- (xii) Installation of Urban Braille along Cannon Street East at the Intersections of Wellington Street North, Catherine Street North, and John Street North Addressed as Item 1 and Item (e)(i) (Report PW20049) on Advisory Committee for Persons with Disabilities Report 20-003
Item on OBL: 2019-E

- (xiii) Rick Hansen Foundation Accessibility Certification Ratings Addressed as Item (h)(i) on Advisory Committee for Persons with Disabilities Report 20-003
Item on OBL: 2020-A