



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES AGENDA

Meeting #: 22-002

Date: February 8, 2022

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>

Carrie McIntosh, Legislative Coordinator (905) 546-2424 ext.2729

Pages

1. CEREMONIAL ACTIVITIES

2. APPROVAL OF AGENDA

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

3. DECLARATIONS OF INTEREST

4. APPROVAL OF MINUTES OF PREVIOUS MEETING

4.1. January 11, 2022

5

5. COMMUNICATIONS

6. DELEGATION REQUESTS

7. CONSENT ITEMS

- 7.1. Built Environment Working Group Update (no copy)
- 7.2. Housing Issues Working Group Update
 - 7.2.a. Housing Issues Working Group Meeting Notes - October 19, 2021 15
 - 7.2.b. Housing Issues Working Group Meeting Notes - November 16, 2021 21
- 7.3. Outreach Working Group Update
 - 7.3.a. Outreach Working Group Meeting Notes - January 24, 2022 23
- 7.4. Transportation Working Group Update
 - 7.4.a. Transportation Working Group, Collective Roundtable, Meeting Notes - October 14, 2021 27
- 7.5. Strategic Planning Working Group Update
 - 7.5.a. Strategic Planning Working Group Meeting Notes - January 13, 2022 39
- 7.6. Accessible Open Spaces and Parklands Working Group Update (no copy)

8. STAFF PRESENTATIONS

9. PUBLIC HEARINGS / DELEGATIONS

10. DISCUSSION ITEMS

11. MOTIONS

- | | | |
|-------|--|----|
| 11.1. | Invitation to the Crisis Outreach and Support Team (COAST) to attend a future meeting of the Advisory Committee for Persons with Disabilities | 43 |
| 11.2. | Invitation to The Honourable David Onley, former Lieutenant Governor of Ontario, to attend a future meeting of the Advisory Committee for Persons with Disabilities | 45 |
| 11.3. | Invitation to Sherry Caldwell of the Ontario Disability Coalition to attend a future meeting of the Advisory Committee for Persons with Disabilities | 47 |
| 11.4. | Invitation to Sara Mayo, Geographical Information Systems Specialist, Social Planning & Research Council of Hamilton, to attend a future meeting of the Advisory Committee for Persons with Disabilities | 49 |
| 11.5. | Invitation to Rich Padulo, Founder of Treat Accessibly, to Attend the Advisory Committee for Persons with Disabilities | 51 |
| 11.6. | Advisory Committee for Persons with Disabilities Request for Council to Establish an Accessibility Award Program | 53 |
| 11.7. | Advisory Committee for Persons with Disabilities' Request for Review of the Accessible Transportation Service and the Disabled and Aged Regional Transportation Service Policy Respecting Driver Assistance to Passengers who use a Bundle Buggy | 55 |
| 11.8. | Advisory Committee for Persons with Disabilities Request respecting Accessible Transport related to the City's Accessible Taxicab Financial Incentive Program and Accessible Taxicab Operators in Hamilton | 57 |

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

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

13.2. Accessibility for Ontarians with Disabilities Act, 2005
(AODA) Update (no copy)

13.3. Presenters List for the Advisory Committee for Persons
with Disabilities

61

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
MINUTES 22-001**

4:00 p.m.

Tuesday, January 11, 2022

**Due to COVID-19 and the Closure of City Hall,
this meeting was held virtually.**

Present: Mayor F. Eisenberger
A. Mallett (Chair), J. Kemp (Vice-Chair) S. Aaron,
P. Cameron, J. Cardno, M. Dent, A. Frisina,
L. Janosi, P. Kilburn, T. Manzuk, M. McNeil,
T. Murphy, K. Nolan, T.Nolan, R. Semkow

Absent

with Regrets: L. Dingman, S. Geffros, C. McBride

Chair Mallett called the meeting to order and recognized that the Committee is meeting on the traditional territories of the Erie, Neutral, HuronWendat, Haudenosaunee and Mississaugas. This land is covered by the Dish with One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. It was further acknowledged that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. The City of Hamilton is home to many Indigenous people from across Turtle Island (North America) and it was recognized that we must do more to learn about the rich history of this land so that we can

better understand our roles as residents, neighbours, partners and caretakers.

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

- 1. Request from Corbin McBride for a Leave of Absence from the Advisory Committee for Persons with Disabilities for a Duration of Three Months (Item 11.1)**

(Aaron/Kemp)

WHEREAS, pursuant to the Advisory Committee Procedural Handbook, members of the Committee who miss more than three meetings during their term without Committee approval, may be subject to replacement on the Committee and may not be eligible for re-appointment.

THEREFORE, BE IT RESOLVED:

That the request from Corbin McBride for a leave of absence from the Advisory Committee for Persons with Disabilities for the duration of three months due to a scheduling conflict with a post-secondary education class, be approved.

CARRIED

- 2. Committee for Persons with Disabilities to Correspond with CityHousing Hamilton to Request CityHousing Hamilton Review their Policies Respecting Accessibility (Item 11.2)**

(Kemp/Kilburn)

WHEREAS, CityHousing Hamilton is the Housing Corporation responsible for providing affordable housing in the City;

WHEREAS, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, it is a requirement for public sector organizations to develop, implement and enforce standards for accessibility to goods, services, facilities, employment, accommodation and buildings, for persons with disabilities; and

WHEREAS, the aim of the *Accessibility for Ontarians with Disabilities Act, 2005*, is to have a fully accessible Ontario by 2025.

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities respectfully requests that Council authorize the Advisory Committee for Persons with Disabilities' Housing Working Group to correspond with CityHousing Hamilton to request CityHousing Hamilton review their policies for compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*.

CARRIED

J. Cardno wished to be recorded as opposed.

3. Invitation to the City of Hamilton Chief of Police to Discuss Topics of Interest to the Advisory Committee for Persons with Disabilities Related to Police Services (Item 11.3) (REVISED)

(Mallett/McNeil)

WHEREAS, the Advisory Committee for Persons with Disabilities will benefit from meeting with the City of Hamilton Chief of Police to discuss topics of interest to the Advisory Committee for Persons with Disabilities related to Police Services;

THEREFORE, BE IT RESOLVED:

That the City of Hamilton Chief of Police be invited to attend the March **2022** meeting (or earliest meeting thereafter) to discuss topics of interest to the Advisory Committee for Persons with Disabilities related to Police Services ***and any items of concern the Chief of Police may want to bring forward.***

CARRIED

4. **Request from Lance Dingman for a Leave of Absence from the Advisory Committee for Persons with Disabilities for a Duration of Three Months (Added Item 11.4)**

(McNeil/Manzuk)

WHEREAS, pursuant to the Advisory Committee Procedural Handbook, members of the Committee who miss more than three meetings during their term without Committee approval, may be subject to replacement on the Committee and may not be eligible for re-appointment.

THEREFORE, BE IT RESOLVED:

That the request from Lance Dingman for a leave of absence from the Advisory Committee for Persons with Disabilities for the duration of three months due to a scheduling conflict with training, be approved.

CARRIED

FOR INFORMATION:**(a) CHANGES TO THE AGENDA (Item 2)**

The Committee Clerk advised that there were no changes to the agenda.

(Semkow/Kemp)

That the agenda for the January 11, 2022 meeting of the Advisory Committee for Persons with Disabilities, be approved.

CARRIED**(b) DECLARATIONS OF INTEREST (Item 3)**

There were no declarations of interest.

(c) APPROVAL OF MINUTES (Item 4)**(i) December 6, 2021 (Item 4.1)****(Dent/Murphy)**

That the minutes of the December 6, 2021 meeting of the Advisory Committee for Persons with Disabilities, be approved, as presented.

CARRIED**(d) CONSENT ITEMS (Item 7)****(i) Built Environment Working Group Update (Item 7.1)**

No update.

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

No update.

(iii) Outreach Working Group Update (Item 7.3)

No update.

(iv) Transportation Working Group Update (Item 7.4)

No update.

(v) Strategic Planning Working Group Update (Item 7.5)

No update.

(e) DISCUSSION ITEMS (Item 10)**(i) ACPD Research Proposal with CityLAB and McMaster affiliates: Office for Community Engagement and the Research Lab (Item 10.1)**

J. Cardno provided an update respecting the ACPD Research proposal with CityLAB and McMaster affiliates, the Office for Community Engagement and the Research Lab. J. Cardno advised that the proposal is to develop an information management strategy to address information gaps and provide easier access to information resources to fulfil the ACPD mission.

J. Cardno and K. Nolan will review and formalize the proposal to present to the Outreach Working Group prior to bringing it back to ACPD.

(Kilburn/Cameron)

That the presentation by Jayne Cardno respecting the ACPD Research Proposal with CityLAB and McMaster affiliates: Office for Community Engagement and the Research Lab, be received.

CARRIED

(f) NOTICES OF MOTION (Item 12)

- (i) Request from Lance Dingman for a Leave of Absence from the Advisory Committee for Persons with Disabilities for a Duration of Three Months (Added Item 12.1)**

(McNeil/Manzuk)

That the Rules of Order be waived to allow for the introduction of a motion respecting a request from Lance Dingman for a Leave of Absence from the Advisory Committee for Persons with Disabilities for a duration of three months.

CARRIED by a 2/3 vote

For further disposition of this matter, refer to Item 4.

- (ii) Invitation to the Crisis Outreach and Support Team (COAST) to attend a future meeting of the Advisory Committee for Persons with Disabilities (Added Item 12.2)**

T. Manzuk announced his intention to introduce a Motion at the February 8, 2022 meeting of the Advisory Committee for Persons with Disabilities to invite the Crisis Outreach and Support Team (COAST) to attend a future ACPD meeting.

(iii) Invitation to Rich Padulo, Founder of Treat Accessibly to attend a future meeting of the Advisory Committee for Persons with Disabilities (Added Item 12.3)

A. Frisina announced his intention to introduce a Motion at the February 8, 2022 meeting of the Advisory Committee for Persons with Disabilities to invite Rich Padulo, founder of Treat Accessibly, to attend a future ACPD meeting.

(g) GENERAL ISSUES / OTHER BUSINESS (Item 13)

(i) Accessibility Complaints to the City of Hamilton (Item 13.1)

No update.

(ii) *Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update (Item 13.2)*

No update.

(iii) Presenters List for the Advisory Committee for Persons with Disabilities (Item 13.3)

City of Hamilton Chief of Police will be added to the Presenter's List.

(iv) Update on Presentation to All Advisory Committee Meeting - Deferred from October 12, 2021 and November 9, 2021 (Item 13.4)

J. Kemp provided an update respecting the presentation to the All Advisory Committee Meeting.

(Cardno/Cameron)

That the update from James Kemp respecting the presentation to the All Advisory Committee Meeting be received.

CARRIED

(g) ADJOURNMENT (Item 15)

(Semkow/Murphy)

That there being no further business, the Advisory Committee for Persons with Disabilities be adjourned at 5:50 p.m.

CARRIED

Respectfully submitted,

Aznive Mallett, Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

Housing Working Group Meeting Notes

Oct. 19th, 2021

Virtual WebEx Meeting

10:00AM – 12:00PM

Those in Attendance: James Kemp, Robert Semkow, Jayne Cardno, Tom Manzuk, Paula Kilburn

Also Present: Taline Morris

Those Absent: Lance Dingman, Sophie Geffros,

1. Welcome and introductions
2. Approval of October 19th agenda: Agenda was approved.
3. Approval of September 21st meeting notes: Meeting notes were approved.
4. CityHousing and AODA compliance: We read through the attached list gleaned from points of interest in “Unlocking the AODA.” We will be asking for CityHousing to come and speak with us so that we can review AODA policies connected to housing.
5. RCF Magnet/Poster/Placemat Project: The Chair reported that trying to make a preliminary list of currently active programming, in matters of recreation and education has

proven difficult due to the pandemic. We will revisit this in the New Year when, hopefully, things will have stabilized enough to allow us to continue. We are also looking at working with the Roundtable for Poverty Reduction regarding their work on legal advice for tenants.

6. All Advisory Committee Meeting Update: The Chair provided a brief digest of the events at the meeting. The highlight for housing being that the Chair of the Housing and Homelessness Advisory Committee is interested in exploring a collaboration between our two groups.

7. Other Business: There were a few things that were mentioned regarding the list that need noting, MCS and Idling, Hoarding issues and procedures, disability advocates in each building, self-serve kiosks like laundry services. Another issue raised was the issue of homelessness and encampments. The group feels that a letter to the E&CS Committee is required and have selected a member to compose it. We also discussed collaborations with ACORN, HAMSIX and other agencies regarding Disability.

8. Adjournment.

Unlocking the AODA: Report Analysis

ACPD Housing Working Group

We read through the Unlocking the AODA Report and we culled a number of points for initial review with CityHousing regarding their

AODA Compliance. These are the majority of the issues. A more detailed analysis can occur after the initial audit.

1. Employers of over 50 people are required to be level AA Compliant as of the beginning of 2021.
 - a. Employers of over 50 people are required to be level AA Web Accessible Compliant.
2. New picnic tables, benches and other seating must be installed on level, hard surfaces and connected to accessible pathways.
3. Playgrounds need to be fully accessible and those with disabilities should be consulted before construction.
4. Required to follow IASR guidelines regarding accessible parking spaces.
5. If service counters are offered, at least one needs to be fully accessible.
6. Queuing guide ropes need to be at an accessible height.

7. At least 3% of seating in lobbies and waiting areas need to be able to accommodate all mobility devices.
8. Housing providers are required to have maintenance plans in place to ensure that the AODA is being adhered to despite the disruptions.
9. Accessibility, sensitivity and accommodation training must be provided to all employees, contractors and volunteers.
10. Housing providers must place notice and bulletin boards at accessible levels.
11. Leaving notices of entry on doors is not enough with disabled tenants. They may not leave very often and wouldn't see the notice with enough time. More effort is required.
12. Toxic chemicals can trigger Multiple Chemical Sensitivities(MCS). The least toxic should be used when required.
13. Seven day cleaning notices may not be enough time in cases of hoarding. More time may be required.

14. Accommodations need to be made when showing new units to prospective tenants.
15. An AODA Compliance Report is required every three years. Online Compliance must be reviewed as well.
16. Housing providers are required to make accommodations up to the point of Undue Hardship.
17. Self-service kiosks are required to be fully accessible and can accommodate those with vision loss.

Housing Working Group Meeting Notes

November 16th, 2021

Virtual WebEx Meeting

10:00AM – 12:00PM

Those in attendance: Lance Dingman, Tom Manzuk, Paula Kilburn, Robert Semkow, James Kemp

Also in Attendance: Cole

Those Absent: Jayne Cardno, Sophie Geffros

1. Welcome and Introductions,
2. Approval of Agenda: Agenda was approved
3. Approval of October 19th Meeting Notes: As there are no meeting notes to review yet, we omitted this step.
4. Canadian Alliance in Homelessness Conference Report: Lance gave us a report on the conference held earlier this month. It was an informative in person gathering. Some of the issues discussed included ending Senior and Veteran Homelessness; Numerical Dyslexia and people having trouble understanding finances; Opioid Crisis and how it affects the Homeless.

5. CityHousing AODA Review: We reviewed the letter written to Tom Hunter, CEO of CityHousing. The only change requested was removing the word social before housing.
6. Upcoming Housing and Homelessness Delegation: We discussed some of the things that will be discussed. Lance asked the Chair to help him highlight disability related issues with the group. The Chair feels that the first meeting will be more of an information gathering session. We will see if there is enough commonality between us to warrant further meetings.
7. Other Business: We discussed RCFs and how it is affected by ODSP funding levels. The government pays \$750 per month, \$600 of it goes to the RCF giving people \$150 per month for all other necessities of life. Residents cannot live on so little so they find a mailing address and can get their check in full and live in the encampments. Not to mention the terrible conditions in the shelters.

Lance also asked us to look into creating or partnering in an initiative that would create a newsletter or newspaper like publication for RCF tenants. The Chair will investigate and get back to Lance with more information/questions.

8. Adjournment.

**ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
Outreach Working Group Meeting Notes**

Thursday, January 24, 2022

Virtual Webex Meeting

Members in attendance: Paula Kilburn (Chair), Tom Manzuk, James Kemp, Aznive Mallett, Anthony Frisina

Absent: Jane Cardno, Paddy Cameron

1. Welcome

2. Tom read Land Acknowledgment

3. Agenda received.

4. Mobility emergency transportation service

Name changed from Wheelchair and scooter breakdown, as it includes other mobility devices, walkers, canes.

Attached was a document called wheelchair and scooter survey. It was decided to discuss at the next meeting when members had time to read.

5. International Day of Persons with disabilities virtual event

Date: December 2, 2022.

- Paula to ask staff the logistics of holding a virtual event. Motion and budget to prepare for Council.
- James lead on advertising and media for both events. James to design count down banner for City web site.

6. International Day of Persons with disabilities public and virtual event

Date: December 2, 2022.

- Tom to be project lead on both events.
- Paula to be lead on public event
- Venue either City Hall or David Brailey.
- James to make list of items needed and start to put together a budget.
- Paula to download forms for event.
- Food do we want it? Depends on pandemic.

7. Accessibility awards

Discussed merits of program. Too big for committee. Other municipalities have awards, such as Kingston, Brampton and St. Catharine's.

- Paula to write motion to ask council collaborate with ACPD to start program. Send out link to Kingston web site.

8. City lab project

Kim has offered to partner with Jane to finish this proposal

9. Update on Calendar and Pamphlet.

The City has asked James to put all disabilities in calendar put into a list.

The pamphlet has not all been distributed due to Covid.

Will have more printed if have public INPD in Dec.

10. New code of conduct

There was some discussion about the new code of conduct in how it affects those who want to run for Council and are on committees. Paula to ask clerks for clarification.

11. Outreach Working Group will keeps its usual time.

12. Adjournment

Advisory Committee for Persons with Disabilities

Transportation Working Group

Virtual Collaborative Roundtable

Thursday, 14 October 2021, 1 – 3 pm

AGENDA

1. Welcome, Introductions and Land Acknowledgement

Received

2. Opening Comments

- Fred Eisenberger, Mayor (video)

Received

- Maureen Cosyn Heath, Director of Transit
 - Customer focused system, accessible
 - HSR primarily contractor DARTS
 - To meet all customers' unique needs
 - Must continue to innovate
 - Staff in process of consulting
 - Conventional and specialized travel needed to better meet needs of customers
 - Transportation vital, HSR will continue to strive to meet needs of customers

3. Panel Discussion

- Mark Mindorff, Executive Director, DARTS Transit
 - Rides provided pre-pandemic 844,000+
 - Large number of users are Seniors
 - Large numbers drop off due to COVID-19
 - Recovery to 1300 passengers per day
 - Will they come back?
 - Office staff, call center still working from home

- Michelle Martin, Manager, Accessible Transportation Services
 - 2 types of service
 - Conventional (regular) service provided by HSR
 - Specialized (door-to-door) service provided by ATS contracted out to DARTS
 - HSR's a 7-point plan for safety on transit:
 - Listen and follow advice of health care experts
 - Require masks on buses
 - Frequent thorough cleaning
 - Monitor crowding with real-time products
 - Touchless payment
 - Keep staff safe
 - Protect the future of transit the (Re)envision Guiding Principles
 - Connect, Innovate, Evolve
 - Engage with employees

- Make positive impact on community, environment, and economy
- Deliver on promise
- Honour equity, diversity, and inclusion
- Customer experience is at the heart of what's done
- HSR and ATS will soon return to 100% seated capacity
- Bylaw 20-155: Face masks must continue to be worn
- Upper James Customer Service closed
- Hunter Street Hamilton Go open
- Current COVID adjustments on DARTS
 - Vehicle capacity limits increase to up to 2 unrelated, vaccinated, and masked individuals
 - Clients not wearing masks travel in isolation vehicles
- July 2020, Council approved PRESTO fare system and approved the removal of paper fare media
- Fully implemented by Fall 2020
- July 2021, PRESTO implemented on DARTS
 - Mail-in options for eligible Golden Age pass living in Long Term Care facilities
- PRESTO e-tickets accepted on HSR and DARTS
 - Downloadable from the App Store and Google Play
- HRS pilot projects
 - The Bus Stop Seat pilot: HSR employee initiative. Potential seating solution for existing HSR stops.

- Consulted ACPD – Transportation Working Group for feedback
 - Waterdown On-Demand pilot: HSR route 18
Waterdown is on-demand service through myRide app. Real time stops and up to 48-hour advance booking. 80 new virtual stops and 71 existing bus stops.
 - ATS retained Dylan consulting to review the key auditor recommendations
 - Evaluate and redesign the eligibility assessment process
 - Create standard operating procedures and guidelines
 - Assess need for experienced eligibility determinations
 - Feasibility, potential savings, costs and benefits of expanded taxi scrip program
 - Create performance metrics to measure process efficiencies
 - Investigating service of options to create a sustainable family of services
 - Annual Accessibility Information event on 24 Nov 2021
 - michelle.martin@hamilton.ca or 905 527 4441 for information, questions, and feedback
 - 905 529 1212 for ATS
- Ron VanKleef, President, Hamilton Cab

- Prior to covid: 24/7 service with 225 taxis
 - During Covid: 145 taxis
 - 18 – 20 wheelchair accessible vehicles
 - Attempting to overcome hurdles to grow number
 - Fuel costs is a major hurdle
 - Taxi incentive program
 - Flat fee \$5 paid to drivers by the city
 - Stopped beginning of pandemic
 - Restarted July 2021
 - Deals with Hospitals, Schools, Daycares, Good Sheppard, DARTS, taxi scrips etc. as service provider
 - Taxi is a brokerage
 - Many methods of payment with about 76% automation to keep up with customers and times
 - Work with police service, etc. to optimize GPS, safety, integration
 - Taxi plates not owned by Hamilton Cab
 - Approximately 470 plates
 - How to get drivers into Hamilton Cab?
 - Looks forward to providing input
- Anthony Rizzuto, President, Blue Line
 - Brokerage and dispatch service
 - Accessibility
 - 22 pre-covid, 11 covid accessible drivers
 - Some lose due to illness

- More interaction to assist users, in close proximity to passenger, potential factor to lose of numbers
- No remuneration available, to be addressed
 - Drivers took on own incentives
 - Drivers created own network of passengers
 - Loses were company incentives as a result
- Disaster, city needs to get back to help out industry
 - Training
 - Incentive program
 - Ride share to become accessible. Currently pays to not be accessible.
- Need assistance to get back into shape, stop letting customers down.

4. Q & A Session – 30 - 45 min

Anthony Frisina: Taxicab services, in regard to booking accessibility, is there a priority for those with accessibility, or is it streamlined?

Anthony Rizzuto: It is priority 1. Anyone who needs accessible vehicles jump to next in line.

Ron Vankleef: Accessible booking typically pre-ordered, dispatcher doesn't promise to pick up because no guarantee to have a vehicle for that specific time and place.

Anthony Frisina: When a passenger calls, can a taxicab designate a specific location and time?

Ron Vankleef: Yes, that's correct

Anthony Frisina: (summary) Why can't DARTS do this?

Mark Mindorf: Specific pick-up and drop-off designated by property owners

Anthony Frisina: Can't be negotiated?

Mark Mindorf: Cut off for time management

James Kemp: How to improve Cab Driver morale?

Anthony Rizzuto: make accessibility mandatory part of initial training

James Kemp: What would you consider fair to make accessibility mandatory?

Anthony Rizzuto: 15-18000 in addition per year. 20000 to enforce ride share following by-laws. Quarter million or provide service.

Dina Honig (Immigration and Refugee Advisory Committee): Presto card computer literacy. Is there a service to teach

presto card computer literacy? (Orientation to the uses of cards)

Michelle Martin: Visit customer care center at Hunter Street Go Station or call to access over-the-phone for non-English speaker available via City staff. Also, through Shoppers Drug Mart.

Dina Honig: Presto as only payment?

Michelle Martin: Correct

Mark McNeil: Do you allow wheelchair users to bypass the queue?

Answer: Correct

Jeanne Mayo (Senior's Advisory Committee): Hamilton 2nd largest footprint as municipality. Toronto miniscule comparatively. Rural members paid higher fee to be driven to specific store. \$40 of taxi scrip isn't enough. Can we all look at this problem as a group?

Brue Craig (DARTS Board Member): There needs to be more incentive for companies. How much money is the city prepared to subsidize the taxi scrip program or other companies?

Michelle Martin: Licensing of Taxis, another shared ride service fall under city jurisdiction. Not connected to HSR. It should be directed to municipal law.

Brue Craig: You're telling us "Go tell someone else?"

Michelle Martin: We oversee Transit

Brue Craig: Is this not part of Transit?

Michelle Martin: This is a part of Transit but not under our umbrella. We provide input where appropriate

Jake Maurice: Posting of fare increases. Are there any plans to make it better?

Jay Adams (HSR): Print form, digital channels for fare increase. Scheduled for more investments. This year is a bit late. We will make improvements in the future.

Lance Dingman: Mental health advocate. Asking for assistance for affordable transit, funding wise?

Jay Adams: ReInvision. Look at network to support growing city, public engagement. Looking to enable access to services. Action plans for affordability and affordable pass service. Understands that people have been hit especially hard by pandemic. Currently, 8

trips+ per week then 9th trip onwards it's free, Children under 5 travels for free. Ongoing collaborations with Hamilton food-share services.

James Kemp: Mandatory presto program, \$6 presto program. Any work done for forgiveness of non-payment for low-income family.

Jay Adams: Yes. We are studying different issues, will add this for further exploration to make informed decision. Register card to protect fee in event of loss. Nothing for replacement card value.

Michelle Martin: Special purpose ticket for community organizations available that may work in this case.

Autumn: Presto, not everyone is computer-savvy to realize money has run out once on the bus. People with disability walking home. Is there something that can be done about this?

Jay Adams: Presto executive continue to implement features, will push to advocate for new features. Have improved and will continue to improve. This shows that we need to communicate with members for how to pay. I take your point and appreciate input.

Michelle Martin: Shoppers and Fortinos can check for balance but it is extra work

Anthony Frisina: What kind of agreement is this? Why does taxi have fee for certain drop offs unlike DARTS?

Mark Mindorf: There is an agreement between our company. Told not to drop passengers off at certain locations.

Michelle Martin: Taxi script coupon available to everyone

Mark McNeil: Presto, is face-to-face available for filling up presto card?

Jay Adams: Some city Municipal Office but others not available

Paula Kilburn: When DARTS didn't qualify but qualified for Taxi Script. Will Taxi Script be lost for those people?

Michelle Martin: Staff looking at what we think is appropriate for everyone's access. Any new kind of application is going to take into account individuals who need ambulatory services. Non-ambulatory typically not eligible for taxi-script. We will make sure people are getting the transportation they need.

Anthony Frisina: DARTS calling service says during busy times. DARTS is influencing members to call outside of busy (8:00-10:00) rather than increasing staff during those times.

Michelle Martin: Other agencies do this as well. If it can wait, call at other times to balance everyone's needs.

Mark Mindorf: The contrast is sharp which is why that comment is there.

Paula Kilburn: Comment is also there because cell phone users may not have the time. Call back option available as well.

Tim Nolan: Call center script includes 'are you using your electric chair?' Can this be changed to Power Chair? Language is important.

Mark Mindorf: We will make note to update the script for our call center.

Anthony Frisina: Sometimes, powerchair isn't always used.

5. Adjournment by Shahan Aaron at 2:59 pm

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
Strategic Planning Working Group Meeting Notes

Thursday, January 13, 2022

Virtual Webex Meeting

3:00 p.m.

Present: Paula Kilburn, Tom Manzuk, Anthony Frisina, Patty Cameron, Jayne Cardo, James Kemp, Aznive Mallett

Regrets: Mark McNeil

- ACPD is waiting to comment on the Dillon report on transportation and Street patio report.
- Concerns have been expressed about accommodation for members of ACPD. Suggest a questionnaire goes to every member to ask specifically what each member needs. Specifically, about the format, whether it is printed and in which font, braille, or electronic document whether it is PDF or other. All materials should be received by all members at least four days before the meeting.
- Need to identify members to work on a new ad hoc working group for landscaping and public places called Environmental Working group, approved by Council. Should have its first meeting soon.
- We look forward to receiving the CityLab project report which will be finalized by Jayne and Kim.
- A discussion on troubling issues in social assistance, poverty, and homelessness of persons with disabilities. Would like a presentation by Social Planning and Research Council,

someone knowledgeable about homelessness, invite Sherry Caldwell, Ontario Disability Coalition. Price of groceries and the cost of delivery have gone up. Transportation has been reduced. Many people cannot afford masks. Potential project: video of short clips of people in our community expressing issues which are negatively impacting independence and healthy life. Anthony will reach out to Cable 14 to see if they can partner in this. Tom will make a motion about navigating social issues. James feels housing can work on this initiative. Housing working group will look at this and report back to ACPD.

- The pandemic has dramatically impaired the independence of people with disabilities. Both HSR and DARTS have cutbacks services. David Onley to present, his views on “Post Pandemic World” and to talk about the effect of the pandemic on persons with disabilities. It was also suggested we invite David Lepofsky to speak on the effects of the pandemic on persons with disabilities. He has many documents about this on his website.
- Need members to be more involved. It may be intimidating for new members to speak up, but we want to hear from everyone. Also, everyone should be able to take on some tasks. Suggested a motion goes through Council to selection committee for advisory committees to emphasize ACPD members get involved and take on tasks. Suggested we ask Council if ACPD can have a member working with the selection committee during interviews. Paula will make a motion at the next ACPD committee meeting.
- Paula presented the idea of accessibility awards for businesses and facilities and pointed out DARTS would be

interested in partnering on this. Outreach is willing to take this on and report back to ACPD.

- INFORMATION: Disability Justice Network of Ontario is working on developing a loaner program for mobility devices.

CITY OF HAMILTON

MOTION

Advisory Committee for Persons with Disabilities: February 8, 2022

MOVED BY T. MANZUK.....

SECONDED BY.....

Invitation to the Crisis Outreach and Support Team (COAST) to attend a future meeting of the Advisory Committee for Persons with Disabilities

WHEREAS, the Crisis Outreach and Support Team (COAST) is a partnership between Mental Health Workers at St. Joseph’s Healthcare Hamilton and specially-trained officers of the Hamilton Police Service to serve residents of the City of Hamilton who have serious mental health issues and who are in crisis.

THEREFORE, BE IT RESOLVED:

That a representative from the Crisis Outreach and Support Team (COAST) be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities to discuss the services that they provide to those with mental health issues and who are in crisis.

CITY OF HAMILTON

M O T I O N

Advisory Committee for Persons with Disabilities: February 8, 2022

MOVED BY T. MANZUK.....

SECONDED BY.....

Invitation to The Honourable David Onley, former Lieutenant Governor of Ontario, to attend a future meeting of the Advisory Committee for Persons with Disabilities

WHEREAS, as Ontario’s first Lieutenant Governor with a physical disability, the Honorable David Onley adopted accessibility as the overarching theme of his mandate, defining accessibility as “that which enables people to achieve their full potential”, believing that true accessibility occurs when disabled people can fully participate in the social, cultural, and economic life in Ontario;

WHEREAS, the COVID-19 Pandemic has dramatically impaired the independence of people with disabilities.

THEREFORE, BE IT RESOLVED:

That the Honourable David Onley, former Lieutenant Governor of Ontario, be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities to present his views on a “Post-Pandemic World”.

CITY OF HAMILTON

M O T I O N

Advisory Committee for Persons with Disabilities: February 8, 2022

MOVED BY T. MANZUK.....

SECONDED BY.....

Invitation to Sherry Caldwell of the Ontario Disability Coalition to attend a future meeting of the Advisory Committee for Persons with Disabilities

WHEREAS, the Ontario Disability Coalition is a grassroots coalition established to be the voice of parents, caregivers, health service professionals and disabled individuals with the primary goal to advocate for health care services that a person needs to find their way towards achieving as normal a life as possible.

THEREFORE, BE IT RESOLVED:

That Sherry Caldwell of the Ontario Disability Coalition be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities to present respecting issues that are negatively impacting independence and healthy life for persons with disabilities.

CITY OF HAMILTON

M O T I O N

Advisory Committee for Persons with Disabilities: February 8, 2022

MOVED BY J. CARDNO.....

SECONDED BY.....

Invitation to Sara Mayo, Geographical Information Systems Specialist, Social Planning & Research Council of Hamilton, to attend a future meeting of the Advisory Committee for Persons with Disabilities

WHEREAS, the Social Planning & Research Council of Hamilton is a non-profit organization with a goal “To improve the quality of life for everyone in Hamilton through research, community development, community engagement, and system and service planning”;

WHEREAS, it is recognized that a large proportion of individuals with disabilities in the City, live near or under the poverty line and evidence has demonstrated significant lifestyle differences across the municipality;

WHEREAS, municipal infrastructure overlaps with the Social Determinants of Health (SDoH) and the related issues of accessibility, equity and inclusion and are key elements that foster good lifestyles and opportunities for residents;

WHEREAS, a better understanding of how those with disabilities are impacted by not only limitations of health but limitations due to poverty, would better inform future ACPD work.

THEREFORE, BE IT RESOLVED:

That Sara Mayo, Geographical Information Systems Specialist, Social Planning & Research Council of Hamilton, be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities to discuss findings of the relationship between poverty and disability across the City of Hamilton.

CITY OF HAMILTON

M O T I O N

Advisory Committee for Persons with Disabilities: February 8, 2022

MOVED BY A. FRISINA.....

SECONDED BY.....

Invitation to Rich Padulo, Founder of Treat Accessibly, to Attend the Advisory Committee for Persons with Disabilities

WHEREAS, Rich Padulo founded Treat Accessibly in 2017 to remove barriers for children with disabilities during Halloween;

WHEREAS, the Treat Accessibly campaign has expanded to municipalities including Toronto, Brampton, Mississauga, Vaughan and Caledon;

WHEREAS, the Advisory Committee for Persons with Disabilities is interested in investigating the expansion of the Treat Accessibly campaign to the City of Hamilton.

THEREFORE, BE IT RESOLVED:

That Rich Padulo, Founder of Treat Accessibly, be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities to discuss the Treat Accessibly campaign.

CITY OF HAMILTON

M O T I O N

Advisory Committee for Persons with Disabilities: February 8, 2022

MOVED BY P. KILBURN.....

SECONDED BY.....

Advisory Committee for Persons with Disabilities’ Request for Council to Establish an Accessibility Award Program

WHEREAS, municipalities including the Cities of Kingston, Toronto and Brampton recognize individuals, businesses and organizations who champion accessibility with a formal Accessibility Award;

WHEREAS, an Accessibility Awards Program will serve to promote and encourage individuals, businesses and organizations to make improvements to the inclusion and accessibility of Hamilton and highlight their actions as an example to others.

THEREFORE, BE IT RESOLVED:

That Council establish an Accessibility Award Program for City of Hamilton individuals, businesses and organizations that have made significant contribution beyond legislative requirements, towards improving access for persons with disabilities in Hamilton; and

That representation from the Advisory Committee for Persons with Disabilities be included in the development of the eligibility

and award criteria as well as the selection process for the Accessibility Award Program.

CITY OF HAMILTON

M O T I O N

Advisory Committee for Persons with Disabilities: February 8, 2022

MOVED BY A. MALLETT.....

SECONDED BY A. FRISINA.....

Advisory Committee for Persons with Disabilities’ Request for Review of the Accessible Transportation Service and the Disabled and Aged Regional Transportation Service Policy Respecting Driver Assistance to Passengers who use a Bundle Buggy

WHEREAS, passengers of the Disabled and Aged Regional Transportation Service (DARTS) are persons with disabilities and may not have the ability to utilize public transit or have the finances to use a taxi service;

WHEREAS, a person with a disability may not have or want a companion to provide assistance or wishes to be independent and be able to shop when they wish to;

WHEREAS, accessible transportation services have an obligation to provide services that accommodate the disabilities of their passengers, which may necessitate assistance, to allow persons with disabilities to participate within the community as would all individuals, regardless of ability;

WHEREAS, all people need to shop, purchase and transport their purchases to their place of destination.

THEREFORE, BE IT RESOLVED:

That staff be directed to review the Accessible Transportation Services and the Disabled and Aged Regional Transportation Service policy to allow DARTS drivers to assist passengers who use a bundle buggy to safely load on and off the Accessible Transportation vehicle.

CITY OF HAMILTON

MOTION

Advisory Committee for Persons with Disabilities: February 8, 2022

MOVED BY J. KEMP.....

SECONDED BY.....

**Advisory Committee for Persons with Disabilities Request
respecting Accessible Transport related to the City’s
Accessible Taxicab Financial Incentive Program and
Accessible Taxicab Operators in Hamilton**

WHEREAS, to increase reliable on-demand transport above and beyond that provided by Disabled and Aged Regional Transportation Service (DARTS), the Accessible Taxicab Financial Incentive (ATFI) Program was initiated by the City of Hamilton in 2018, providing an additional \$5 for every trip and intending to decrease excessive wait times and no shows of Accessible Taxicabs by incentivizing the extra loading and unloading time and further travel time in between pickups;

WHEREAS, the ATFI Program initiated an audit procedure in 2019 that verified random Accessible Taxicab rides by reviewing trip camera footage with the corresponding paperwork;

WHEREAS, the 2020 audit of the ATFI Program reported decreased wait times from 1-2 hours to 10-15 minutes, a decrease of complaints and an increase in the number of Accessible Taxicabs to 40 Operators;

WHEREAS, the increase in insurance rates in 2020 impacted the Taxicab industry, making it more expensive to operate and more difficult to compete with Personal Transport Provider (PTP)

Operators such as Uber and Lyft that do not have the same regulation and overhead costs, causing the removal of a large number of Taxicabs from service;

WHEREAS, the ATFI Program was temporarily suspended in March 2020 due to the COVID-19 Pandemic and was not continued until August 2021;

WHEREAS, despite the loss of the ATFI Program, the Accessible Taxicab Operators continued to provide service through the worst of the initial lockdown, which was made more difficult by the fact that the Hamilton Street Railway (HSR) was not picking up people with mobility devices unless they were accompanied;

WHEREAS, the length of the suspension of the ATFI Program as well as the uncertainty of its future viability contributed to the attrition of Accessible Taxicab Drivers as well as the service standards and there are currently no plans or discussions regarding paying the Accessible Taxicab Drivers retroactively or otherwise compensating for their efforts during the COVID-19 Pandemic;

WHEREAS, the number of Accessible Taxicabs on the road dropped from pre-pandemic levels of 40 Accessible Taxicabs to 15 in August 2021;

WHEREAS, the resumption of the ATFI Program in August 2021, served to increase Accessible Taxicab numbers to 20;

WHEREAS, this overall decrease in the number of Accessible Taxicabs has increased the wait time at rush hour from 10 to 15 minutes to approximately 1-2 hours, which does not constitute a reliable "on-demand" service;

WHEREAS, the cost of safely and legally putting a single Accessible Taxicab on the road is exorbitant, as the vehicles need to be new to allow for proper accessibility conversion and can cost upwards of \$75,000. Furthermore, proper training of

personnel, licensing and insurance can total an estimated \$100,000, representing a significant investment that is solely the responsibility of the owner/operator. With the ATFI Program being put on hiatus for 16 months, there is no guarantee of return on investment and a \$5 per trip incentive seems to be inadequate;

WHEREAS, there are reports that PTP Operators are putting Accessible Vehicles on the road in other municipalities and charging an additional \$10 directly to the customer and the Taxicab Brokers have recently raised the suggestion of charging more for Accessible Taxicab rides. The Accessibility for Ontarians with Disabilities Act (AODA), however, clearly states that the additional cost of accessibility cannot be downloaded to the customer;

WHEREAS, the PTP Operators are not beholden to the same regulations as Taxicab Operators, as they can opt to pay \$20,000 per year in lieu of providing an accessible fleet;

WHEREAS, the Burlington Taxi Service was recently forced to stop operating due to the volatility of the Taxicab industry and should serve as a warning that the same thing could happen in the City of Hamilton; and

WHEREAS, Taxicabs serve as an interim and emergency form of transport for people of all abilities and are an essential service for any municipality;

WHEREAS, the AODA states that all forms of transportation, including Taxicabs, should be fully accessible by 2025, should provide equivalent service and should not cost any more than regular service.

THEREFORE, BE IT RESOLVED:

That staff be directed to:

- (a) Investigate methods of revamping or improving the Accessible Taxicab Financial Incentive Program in an effort to recruit drivers and to ensure the program's sustainability in the future;
- (b) Consider the feasibility of compensation to the Accessible Taxicab Operators that provided accessible service during the lockdown and the Accessible Taxicab Financial Incentive Program's suspension period;
- (c) Develop a pandemic contingency plan with respect to the Accessible Taxicab Financial Incentive Program's audit process to ensure continuity of service while maintaining pandemic protocols as well as the safety of the staff; and
- (d) Determine if Personal Transport Provider Operators that are providing Accessible Transport in the City are charging an additional fee for the service, if they have plans to provide accessible service in the future or if they are willing to pay a more proportionally equivalent annual fee to opt-out of the requirement to provide Accessible Transport.

13.3

Advisory Committee for Persons with Disabilities (ACPD) Presenters List as of January 11, 2022

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

- (a) **Invitee:** Denise Davy, author of Her Name Was Margaret: Life and Death on the Streets
Issue:
Date Action Initiated: October 12, 2021, Advisory Committee for Persons with Disabilities Report 19-011, Item 4(a).
Status: Ongoing – Invitation sent to attend a future meeting.

- (b) **Invitee:** Hamilton Chief of Police
Issue: To discuss topics of interest to the Advisory Committee for Persons with Disabilities related to Police Services and any items of concern the Chief of Police may want to bring forward.
Date Action Initiated: January 11, 2022, Advisory Committee for Persons with Disabilities Report 22-001, Item 3.
Status: Invitation sent.