



## City of Hamilton

# ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES AGENDA

**Meeting #:** 22-003

**Date:** March 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

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**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. February 8, 2022

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**6. DELEGATION REQUESTS**

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- 8.1. Verbal Presentation from the City of Hamilton Chief of Police respecting Topics of Interest to the Advisory Committee for Persons with Disabilities related to Police Services

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Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH  
DISABILITIES**

**MINUTES 22-002**

**4:00 p.m.**

**Tuesday, February 8, 2022**

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

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

**Absent**

**with Regrets:** Mayor F. Eisenberger, M. Dent,  
L. Dingman, C. McBride

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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. Strategic Planning Working Group Update (Item 7.5)**

**(Kemp/Cardno)**

That Tim Nolan be appointed to the Strategic Planning Working Group of the Advisory Committee for Persons with Disabilities for the remainder of the 2018 – 2022 Term of Council.

**CARRIED**

**2. Accessible Open Spaces and Parklands Working Group Update (Item 7.6)**

**(T. Nolan/K. Nolan)**

That Aznive Mallett be appointed to the Accessible Open Spaces and Parklands Working Group of the

Advisory Committee for Persons with Disabilities for the remainder of the 2018 – 2022 Term of Council.

**CARRIED**

**3. Temporary Outdoor Patio Program (Item 8.1)**

**(Cameron/McNeil)**

That Tim Nolan be authorized to delegate with James Kemp at a meeting of the Planning Committee on behalf of the Advisory Committee for Persons with Disabilities to consult respecting accessibility issues related to the Outdoor Dining Districts Program.

**CARRIED**

**4. Invitation to the Crisis Outreach and Support Team (COAST) to attend a future meeting of the Advisory Committee for Persons with Disabilities (Item 11.1)**

**(Manzuk/Janosi)**

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.

**CARRIED**

**5. Invitation to The Honourable David Onley, former Lieutenant Governor of Ontario, to attend a future meeting of the Advisory Committee for Persons with Disabilities (Item 11.2)**

**(Manzuk/McNeil)**

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".

**CARRIED**



**6. Invitation to Sherry Caldwell of the Ontario Disability Coalition to attend a future meeting of the Advisory Committee for Persons with Disabilities (Item 11.3)**

**(Manzuk/Kilburn)**

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.

**CARRIED**

**7. 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 (Item 11.4)**

**(Cardno/Cameron)**

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.

**CARRIED**

**8. Invitation to Rich Padulo, Founder of Treat Accessibly, to Attend the Advisory Committee for Persons with Disabilities (Item 11.5)**

**(Frisina/Kemp)**

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.

**CARRIED**

**9. Advisory Committee for Persons with Disabilities' Request for Council to Establish an Accessibility Award Program (Item 11.6)**

**(Kilburn/Cameron)**

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 consider establishing 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.

**CARRIED**

**10. 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 (Item 11.7)**

**(Mallett/T. Nolan)**

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.

**CARRIED**

**11. 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 (Item 11.8)**

**(Kemp/McNeil)**

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.

**CARRIED**

T. Nolan wished to be recorded as opposed.

**12. Advisory Committee for Persons with Disabilities  
2021 Budget (Added Item 13.4)**

**(Kilburn/Kemp)**

That remaining funds from the 2021 Advisory Committee for Persons with Disabilities Budget be transferred to the Advisory Committee for Persons with Disabilities Reserve, to the maximum allowable amount.

**CARRIED**

**FOR INFORMATION:**

**(a) CHANGES TO THE AGENDA (Item 2)**

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

**8. STAFF PRESENTATIONS**

**8.1 Temporary Outdoor Patio Program**

**(Kilburn/Cameron)**

That the agenda for the February 8, 2022 meeting of the Advisory Committee for Persons with Disabilities, be approved.

**CARRIED**

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

S. Aaron declared an interest to Item 11.7, a motion respecting 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 as he is a member of the DARTS Board.

P. Kilburn declared an interest to Item 11.7, a motion respecting 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 as she is a member of the DARTS Board.

T. Manzuk declared an interest to Item 11.7, a motion respecting 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 as he is a member of the DARTS Board.

K. Nolan declared an interest to Item 11.7, a motion respecting 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 as she is a member of the DARTS Board.

A. Frisina declared an interest to Item 11.7, a motion respecting 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 due to a pending legal matter.

**(c) APPROVAL OF MINUTES (Item 4)**

**(i) January 11, 2022 (Item 4.1)**

**(T. Nolan/Semkow)**

That the minutes of the January 11, 2022 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)**

**(1) Built Environment Working Group Meeting Update**

P. Kilburn and T. Manzuk provided a verbal update respecting the P. Kilburn's presentation to the Hamilton Municipal Heritage Committee.

**(Kilburn/Kemp)**

That the verbal update from P. Kilburn and T. Manzuk respecting the Built Environment Working Group Meeting, be received.

**CARRIED**

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

**(1) Housing Issues Working Group Meeting Notes – October 19, 2021 (Item 7.2(a))**

**(Manzuk/Cameron)**

That the Housing Issues Working Group Meeting Notes of October 19, 2021 be received.

**CARRIED**

**(2) Housing Issues Working Group Meeting Notes – November 16, 2021 (Item 7.2(b))**

**(Cameron/Janosi)**

That the Housing Issues Working Group Meeting Notes of November 16, 2021 be received.

**CARRIED**

**(iii) Outreach Working Group Update (Item 7.3)**

**(1) Outreach Working Group Meeting Notes – January 24, 2022**

**(Kemp/McNeil)**

That the Outreach Working Group Meeting Notes of January 24, 2022 be received.

**CARRIED**

**(iv) Transportation Working Group Update (Item 7.4)**

**(1) Transportation Working Group Verbal Update**

S. Aaron provided a verbal update respecting the number of Accessible Taxicabs in Hamilton and the December 1, 2021 Annual Transit Accessibility Public Event.

**(McNeil/Kemp)**

That the verbal update from S. Aaron respecting the Transportation Working Group Meeting be received.

**CARRIED****(2) Transportation Working Group, Collective Roundtable, Meeting Notes – October 14, 2021 (Item 7.4(a))****(Kilburn/McNeil)**

That the Transportation Working Group, Collective Roundtable, Meeting Notes of October 14, 2021 be received.

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

A. Mallett relinquished the Chair to J. Kemp to provide an update respecting the Strategic Planning Working Group (Item 7.5).



**(1) Strategic Planning Working Group  
Meeting Notes – January 13, 2022 (Item  
7.5(a))**

A. Mallett provided a verbal update respecting the Strategic Planning Working Group Meeting.

**(Semkow/Cardno)**

That the verbal update from A. Mallett respecting the Strategic Planning Working Group Meeting and the Strategic Planning Working Group Meeting Notes of January 13, 2022 be received.

**CARRIED**

For further disposition of this matter, refer to Item 1.

A. Mallett assumed the Chair.

**(vi) Accessible Open Spaces and Parklands  
Working Group Update (Item 7.6)**

The Accessible Open Spaces and Parklands Working Group has not yet scheduled their inaugural meeting. The Working Group will coordinate a meeting with staff, Cynthia Graham, Acting Director of Environmental Services, and Meghan Stewart, Supervisor, Public Works.

A. Mallett relinquished the Chair to J. Kemp to request to be added to the membership of the Accessible Open Spaces and Parklands Working Group.

For further disposition of this matter, refer to Item 2.

A. Mallett assumed the Chair.

**(e) STAFF PRESENTATIONS (Item 8)**

**(i) Temporary Outdoor Patio Program (Item 8.1)**

Julia Davis, Business Development & BIA Officer addressed the Committee respecting the Temporary Outdoor Patio Program with the aid of a presentation. Rob Lalli, Manager, Strategy, Open for Business & Continuous Improvement answered questions from the Committee.

**(McNeil/Cardno)**

That the presentation by Julia Davis, Business Development & BIA Officer, respecting the Temporary Outdoor Patio Program be received.

**CARRIED**

For further disposition of this matter, refer to Item 3.

**(f) MOTIONS (Item 11)**

A. Mallett relinquished the Chair to J. Kemp to introduce the following Motion:

**(i) 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 (Item 11.7)**

For further disposition of this matter, refer to Item 10.

A. Mallett assumed the Chair.

**(g) GENERAL ISSUES / OTHER BUSINESS (Item 13)****(i) Accessibility Complaints to the City of Hamilton (Item 13.1)**

Jessica Bowen, Supervisor of Diversity and Inclusion advised that 28 accessibility complaints were received in 2022. Of the 28 accessibility complaints, 26 of the accessibility complaints were related to the snow storm and 2 were related to built environment, on public and private property.

**(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)***

The Presenter's List will be updated in accordance with the Motions approved in Items 11.1 to 11.5.

**(h) ADJOURNMENT (Item 15)**

**(Semkow/Cardno)**

That there being no further business, the Advisory Committee for Persons with Disabilities, be adjourned at 6:34 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

January 18<sup>th</sup>, 2022

Virtual WebEx Meeting

10:00AM – 12:00PM

Those in Attendance: James Kemp, Robert Semkow, Jayne Cardno, Tom Manzuk, Lance Dingman

Also in Attendance: Taline Morris

Those Absent: Sophie Geffros, Paula Kilburn

1. Welcome

2. Approval of January 18<sup>th</sup> Agenda: Agenda was approved.

3. Approval of November 16<sup>th</sup> Meeting Notes: Meeting notes were approved.

4. Approval of October 19<sup>th</sup> Meeting Notes: Meeting notes were approved.

5.HWG's Outstanding Business List Review: We reviewed our current OBL and discussed what we would like to try and get done this year. Jayne raised concerns about any future Transitional Housing/ Residential Care Facility Guide being combined with the Accessible Housing Guide instead of as stand-alone documents. A number of issues are on hold until we meet with Housing Services. A number of issues are on hold until there is more stability post pandemic. We discussed social assistance and Jayne offered to write a letter that will hopefully be sent up through the chain to the Province. Basic Income was also raised, but we will send it back to the SPWG to ensure it goes to the right group. Also discussed updating the question list for Housing Services as a way of reminding them we are waiting to see them.

6.RCF Newspaper/Newsletter Initiative: Lance brought this up at the last meeting. He asked for help or advice in trying to set this up. We discussed whether or not this was in our purview and decided it doesn't quite fit our mandate. We

did make some suggestions for Lance's next steps.

7.RCF Housing Handbook: This was raised only to put it on our OBL and will be reviewed at a later date.

8.CityHousing AODA Audit Update: We are still waiting for Council to approve the letter.

9.Review Housing Guide: We have scheduled a review of the current housing guide to ensure it is still accurate and up to date. Chair has scheduled this for the summer months.

10. Other Business: Jayne presented her draft of the encampment letter for our review. It was positively accepted and we await Jayne's next draft so that it can be sent to the committee.

11. Adjournment.

Housing Working Group's  
2022 Outstanding Business List

1. Accessible Housing Modifications and the Promotion of Universal Design.
2. Social Housing Inventory, in particular, whether we have actually achieved 20% accessible housing.
3. Reviewing the Housing Application Forms and suggesting improvements to make them more accessible.
4. Review the Smoke Free Policy with CityHousing regarding Medical Marijuana and the use of it by the disabled to alleviate their symptoms.
5. Review the Transition Process when transferring from the hospital into other forms of housing. It is currently very confusing, convoluted and detrimental to the proper recovery of patients. We hope to have suggestions for improvement as soon as we can understand how it all works and



who is in charge. When we have answers there, we would like to produce a guide providing help for those going through the process.

6. Review of the RCF System and try to suggest improvements for the betterment of residents. We have added the RCF Poster/Placemat/Fridge Magnet project to this. We would also like to eventually produce a guide for RCF residents.

7. Review of CityHousing's AODA related policies in order to highlight barriers in housing and seek solutions to address them. If we are successful, we plan to move on to other social housing providers.

8. Creating relationships with other agencies and stakeholders involved in housing matters. We will continue to seek out other like-minded groups for the purposes of future collaborations or round tables.

9. Social Assistance Allowance. This one was just assigned at the most recent Strategic Planning Meeting. It was felt that, because rent is taking up so much of a monthly allowance, that it is best placed here. We will discuss next steps soon.

**ADVISORY COMMITTEE FOR PERSONS WITH  
DISABILITIES**

**Transportation Working Group**

Tuesday, 25 January 2022, 4 – 6 pm

Virtual via WebEx

Attendance: Shahan Aaron (chair), Aznive Mallett, Paula Kilburn, Tim Murphy, Anthony Frisina, James Kemp, Tom Manzuk, Tim Nolan, Kim Nolan

ATS: Michelle Martin, Jay Adams

DARTS: Kathy McVicars, Mark Mindorff

GUEST: Ron VanKleef

**AGENDA ITEMS:**

1. Welcome, Introductions and Land Acknowledgement

Received

2. Review 23 November 2021 Meeting Notes

Reviewed

### 3. Discussion Items

#### a. Ron VanKleef, Hamilton Cab

Incentive program was in place by council approval

Not in effect from March 2020 – November 2021

About 30k per month not paid to drivers by the city

Information about stoppage of service was not notified

City Council is not responding to Taxi service providers

Who decided it would not be paid to drivers?

James: Licensing could not collect the data SD cards from cars

Sep 2021 – 9 wheelchair accessible cab on street

Had to beg one driver from leaving

Drivers giving up due to lack for business support

Paula: How many wheelchair cabs does blue line have?

Close to Hamilton cab. Whole fleet is less than Hamilton cab

Change in guard at licensing = miscommunication of information

James: Other compensation during pandemic, what other incentive or moral boosting that can be done to improve the program?

Ron: Getting back on track with original subsidy. Then find other incentives. There are no drivers.

Rideshare services has no purview of what's happening

Aznive: How much is the competition between cabs and rideshare?

Action Item: Invite bylaw services

## b. Michelle Martin, ATS Updates

2<sup>nd</sup> annual accessibility event feedback

100+ community partners invited

More live and recorded engagement on various platforms

59 survey respondents compared to 6 last year

More community involvement for next year

60% use HSR and 40% use ATS

Majority use HSR periodically

Majority are satisfied

Lower satisfaction with terminals

Lower satisfaction with access to information on HSR

Use of ATS is lower due to pandemic

Anthony: Ratio of positive to negative feedback at is relates to DARTS

Michelle: 18 use ATS.

Jay: Fairly low number of respondents

Anthony: What actions are being taken to mitigate issues?

Michelle: This gives an idea of general trends.

Compliance data can provide more information in the future.

Paula: Keep virtual with in person for better attendance. Be more interactive.

Michelle: Piggyback the Metrolinx event

Mark Mindorff: These surveys are unsolicited response

Michelle: Survey – people are likely to recommend service to friends

Mark: Ask passengers after the ride to collect information

Jay: This is part of the re-envision research

Paula: Can you randomly send surveys to people?

Jay: In the early days to developing new programs. Recently invested in new platforms.

James: Would you recommend HSR & ATS to others?

Jay: Standard marketing question used to gage the satisfaction of customers

Hamilton is participating via social media for curtesy and priority seating

[Ontariopublictransit.ca/enablingchange](http://Ontariopublictransit.ca/enablingchange)

### c. Bundle Buggies

Aznive: Motion to council to reserve the dignity of person with disabilities while using bundle buggies

Anthony: HSR drivers are commended for going above and beyond. ATS is creating more barriers.

Paula: ATS already has a policy on bundle buggies

Aznive: Wants council to look at the policy with Equity lens

d. Rideshare services  
Needs attention

e. Motions going to ACPD  
James to email motion information to everyone

4. Discussion of Agenda Items for next meeting
  - a. DARTS / ATS discussion with Michele
  - b. Motion Updates

5. Adjournment by Tom Manzuk at 5:40 pm



**CITY OF HAMILTON**

**M O T I O N**

**Advisory Committee for Persons with Disabilities:  
March 8, 2022**

**MOVED BY A. MALLET**.....

**SECONDED BY P. KILBURN**.....

**Roles, Responsibilities and Expectations of New Members to the Advisory Committee for Persons with Disabilities**

WHEREAS, all established Advisory Committees are to prepare, prior to the end of each term of Council, a detailed Roles, Responsibilities and Expectations of New Members, to be available to potential applicants during the recruitment process;

WHEREAS, the Advisory Committee for Persons with Disabilities requires a significant level of commitment;

WHEREAS, the Advisory Committee for Persons with Disabilities represents persons with all disabilities.

**THEREFORE, BE IT RESOLVED:**

That the Roles, Responsibilities and Expectations of New Members of the Advisory Committee for Persons with

Disabilities include the expectations that Advisory Committee for Persons with Disabilities members:

- (a) Are expected to participate in at least one Working Group and dedicate a minimum of four hours per month to their responsibilities on the Advisory Committee for Persons with Disabilities and their associated Working Groups;
- (b) Clearly understand that they should share their knowledge and ideas through their input during Advisory Committee for Persons with Disabilities meetings and Working Group meetings; and
- (c) Commit to remaining on the Advisory Committee for Persons with Disabilities for the four-year term.

## 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.



## Meeting Procedures

The rules of procedure as set out in By-law 18-270, A By-Law To Govern the Proceedings of Council and Committees of Council, shall be observed in all proceedings and apply to all Committees. Rules of procedure are intended to help the group conduct its business fairly and efficiently.

Rules for a meeting are designed to achieve the following basic meeting principles:

1. Every member has rights equal to every other member.
2. The will of the majority must be carried out.
3. Only one topic will be considered at a time.

The Role of the Committee and its members is to provide “advice” to Council through the appropriate Standing Committee on matters that are related to the specific mandate of the Committee (not for purposes of lobbying for special causes on behalf of the City or themselves).

## Rules of Procedures at a Glance

### 1. Sequence of steps in having a motion voted on:

- Moved – a proposal from the floor.
- Seconded – another member feels the proposal is worth discussing.
- Stated – by the Chair or Secretary. Wording is recorded properly and everyone understands the intent of the proposal.
- Discussed – every member who wishes to speak addresses the chair and must speak only to the motion/amendment on the floor.
- Amended – if required, changing the wording of the motion by: adding or deleting words, replacing with different words.
- Called – after sufficient discussion, either a motion to end debate or a vote (if amended, the amendment first and then the main motion as amended) is called at the discretion of the Chair.
- Restated (if necessary) – ensures everyone understands what is being voted on.
- Voted – Chair calls each option: “All in favour”, “opposed”?
- Declared – results of the vote are announced by the Chair “carried” or “defeated”.

### 2. Amending a motion

- An amendment cannot convert a motion to its direct negative (cannot change the intent of the original motion).



**Appendix “D”**

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