



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES AGENDA

Date: May 9, 2023

Time: 4:00 p.m.

Location: Room 264, 2nd Floor, City Hall
(hybrid) (RM)
71 Main Street West

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

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Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES
MINUTES 23-004**

4:00 p.m.

Tuesday, April 11, 2023

Room 264, 2nd Floor

Hamilton City Hall

71 Main Street West

Present: Councillor M. Tadeson, A. Mallett (Chair),
J. Kemp (Vice-Chair), S. Aaron, P. Cameron,
J. Cardno, M. Dent, L. Dingman, A. Frisina,
L. Janosi, P. Kilburn, M. McNeil, T. Murphy, ,
T. Nolan

Absent

with Regrets: C. McBride, K. Nolan, R. Semkow

Also Present: Councillor C. Kroetsch

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. Review of the Code of Conduct for Local Boards (Item 11.1)

(i) (Kemp/Murphy)

WHEREAS, the Advisory Committee for Persons with Disabilities feels that the Code of Conduct for Local Boards holds Advisory Committee members to the standard of elected official, which is asking a lot of City volunteers.

THEREFORE, BE IT RESOLVED:

That the Code of Conduct for Local Boards be revised to hold Advisory Committee members to

a volunteer standard rather than the standard of an elected official.

CARRIED

(ii) (Kemp/Kilburn)

That the language within the Code of Conduct for Local Boards be simplified.

CARRIED

2. Invitation to a Representative of Canadian Housing Evidence Collaborative, McMaster University to Attend a Meeting of the Housing Issues Working Group to Discuss their Report “Toward a Sustainable Housing System in Hamilton: Framing the Issues” (Item 12.1)

(Kemp/Kilburn)

WHEREAS, the Advisory Committee for Persons with Disabilities’ (ACPD) Housing Issues Working Group (HWG) is mandated to advise Council on removing and preventing new barriers in housing for persons with disabilities, highlight deficiencies, seek solutions and anticipate accessible housing needs for the future;

WHEREAS, the HWG is currently working on recommendations regarding affordable/attainable housing and more accurately highlighting the barriers that not having enough affordable housing creates for persons with disabilities;

WHEREAS, on March 9th, 2023, Steve Pomeroy from the Canadian Housing Evidence Collaborative (CHEC), McMaster University, presented a report to the General Issues Committee entitled, “Toward a Sustainable Housing System in Hamilton: Framing the Issues” that contains important information that is directly related to the HWG’s current work; and

WHEREAS, inviting Steve Pomeroy or a representative from the CHEC to attend an upcoming HWG meeting would greatly improve members’ understanding of the complexities around these issues enabling the HWG to provide more comprehensive recommendations and advise Council more thoroughly.

THEREFORE, BE IT RESOLVED:

That a representative from the Canadian Housing Evidence Collaborative (CHEC) be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities’ Housing Issues Working Group to discuss their report “Toward a Sustainable Housing System in Hamilton: Framing the Issues”.

CARRIED

- 3. Invitation to Planning and Economic Development Staff to Attend a Meeting of the Advisory Committee for Persons with Disabilities’, Strategic Planning Working Group, for an Update**

Respecting the E-Scooter Pilot Program (Item 12.2)**(Mallett/McNeil)**

That Planning and Development staff be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities', Strategic Planning Working Group, to provide an update respecting the E-Scooter Pilot Program.

CARRIED**4. Participation of the Advisory Committee for Persons with Disabilities in the 2023 Seniors Kickoff Event (Added Item 14.7)****(Mallett/McNeil)**

That the Advisory Committee for Persons with Disabilities participation in the 2023 Seniors Kickoff Event, at a cost of \$50, to be funded from the ACPD approved budget for Conferences and Related Travel Expenses (ID 300303), be approved.

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

The Committee Clerk advised the Committee that the Accessibility Award Program Summary, an

attachment to the Staff Presentation (Item 8.2) was published to the Agenda, for information purposes.

(Kilburn/Frisina)

That the Agenda for the April 11, 2023, 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 OF THE PREVIOUS MEETING (Item 4)

(i) March 14, 2023 (Item 4.1)

(McNeil/Frisina)

That the March 14, 2023, minutes of the Advisory Committee for Persons with Disabilities meeting, be approved, as presented.

CARRIED

(d) STAFF PRESENTATIONS (Item 8)

(i) City of Hamilton Election 2022, Post-Election Accessibility Report (Item 8.1)

Aine Leadbetter, Manager, Elections and Print/Mail, provided a presentation respecting the

City of Hamilton Election 2022, Post-Election Accessibility Report, with the aid of a PowerPoint presentation.

(Cameron/Janosi)

- (a) That the presentation from Aine Leadbetter, Manager, Elections and Print/Mail, respecting the City of Hamilton Election 2022, Post-Election Accessibility Report, be received; and
- (b) That the City of Hamilton Election 2022, Post-Election Accessibility Report, be received.

CARRIED

(ii) Accessibility Award Program (Item 8.2)

Jocelyn Strutt, Senior Project Manager Community Engagement, provided a verbal presentation respecting the Accessibility Award Program.

(Kilburn/Dingman)

- (a) That the verbal presentation from Jocelyn Strutt, Senior Project Manager Community Engagement, respecting the Accessibility Award Program, be received; and

- (b) That the Accessibility Award Program, be received.

CARRIED

(e) CONSENT ITEMS (Item 9)

(i) Consent Items (Items 9.1 - 9.6)

(Kemp/Kilburn)

That the following updates and meeting notes, be received:

- (1) Built Environment Working Group Update (Item 9.1)
 - (a) Built Environment Working Group Meeting Notes - February 7, 2023 (Item 9.1(a))
 - (b) Built Environment Working Group - Outstanding Business List - 2018-2022 Term (Item 9.1(b))
- (2) Housing Issues Working Group Update (Item 9.2)
 - (a) Housing Issues Working Group Meeting Notes - February 21, 2023 (Item 9.2(a))

- (b) Housing Issues Working Group -
Outstanding Business List - 2023 – Final
(Item 9.2(b))
 - (3) Outreach Working Group Update (Item 9.3)
 - (a) Outreach Working Group Meeting Notes
- March 6, 2023 (Item 9.3(a))
 - (b) Outreach Working Group - Accessibility
Fair Final Report - November 15, 2022
(Item 9.3(b))
 - (4) Transportation Working Group Update (Item
9.4)
- S. Aaron provided a verbal update respecting
the Transportation Working Group.
- (5) Strategic Planning Working Group Update
(Item 9.5)
 - (a) Strategic Planning Working Group
Meeting Notes - March 23, 2023 (Item
9.5(a))
 - (6) Accessible Open Spaces and Parklands
Working Group Update (Item 9.6)

No update.

CARRIED

(f) DISCUSSION ITEMS (Item 11)

(i) Review of the Code of Conduct for Local Boards (Item 11.1)

(Dingman/Janosi)

WHEREAS, the Committee feels that they require more time to review the Code of Conduct for Local Boards.

THEREFORE, BE IT RESOLVED:

That the Review of the Code of Conduct for Local Boards be deferred to the May 9, 2023, Committee meeting in order to consider additional recommendations.

CARRIED

(g) MOTIONS (Item 12)

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

(i) Invitation to Planning and Economic Development Staff to Attend a Meeting of the Advisory Committee for Persons with Disabilities for an Update Respecting the E-Scooter Pilot Program

For disposition of this matter, refer to Item 3.

A. Mallett assumed the Chair.

**(g) GENERAL INFORMATION / OTHER BUSINESS
(Item 14)**

**(i) Accessibility Complaints to the City of
Hamilton (Item 14.1)**

(Kilburn/McNeil)

That due to time constraints, the update respecting Accessibility Complaints to the City of Hamilton, be deferred.

CARRIED

(ii) *Accessibility for Ontario with Disabilities Act, 2005 (AODA)* (Item 14.2)

(Kilburn/McNeil)

That due to time constraints, the update respecting Accessibility for Ontario with Disabilities Act, 2005, be deferred.

CARRIED

**(iii) Presenters List for the Advisory Committee
for Persons with Disabilities (Item 14.3)**

No update.

(iv) Restructuring the Board of Health (Item 14.4)

Councillor Kroetsch was in attendance to answer questions respecting the motion at the April 12, 2023 meeting of Council respecting Restructuring the Board of Health.

(T. Nolan/Kilburn)

That the discussion respecting the Councillor Kroetsch's motion at the April 12, 2023 meeting of Council, be received.

CARRIED

(v) Donation in Memory of Tom Manzuk (Item 14.5)**(Kemp/Kilburn)**

That, due to time constraints, the discussion respecting a donation in the memory of Tom Manzuk on behalf of the Advisory Committee for Persons with Disabilities, be deferred.

CARRIED

(vi) Investigation of Light Rail Transit (LRT) Systems in Neighbouring Municipalities by Members of the Advisory Committee for Persons with Disabilities (Item 14.6)

That, due to time constraints, the update respecting Investigation of Light Rail Transit (LRT) Systems in Neighbouring Municipalities by

Members of the Advisory Committee for Persons with Disabilities, be deferred.

CARRIED

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

(vii) Participation of the Advisory Committee for Persons with Disabilities in the 2023 Seniors Kickoff Event (Added Item 14.7)

For further disposition, refer to Item 4.

A. Mallett assumed the Chair for the remainder of the meeting.

(h) ADJOURNMENT (Item 16)

(Janosi/McNeil)

That there being no further business, the Advisory Committee for Persons with Disabilities, be adjourned at 6:26 p.m.

CARRIED

Respectfully submitted,

Aznive Mallett, Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

6.1

Request to Speak to Committee of Council

Mon, 05/01/2023 - 10:27

==Committee Requested==

Committee: Advisory Committee for Persons with Disabilities

Will you be delegating in person or virtually? In person

Will you be delegating via a pre-recorded video? No

==Requestor Information==

Name of Individual: [REDACTED]

Name of Organization:

Contact Number: [REDACTED]

Email Address: [REDACTED]

Mailing Address:
[REDACTED]

Reason(s) for delegation request: I would like to discuss the implications of living with a head injury and permant impairments in a city that I often find does not always support, nor promote and is unaware of the serious health issues that occur when sensory issues are not accomodated. I wish to request guidance and recieve support from Council on ways to reach out to private businesses to learn about sensory issues and the serious effects when ignored, and how they can promote it in thier establishments if it cant become legal, although it is a human right. For example, posting sensory friendly material in restaurants, malls, grocery stores, doctors

6.1

offices etc. Ensuring thier music/radio/intercom equipment is prepared to be shut off for immediate accomodation. Having a Sensory Friendly Awareness Month (during cold season). There are a lot of solutions. This topic is very popular amongst many citizens in Hamilton I am learning. It is crucial for promoting MH, inclusion, and awareness of invisible disabilities. I need help.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No

City of Hamilton
Accessible Transportation Services Performance Review
Q1 2023

Michelle Martin
Manager, Accessible Transportation Services
Transit Division
Public Works Department
May 9, 2023

This information report provides a summary of key statistical data and performance indicators for Q1 of 2023 (January to March). The City is obligated to provide statistical reports to the Advisory Committee for Persons with Disabilities (ACPD) to meet the terms of the City's 2004 settlement with the Ontario Human Rights Commission (OHRC) and complainants under the Code.

The report reflects the performance of specialized transportation offered by HSR Accessible Transportation Services (ATS) through its contractor for services, Disabled and Aged Regional Transportation System (DARTS) and their subcontractors, and through the ATS Taxi Scrip program. The data was obtained from DARTS performance report records, ATS contact reports, and ATS Taxi Scrip program data.

TRIPS REQUESTED AND PROVIDED

Table 1: System Requested and Delivered Passenger Q1 2023

DEMAND	Q1 2023
DARTS: Number of Total Trips Requested	192,077
DARTS: Number of Total Trips Delivered	125,547
TAXI SCRIP: Number of Total Trips Delivered	8,233
ATS: Number of Total Trips Requested, All Modes	200,310
ATS: Number of Total Trips Delivered, All Modes	133,780
ATS % Of Total Trips Delivered vs. Requested, All Modes	67%

Table 2: System Demand by Mode: DARTS vs. Taxi Scrip

DEMAND BY MODE	Q1 2023 %
DARTS	96%
TAXI SCRIP	4%
ATS: All Modes	100.0%

Demand for specialized trips on DARTS continues to be the main driver of trips requested and delivered. Taxi Scrip accounts for just 4% of system trips requested, and 96% of trips requested are for DARTS to date in 2023 (Table 2, above). The total number of requested trips includes client cancellations and no shows.

In Q1 2023, ATS delivered a total of 133,780 trips through both DARTS and the Taxi Scrip program; approximately 6% of total trips delivered were delivered through Taxi Scrip (see Table 1, above).

For Q1 of 2023, DARTS completed trip counts are at approximately 64% of 2019 numbers for the same period (pre-COVID), and at approximately 91% of budgeted service up to end of Q1.

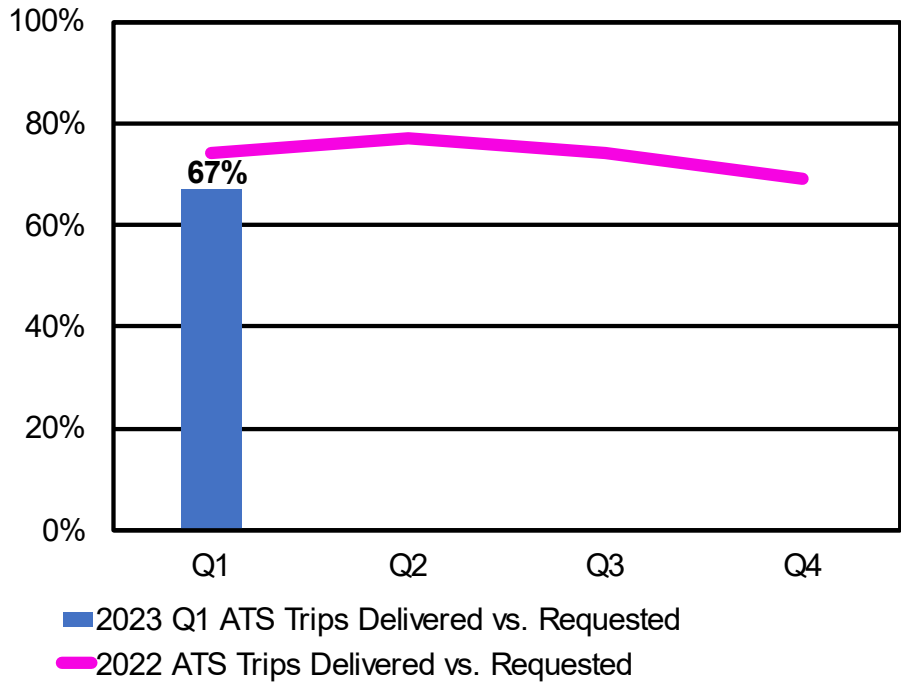


Figure 1: Demand: Count of ATS Trips Delivered versus Requested, All Modes

Alternate text for Figure 1: The graph in Figure 1 (above) compares total ATS trips requested to total number of ATS trips delivered for both DARTS and Taxi Scrip (i.e., all modes). The blue vertical column shows the percentage of trips provided out of the total number of trips requested for Q1 2023. The pink line graph above the column shows the trend across all of 2022. So far, at 67%, the percentage of requested trips delivered in Q1 2023 is lower than any quarter in 2022. The total number of requested trips also includes trips booked but not taken, i.e., cancelled trips and passenger no show trips (see also Table 1, above).

RATE OF DENIED SYSTEM TRIPS

Table 3: Rate of Denied Trips: ATS All Modes

Rate of Denied Trips: ATS All Modes	Q1 2023
ATS Total Number of Trips Requested	200,310
ATS Total Number of Trips Denied	8,754
% of Trips Denied	4.4%

System trip denial rates remain below the 5% goal established by the City’s 2004 settlement with the OHRC, which includes Taxi Scrip trips for the purpose of calculating the trip denial rate. The industry best practice is 0% (Canadian Urban Transit Association (CUTA) Specialized Transit Services Industry Practices Review, 2016). Table 3 (above) shows that the while system denial rate remains

within the OHRC standard, the rate is more than double the overall denial rate for 2022 and is driven by increased trip denials by DARTS (see Table 4, below).

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 4: Contractor (DARTS) Trip Dispositions

Contractor Trip Dispositions	Q1 2023
Total Trips Requested	192,077
Total Trips Provided	125,547
Total Trips Denied	8,754
% of Total Trips Denied	4.6%

Contractor Denied Trip

A denied trip by the contractor occurs when the client's request, within the allowable booking windows, cannot be agreed to within one hour of the requested date and time of travel or acceptable alternative, according to the criteria listed in Appendix 1, below. Denial rates for service provided by our contractor, DARTS, currently sits at 4.6% year to date, end of Q1 (Table 4, above). This is an increase of more than double the rate for 2022. DARTS reports this figure to be due to circumstances beyond its control: increased employee absences including Operators, and in Reservations, Maintenance and Dispatch; and DARTS vehicles out of service awaiting parts for repair, due in part to supply chain issues.

Contractor Call Centre

Table 5: Contractor (DARTS) Call Centre Queue Productivity

Queue Productivity	Q1 2023
Inbound Calls	111,404
Calls Handled by Agents	76,284
Calls Abandoned by Clients	35,120
Transfer Rate	68.5%
Abandoned Rate	31.5%
Abandoned > 30 Seconds	30,230
Abandoned > 30 Seconds Rate	27.1%
Service Level	48.94%
Minimum Wait Time	00:00:00
Maximum Wait Time	04:50:18
Average Wait Time	00:07:08
Average Abandoned Wait Time	00:04:05

In response to ACPD feedback following the final 2022 ATS Performance Report, ATS requested DARTS provide call centre data (Table 5, above). The concern expressed by ACPD members was specifically around calls abandoned by clients who are attempting to book trips, which would not be captured in the trip denial rate in Table 3. The numbers above indicate that 27.1% of calls were abandoned after the 30 second mark. It should be noted that the above call centre data also indicates some clients may be having difficulty calling in to cancel trips in a timely manner (see Table 6, below). Call Centre terms are defined in Appendix 1.

Table 6: Client Trip Disposition - DARTS

Client Trip Disposition	Q1 2023
Total Trips Cancelled On Time	27,257
% of Total Trips Cancelled on Time	14.2%
Total Trips Cancelled Late	24,481
% of Total Trips Cancelled Late	12.7%
Total No Show/Cancelled at Door	5,900
% of Total No Show/Cancelled at Door	3.1%
Total Trips Refused	138
% of Total Trips Refused	0.1%

Client Trip Cancelled On Time

A trip cancelled on time has been cancelled by the client by 4:30 PM of the day prior to service. The industry best practice is an on-time cancellation rate of between 5-10% (CUTA Specialized Transit Services Industry Practices Review, 2016). Trips that are cancelled on time provide the opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner.

Table 6 (above) on-time cancellations sit at 14.2% of trips requested on DARTS at the end of Q1 2023. The average on-time cancellation reported by CUTA in 2016 is 20.76% for large systems (agencies that serve a population higher than 150,000) (CUTA Specialized Transit Services Industry Practices Review, 2016).

Client Trip Cancelled Late

A late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pickup time. Late cancellations rarely provide opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner. Table 6 shows the late cancellation rate currently sits at 12.7% as of the end of Q1 2023.

Client No-Show/ Cancelled at Door

A No Show trip occurs when a client books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips cancelled at door, where the client refuses a trip at the door that is within the pickup window and/ or within thirty minutes after the negotiated pickup time. No shows leave no opportunity to accommodate any outstanding trip request or wait list trips. Table 6 shows the no-show rate sits at 3.1% of DARTS trips requested at the end of Q1 2023. This is down slightly from 3.5% for 2022 and still lower than the 2016 average of 3.68% for larger systems reported by CUTA, but to exceeds the industry best practice of less than 1%. No shows result in both lost revenue and lost service efficiency (CUTA Specialized Transit Services Industry Practices Review, 2016).

HSR is currently working with the contractor for specialized transit, DARTS, and the software provider, Trapeze, to install an updated service infraction application to track late cancellations and no shows according to the points system outlined in PW21055(a). It should be noted, however, that

there were significant weather events in January, February, and March: for example, there were over 1,000 cancellations on January 25 alone—the date of an inclement weather event. This is an example of a circumstance in which ATS would not apply any penalty for a late cancellation or no show.

Client Refused Trip

A refused trip occurs when a client does not accept the travel times provided at the time of booking. The refused trip rate continues to be extremely low, at only 0.1% for Q1 of 2023.

DARTS ON-TIME PERFORMANCE

The City's 2004 settlement with the OHRC defines late trips as those where the contractor or subcontractor Operator does not arrive until 30 minutes or more after the scheduled arrival time and established an on-time performance goal of 95% or greater. The industry standard for on time performance is 95%-99% for large systems (agencies that serve a population higher than 150,000) (CUTA Specialized Transit Services Industry Practices Review, 2016).

In 2022, at 99%, on-time performance was consistently better than the target established in the OHRC settlement agreement and sits within the industry benchmark. As shown in Table 7 (below), in Q1 of 2023, on time performance has decreased to 96.2%—still within the 2004 OHRC guideline, but continuing a downward trend seen at the end of 2022. As noted above, DARTS has reported some causal factors to be beyond its control: increased employee absences including Operators, and in Reservations, Maintenance and Dispatch; and DARTS vehicles out of service awaiting parts for repair, due in part to supply chain issues.

Table 7: Contractor (DARTS) On-Time Performance

Service Metrics	Q1 2023
Total Trips Provided	125,547
Total Number of Late Trips	4,726
% of Trips Completed on Time	96.2%

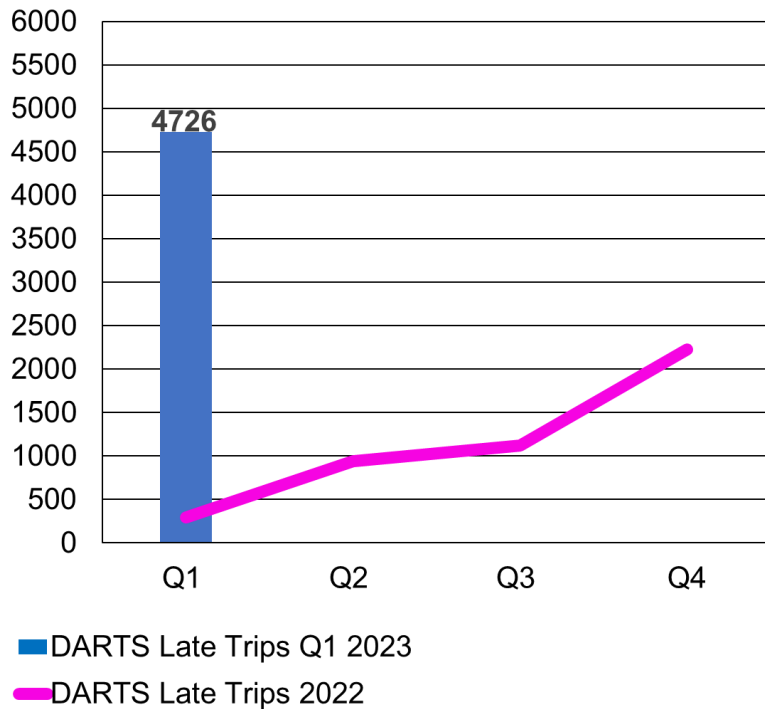


Figure 2: DARTS Late Trips

Alternate text for Figure 2: In Figure 2 (above), the vertical blue column shows the number of late trips in Q1 of 2023, compared to the trend across each quarter in 2022, illustrated by a pink line across the lower portion of the graph. At 4,726, the number of late trips is already more that double the late trips for any quarter last year, and higher than the 2022 total of 4,587 (see also Table 7, above).

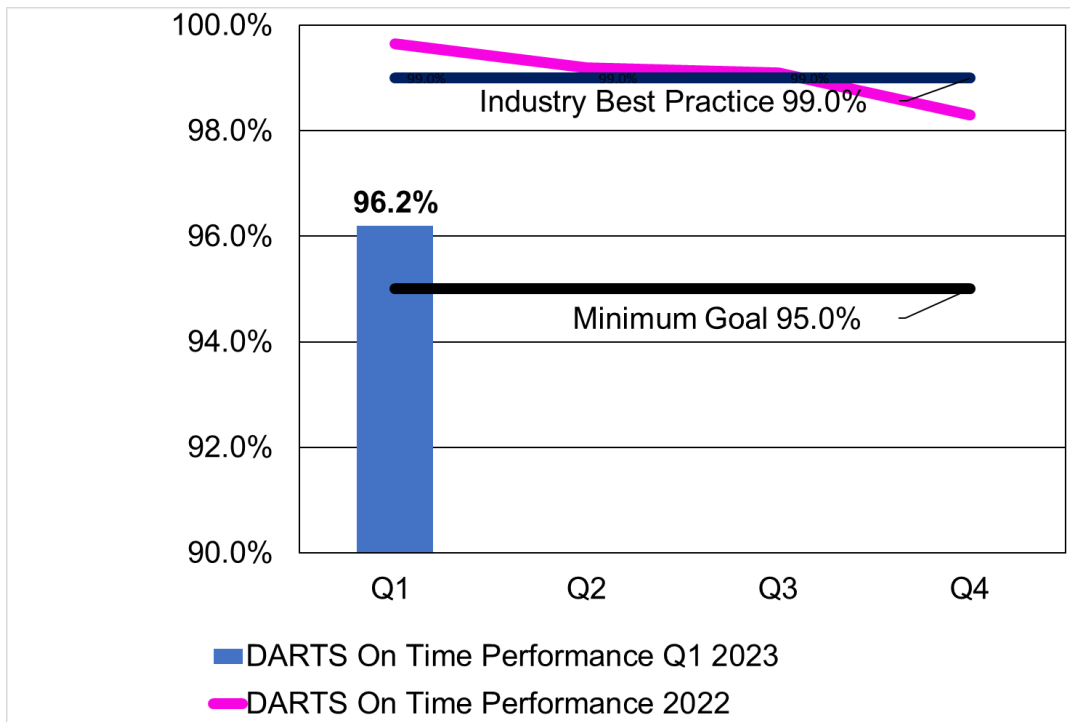


Figure 3: DARTS On Time Performance

Alternate text for Figure 3: Figure 3 (above) graphs DARTS on-time performance. The solid pink line shows the DARTS on-time performance trend across all quarters of 2022. The black line at the 99% level illustrates the industry best practice, and the black line at the 95% level shows the goal as directed by the OHRC in 2004. The graph shows a decrease in DARTS on-time performance from Q1 to Q4 of 2022 dropping to just over 98%. The vertical blue bar shows that at 96.2%, on-time performance in Q1 of 2023 has dropped below the lowest value for 2022, 1.2% above the OHRC goal of 95% but well below the industry standard of 99% (see also Table 7, above).

COMPLAINTS

Table 8: Complaints per Thousand Trips

Year	Complaints per Thousand ATS Trips, All Modes	ATS and DARTS Complaints per Thousand DARTS Trips
2023 Q1	8.8	9.3

Complaints are those customer contacts in which a customer submits an objection to the planning or provision of service. Complaints per thousand are shown in Table 8, above. The first column uses the total number of ATS trips provided (where complaints about Taxi Scrip have been included). In Q1 of 2023, there were 16 Taxi Scrip complaints. The second column uses the total number of DARTS trips provided (not including complaints about Taxi Scrip).

The industry best practice is 1.0 complaints per 1,000 trips. The 2016 CUTA average for large systems is 2.1 complaints per 1,000 trips. The Q1 2023 complaint level is almost nine times the industry best practice (1:1,000) and more than four times the 2016 CUTA average (CUTA Specialized Transit Services Industry Practices Review, 2016).

Table 9: Complaint Type

Complaint Type	Q1 2023
Service Performance	991
Staff Performance	125
Service Sufficiency	64
TOTAL	1180

Table 9 (above) breaks down the number of complaints based on three general categories:

- Service performance – categories of complaint where the service as performed did not meet expectations, including but not limited to complaints about pickup/ drop off outside of window; call return wait time; address, date or time errors; missed trip; or scheduled on board time. Most complaints are in this category.
- Staff performance – categories of complaint where staff conduct did not meet expectations, including but not limited to complaints about staff conduct or driving habits. This is the second most frequent category of complaint.
- Service sufficiency – categories of complaint where the service was insufficient to meet reported customer needs, including but not limited to complaints about subscription trips or waiting lists. Taxi Scrip complaints are captured in this category. This is the least frequent category of complaint.

The categories above have been in use internally many years. ATS is currently reviewing their use for better understanding of complaint drivers. In Table 9, total complaints include all complaints received, including non-validated complaints.

COMMENDATIONS

Table 10: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
Q1 2023	0.8	0.8

Table 10 (above) shows the number of commendations per thousand ATS system trips (including Taxi Scrip trips) and per thousand DARTS trips. It should be noted ATS does not typically receive commendations about Taxi Scrip service, and none were received to date as of Q1 in 2023.

The industry best practice is 1 commendation per 1,000 trips. The 2016 CUTA average for large system is 0.36 commendations per 1,000 trips. Commendations sit just slightly below the industry best practice of 1 commendation per thousand trips, but above the 2016 CUTA average (CUTA Specialized Transit Services Industry Practices Review, 2016).

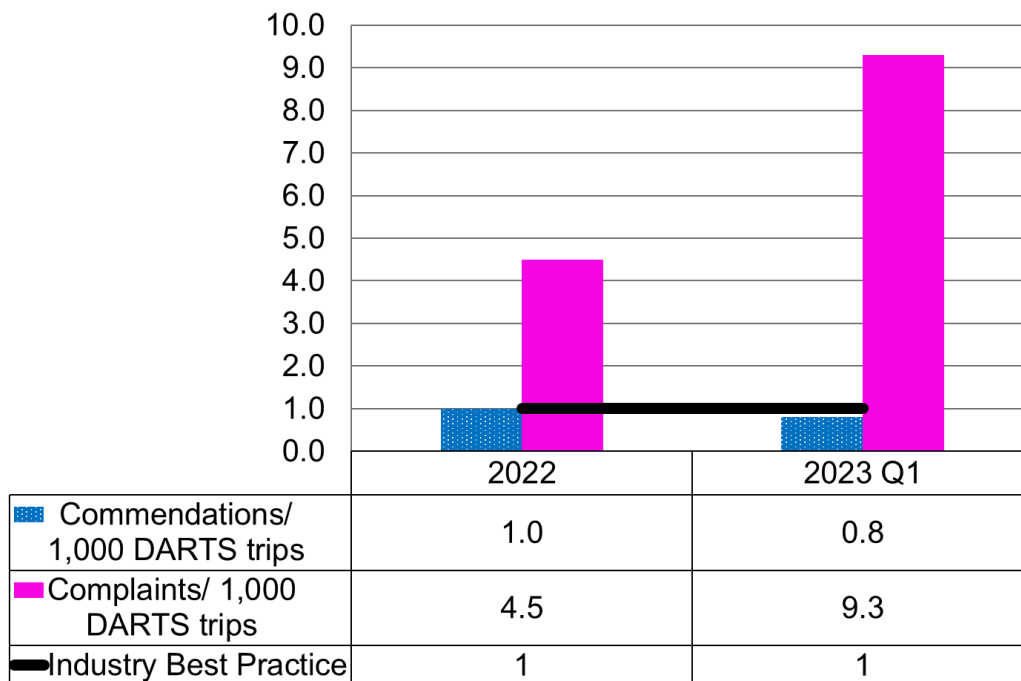


Figure 4: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

Alternate text for Figure 4: Figure 4 (above) graphs ATS and DARTS commendations and complaints per thousand trips, comparing the 2022 average with Q1 of 2023. The clustered vertical columns compare commendations to complaints. The vertical blue columns with white dots on the left side of each cluster show commendations per thousand trips, and the vertical pink columns on the right side of each cluster show complaints per thousand trips. The solid black line illustrates the industry best practice of less than one complaint per thousand trips and more than one commendation per thousand trips. The graph shows that the industry standard for complaints was not met for 2022 at 4.5 complaints per thousand trips; this more than doubled to 9.3 in Q1 of 2023. While the industry standard for commendations was met in 2022 at 1 commendation per thousand trips, it was not met in Q1 of 2023, dropping to 0.8. See also Tables 8 and 10, above.

VALIDATED COMPLAINTS FOR DARTS AND DARTS SUBCONTRACTORS

Table 11: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors

Provider	Number of Trips Q1 2023	Number of Validated Complaints Q1 2023	Validated Complaints per Thousand Trips Q1 2023
DARTS	55,110	932	16.9
VETS	20,183	16	0.8
Hamilton Rising	29,915	38	1.3
City Marvel	19,769	53	2.7
Hamilton Cab	570	1	1.8
TOTAL	125,547	1,040	8.3

DARTS and subcontractor complaints are processed to DARTS for investigation. Where these complaints are deemed unfounded by DARTS, and if ATS concurs with this outcome, these complaints are not included in the count of validated complaints. Removing 9 complaints against ATS Customer Service and excluding unfounded complaints leaves an overall count of 8.3 complaints per thousand trips for the contractor and subcontractors, still more than eight times the industry best practice and just under 4 times the CUTA 2016 average (Table 11, above). Complaints against DARTS also include DARTS reservations, dispatch, scheduling, and on-street service, where complaints against subcontractors include on-street service only. In Q1 of 2023, 570 trips were delivered by demand taxi, where ATS client travel needs could be met with this service, to meet the service standard.

APPENDIX 1 - Definition of terms

Number of Total ATS Trips Requested, All Modes: the sum of DARTS Requested Trips [plus] Taxi Scrip Trips Delivered.

Taxi Scrip Trips Delivered: the total of all passengers reported by contracted brokers under the Taxi Scrip program.

Number of Total DARTS Trips Requested: the sum of Trips Delivered by DARTS, DARTS subcontractors, and meter taxi [plus] No Show Trips [plus] Cancelled Trips [plus] Trips Denied [plus] Trips Refused.

Trips Denied: a denied trip occurs when

- a casual trip request has been made as much as 7 days in advance up to 4:30 PM on the day prior to the required day of service, and a negotiated time cannot immediately be agreed to within one hour of the requested time or at a time otherwise suitable to the passenger, or cannot subsequently be agreed to through the use of the waiting list
- when a passenger requests a subscription trip which cannot immediately be fulfilled, this form of request is not recorded as a denial of service, however, each instance of a like casual trip request that cannot be accommodated as noted above is recorded as a trip denial
- when the passenger agrees to assignment to the waiting list, a trip denial will still occur if no trip can be found, or if an offered trip is not deemed by the passenger as either suitable or required
- when a passenger requests a trip after 4:30 PM of the day prior to the required day of service, or on the required day of service, and the trip request cannot be accommodated, such request will not be recorded as a denial of service.

Cancelled Trips: a cancelled trip is one that is cancelled by the passenger, or on the passenger's behalf, once a subscription or casual booking has been made

- an advance cancellation is one that is made by 4:30 p.m. of the day prior to service
- a late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pick up time
- a program closure cancellation is one that is made for all passengers to a program with advance notification, including program shutdown periods and temporary program venue changes
- a service suspension cancellation is one that is made as a result of a weather or other emergency within the control of ATS and/ or DARTS.

No Show Trips: a no show occurs when a passenger books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips cancelled at door, where the passenger refuses a trip at the door that is within the pickup window and/or within thirty minutes after the negotiated pickup time.

Number of Total DARTS Trips Delivered: the sum of all trips taken by passengers and their escorts and/or companions delivered by DARTS on DARTS, DARTS subcontractors, or metered taxi.

Late Trips: the sum of all trips that are more than 30 minutes late from that time negotiated with the passenger for the trip, as reported by drivers and as recorded by DARTS from driver manifests.

Complaints: those customer contacts under which a customer submits an objection to the planning or provision of service

Commendations: those customer contacts under which a customer submits praise for the planning or provision of service.

Validated complaint: complaint determined to be substantiated based on investigation by the contractor and ATS review/ agreement.

Rate of Denied Trips: Denied Trips expressed as a percentage of Number of Total ATS Trips Requested, All Modes.

Inbound calls: incoming calls entering call system queue.

Calls Handled by Agents: incoming calls transferred to an agent.

Calls Abandoned by Clients: calls for which the caller hung up.

Transfer Rate: rate of incoming calls transferred to an agent, as a percentage of calls queued.

Abandoned Rate: rate of calls abandoned, as a percentage of calls queued.

Minimum Wait Time: the shortest amount of time before call was transferred to an agent.

Maximum Wait Time: the longest amount of time before a call was transferred to an agent.

Service Level: calculated as $[\text{calls transferred within 5 minutes}] / ([\text{calls transferred}] + [\text{calls abandoned after 5 minutes}]) * 100$

Rate of Cancelled Trips: Cancelled Trips (by type) expressed as a percentage of Number of Total DARTS Trips Requested.

Rate of No-Show Trips: No Show Trips expressed as a percentage of Number of Total DARTS Trips Requested.

Rate of On-Time Performance: (DARTS Trips Delivered [minus] Late Trips) expressed as a percentage of (Number of Total DARTS Trips Delivered).

Refused Trips: A refused trip occurs when a client does not accept the travel times provided at the time of booking – see Trips Denied, above.

Complaints per 1,000 Trips: complaints per thousand trips (sum of Taxi Scrip Trips Delivered [plus] DARTS Trips Delivered).

Commendations per 1,000 Trips: commendations per thousand trips (sum of Taxi Scrip Trips Delivered [plus] DARTS Trips Delivered).

Slide 1



ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW
Q1 2023
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
MAY 9, 2023

PUBLIC WORKS DEPARTMENT
TRANSIT DIVISION

Slide 1 image description:

City of Hamilton logo.

Title: Accessible Transportation Services Performance Review Q1 2023, Advisory Committee for Persons with Disabilities, May 9, 2023; Public Works Department, Transit Division.

Slide 2

FIGURE 1: DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED, ALL MODES

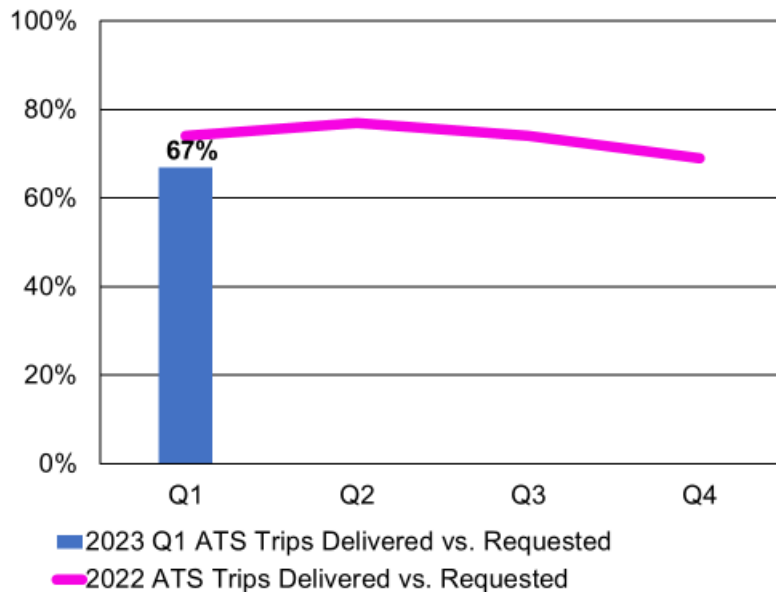
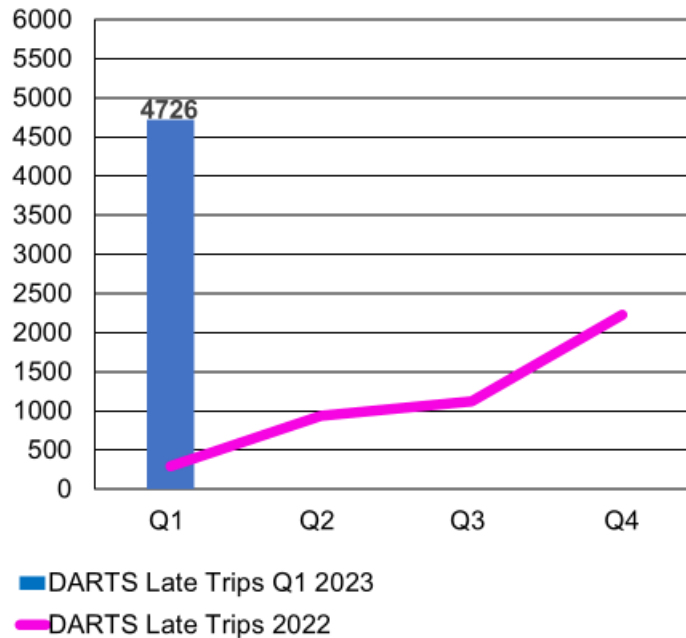


Figure 1: Demand: Count of ATS Trips Delivered versus Requested

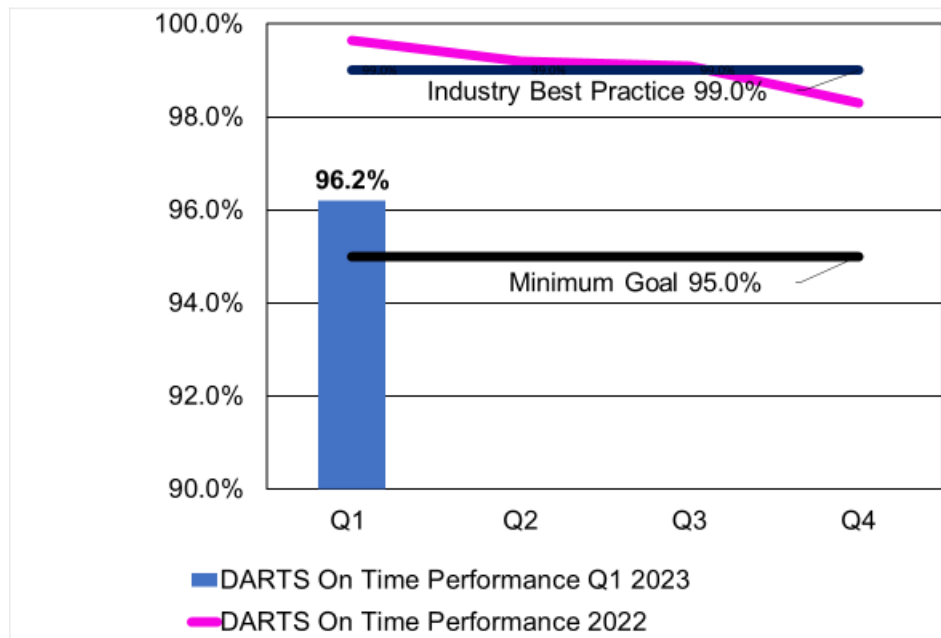
Alternate text for Figure 1: The graph in Figure 1 (above) compares total ATS trips requested to total number of ATS trips delivered for both DARTS and Taxi Scrip (i.e., all modes). The blue vertical column shows the percentage of trips provided out of the total number of trips requested for Q1 2023. The pink line graph above the column shows the trend across all of 2022. So far, at 67%, the percentage of requested trips delivered in Q1 2023 is lower than any quarter in 2022. The total number of requested trips also includes trips booked but not taken, i.e., cancelled trips and passenger no show trips (see also Table 1 in report).

Slide 3

FIGURE 2: DARTS LATE TRIPS**Figure 2: DARTS Late Trips**

Alternate text for Figure 2: In Figure 2 (above), the vertical blue column shows the number of late trips in Q1 of 2023, compared to the trend across each quarter in 2022, illustrated by a pink line across the lower portion of the graph. At 4,726, the number of late trips is already more than double the late trips for any quarter last year, and higher than the 2022 total of 4,587 (see also Table 7 in report).

Slide 4

FIGURE 3: DARTS ON TIME PERFORMANCE**Figure 3: DARTS On Time Performance**

Alternate text for Figure 3: Figure 3 (above) graphs DARTS on-time performance. The solid pink line shows the DARTS on-time performance trend across all quarters of 2022. The black line at the 99% level illustrates the industry best practice, and the black line at the 95% level shows the goal as directed by the OHRC in 2004. The graph shows a decrease in DARTS on-time performance from Q1 to Q4 of 2022 dropping to just over 98%. The vertical blue bar shows that at 96.2%, on-time performance in Q1 2023 has dropped below the lowest value for 2022, 1.2% above the OHRC goal of 95% but well below the industry standard of 99% (see also Table 7 in report).

Slide 5

FIGURE 4: ATS AND DARTS COMMENDATIONS AND COMPLAINTS PER THOUSAND DARTS TRIPS

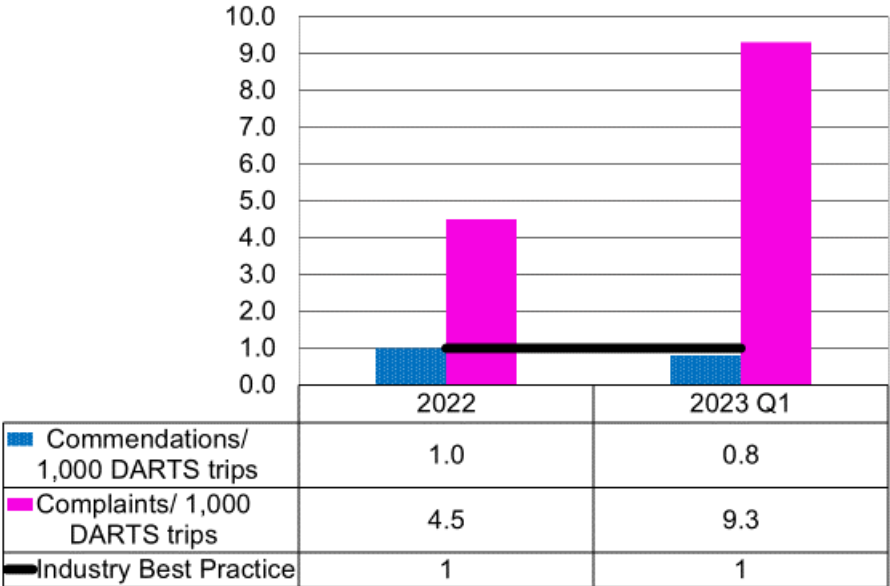


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Slide 6



THANK YOU



Slide 6: Thank You.



Hamilton



FARE ASSIST PROGRAM

1

FARE ASSIST PROGRAM

Key Highlights:

A new program is being developed for the following reasons:

- Transit affordability is a historical issue for transit users.
- Fare structures do not factor in ability to pay.
- Monthly bus pass programs require lump sum monetary commitment at the start of the month.

FARE ASSIST PROGRAM

Key Highlights:

- Fare Assist program would run as a pilot from January 1, 2024 – June 30, 2026
- "Fare Assist" program, offers a 30% discount on PRESTO fares to qualifying individuals and members of their household, including partner and children ages 0-17 years.
- Qualification will be based on published LIM-AT income levels for a one-person household, \$26,570, up to a 10-person household, \$84,022.
- Pay as you go format will allow cardholders to load an amount of their choosing onto their card based on their travel needs.

FARE ASSIST PROGRAM

Key Highlights:

- During the Fare Assist pilot, two fare policies will be suspended:
 1. the Temporary Transit Fare Special Program – This program was created in 2013 when the AODA Transportation Legislation came into effect which requires transportation providers to charge the same fare and use the same fare structure on both conventional (HSR) and specialized (DARTS) service.
 - a) Council combined two legacy programs to allow customers using a wheelchair, scooter, walker, or a CNIB cardholder the option to continue to voluntarily pay a fare when boarding the HSR only until a new program was developed and approved.
 2. Affordable Transit Pass – created in 2007 for low-income individuals 18 - 64 and in 2009 was extended to OW and ODSP recipients 18 - 64 who were working, offers 50% off the Adult monthly pass - customers are required to apply every six months and go to the Hamilton GO Centre to have their card set up properly. Customers on OW and ODSP will automatically qualify for the new program. An application will be required.

FARE ASSIST PROGRAM

Key Highlights:

- The Fare Assist program provides greater opportunity for access than the suspended programs and is a more equitable product offering. It has the potential to reach in excess of 88,000 Hamiltonians.
- No longer required to attend the HSR Customer Service Centre; customer who are approved for the program will receive instructions on how to access the subsidy via email or regular mail, eliminating a further barrier to use.

FARE ASSIST PROGRAM

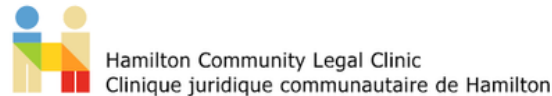
Key Highlights:

- HSR loyalty program will automatically apply, meaning customers enrolled in this program will automatically receive free fare faster once they exceed the weekly ride cap for the week travelling Monday to Sunday.
- The discount only applies to travel in Hamilton, therefore, when travelling on other agencies the adult fare will be charged.
- To receive the discount, each family member's PRESTO card must be registered, and all family members must tap on for each trip, even when travelling together.

OPPORTUNITIES TO PROVIDE FEEDBACK

- A survey will be available on the Engage Hamilton Website
 - the survey closes May 26, 2023
- Print copies will be available by request
- (Re)designed network event – May 11, 2023

Questions / Comments



HAMILTON FOR ALL 2023

LEARN ABOUT THIS UPCOMING
INCLUSION CAMPAIGN FOR
HAMILTONIANS!



**HAMILTON
FOR ALL
2023**

TABLE OF CONTENTS

The following document provides an overview of the Hamilton for All 2023 campaign. It includes key information on the campaign's development, components, and how you or your organization can get involved!

Last updated: April 2023

- **WHO WE ARE**

- **CAMPAIGN CONTEXT**

- **CAMPAIGN DEVELOPMENT**

- **OUR OBJECTIVES AND LAUNCH**

- **HOW TO GET INVOLVED**

**HAMILTON
FOR ALL
2023**

WHO WE ARE



Founding Organizations



Hamilton for All is a community-run campaign led by multiple organizations in Hamilton - all with growing concern for our city and a mandate to support diverse groups experiencing exclusion and discrimination.

Steering Committee (Campaign Planners)

Sarah Wayland
Natasha Hernandez
Lyndon George
Hugh Tye
Gachi Issa

Clare Freeman
Chelsea Kirkby
Cole Gately
Koubra Haggart
Greg Tedesco

Roundtable Expertise

- Diversity, Equity and Inclusion lens
- Community initiatives, immigration, discrimination barriers
- Lived Experiences as women, racialized minorities, LGBTQ+, Indigenous peoples, etc.
- Professional experience in Community Building, Communications/Marketing, Strategic Planning, etc.

HAMILTON FOR ALL 2023

PAST CAMPAIGN

Hamilton For All is a campaign that was first released in 2017 with a focus on newcomers and immigrants in Hamilton.



Hamilton for All 2017 campaign used bus shelter advertisements and other physical displays to raise awareness about newcomers, immigrants and refugees.

Hamilton for All 2023 will use similar tactics but will feature more groups affected by discrimination

**HAMILTON
FOR ALL
2023**

WHY 'HAMILTON FOR ALL'?

There has been increased polarization and public expressions of hate since the last campaign.

Discrimination, anti-hate and exclusion are on the minds of many more people, giving the campaign a wider reach.

Hate Crimes on the Rise

- 174 hate incidents were reported to Hamilton police in 2022, up 61% from 2021, with the Black, Jewish and LGBTQ communities the most frequent targets.
- In 2021, Hamilton saw the highest rate of hate crimes in any jurisdiction in the GTA and the third highest in the country



HAMILTON
FOR ALL
2023

WHY 'HAMILTON FOR ALL'

Discrimination in Hamilton

- 6 out of 10 immigrants and racialized minorities and 8 out of 10 Indigenous peoples reported experiencing discrimination in Hamilton
- Top places people are experiencing discrimination are: when applying for a job, in the workplace, while using public areas (such as sidewalks and parks), or while on public transit

WHAT WE HEARD FROM HAMILTONIANS

FROM CAMPAIGN COMMUNITY
CONSULTATIONS (2022)

“

“Maybe someone won’t sit by you or will move away on the bus but won’t say anything.

We recognize the signs of being excluded.”

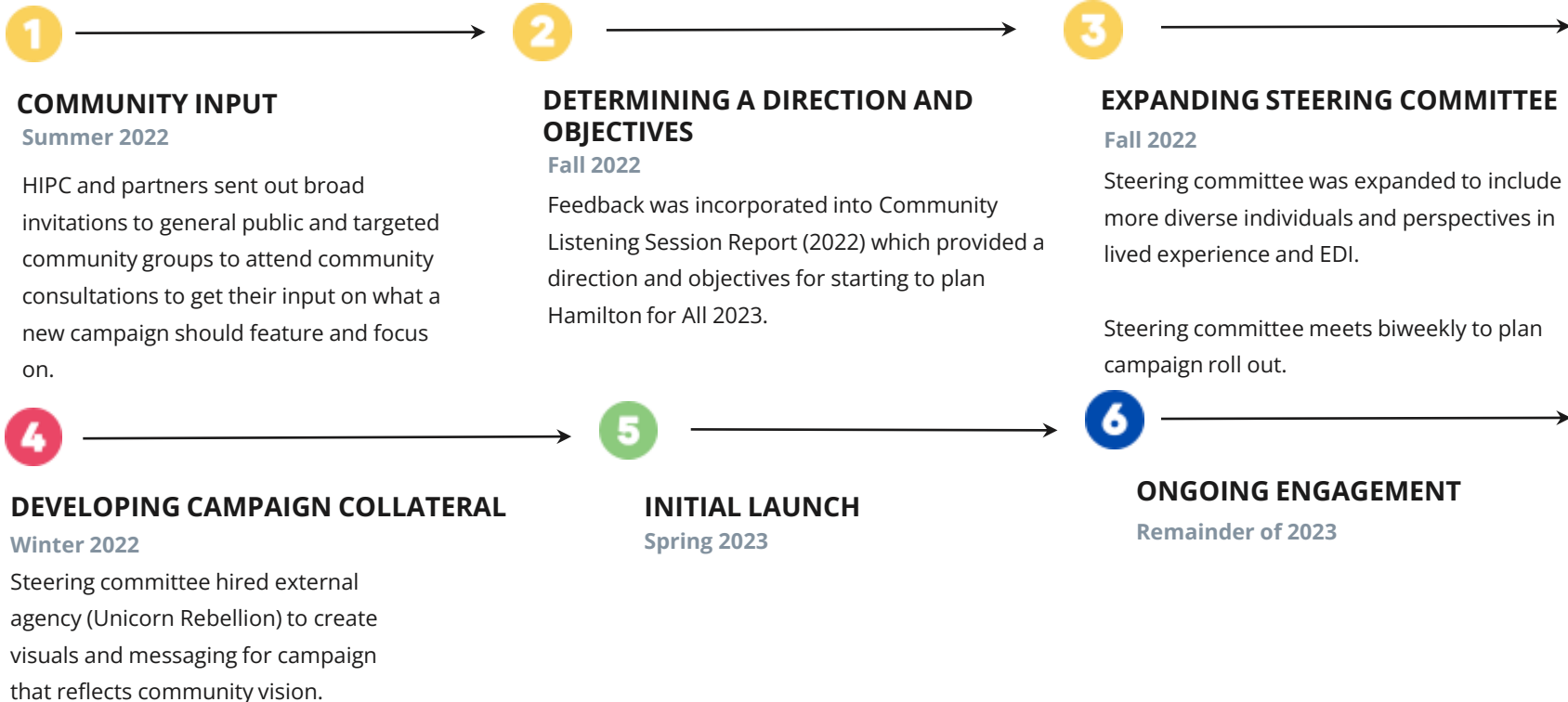
“

“It’s uncomfortable to talk about racism, so **we need to acknowledge it**, shine a light on it, and ask for it to be dealt with.”

“

“It seemed progress was being made, but now we are in 2022, and we wonder if this will ever end.”

HOW DID WE GET HERE?



WHO ARE WE FEATURING IN THE CAMPAIGN?

There are many groups in Hamilton experiencing discrimination or exclusion. This campaign is a start-off point to communicate that they are an integral and important part of Hamilton.

The groups we would like to see featured in 2023 are those who are experiencing highest levels of discrimination in Hamilton:

- **Newcomers, immigrants and refugees**
- **Indigenous peoples**
- **Black and racialized persons**
- **Religious minorities or those experiencing faith-based discrimination**
- **People from the 2SLGBTQ+ community**
- **People with disabilities**

CAMPAIGN OBJECTIVES

I. RAISE AWARENESS

A big undertaking of Hamilton for All is raising awareness of inclusion/exclusion in Hamilton and who is affected by these particular experiences.

We want people who see displays, marketing or advertising to be moved to learn more.

II. BUILD CAPACITY

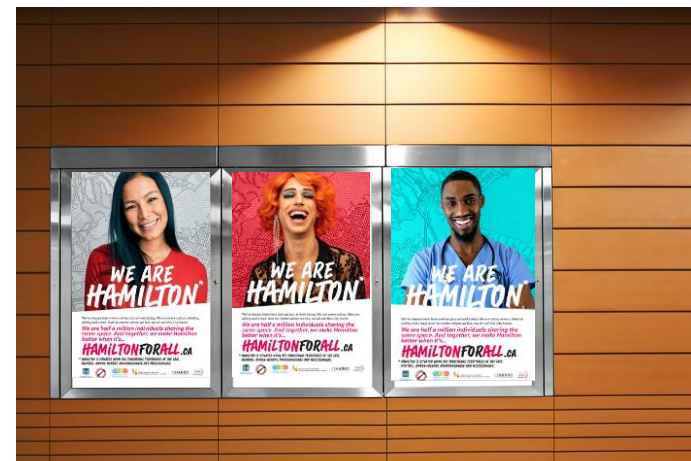
Beyond awareness, we want to build capacity against hate and bigotry in Hamilton. Observers of this campaign should be moved to take action and understand the steps they can take to combat hate and discrimination in their communities.

EVALUATION

In order to observe the success of Hamilton for All, the team will be assigning particular metrics to both these objectives - ensuring that evaluations can support learning and future iterations of this campaign.

HAMILTON FOR
ALL 2023

I. RAISING AWARENESS



The awareness part of this campaign will be accomplished through widespread dissemination of visual displays. These displays will feature representative pictures of different groups who experience discrimination in Hamilton with the catchphrase "We are Hamilton." Displays can be altered to suitably fit in HSR ads, lawn/business signs, and social media paid advertisements.

HAMILTON FOR ALL 2023

I. RAISING AWARENESS

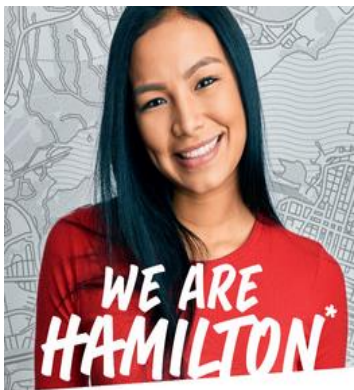


We've always been here and we just arrived today. We are every colour, identity, ability and creed. And no matter where we live, we all call this city home.

We are half a million individuals sharing the same space. And together, we make Hamilton better when it's...

HAMILTONFORALL.CA

* HAMILTON IS SITUATED UPON THE TRADITIONAL TERRITORIES OF THE ERIE, NEUTRAL, HURON-WENDAT, HAWKENSANGNEE AND MISSISSAUGAS.



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II. BUILDING CAPACITY






Capacity will focus on redirecting observers of this campaign to a dedicated Hamilton for All website which will include a wide range of easily accessible, interesting and highly engaging resources for individuals to take action against hate, discrimination and bigotry in Hamilton.

Example:
From Hamilton for All (2017) campaign website. New website will feature similar headings.

 <p><u>DOWNLOAD POSTERS</u></p> <p>Download #HamiltonForAll posters to share, print and spread the 'You are Hamilton' message.</p> <p>Read More ></p>	 <p><u>MEET AMBASSADORS</u></p> <p>Read and share #HamiltonForAll ambassador stories. Contact us to invite them to your events.</p> <p>Read More ></p>	 <p><u>RESOURCES</u></p> <p>We all can do our part to make newcomers feel welcomed and included in our city. Find out what you can do.</p> <p>Read More ></p>	 <p><u>SUBMIT YOUR ACTIVITIES</u></p> <p>Tell us about activities in your community that are happening to welcome newcomers. We will map these activities and share them on 'Newcomers Day' in May 2018.</p> <p>Read More ></p>
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OPPORTUNITIES (TO BE DEVELOPED)

-  **CAMPAIGN LAUNCH IN SPRING 2023**
-  **HOST OR CO-HOST A COMMUNITY EVENT**
-  **AMBASSADOR / SPEAKING EVENTS**
-  **PROMOTE THE CAMPAIGN (SOCIAL MEDIA)**
-  **MAKE A PLEDGE AND TAKE ACTION**
-  **CONTRIBUTE TO OUR RESOURCES/WEBSITE**

CAMPAIGN BUDGET (SO FAR)

Who is currently sponsoring Hamilton for All?

City of Hamilton - \$15,000

Hamilton Immigration Partnership Council - \$6000

Immigrant and Refugee Advisory Committee - \$1500

+ in process of approaching other City of Hamilton Advisory committees

Where is campaign money being spent?

- Campaign concept, website and branding (already spent) - \$8000
- HSR ads - \$5000 for feature of TWO posters, every 6 weeks (ongoing)
- Social media - \$200-\$1000
- Posters - \$100-1000
- Retractable banners - \$200 apiece
- Events and workshops - speakers, meals/refreshments, venue rentals and honouraria - varies



Hamilton Community Legal Clinic
Clinique juridique communautaire de Hamilton



CONNECT WITH US!

FOR GENERAL INFORMATION:



Email info@HamiltonForAll.ca

Waterloo LRT Report Summary

Waterloo LRT site visit

Wednesday, March 29, 2023

In attendance:

1. James Kemp, Advisory Committee for Persons with Disabilities
2. Patty Cameron, Advisory Committee for Persons with Disabilities
3. Paula Kilburn, Advisory Committee for Persons with Disabilities
4. Tim Murphy, Advisory Committee for Persons with Disabilities
5. Michele Dent, Advisory Committee for Persons with Disabilities
6. Farhad Shahla, Manager LRT Technical Services and Approvals Coordination
7. Jillian Ferguson, Project Manager - Permits, Licenses & Approvals
8. Michelle Martin, Manager, Accessible Transportation Services
9. Scott Mason, HR Specialist - LRT & Strategic Projects
10. Kyle Hansen, Senior Project Manager - Planning
11. Joe Bernoldi, Senior Project Manager - Transportation Systems - LRT Integration
12. Jessica Bowen, Senior Project Manager, Accessibility

City of Hamilton staff and members of the Advisory Committee for Persons with Disabilities (ACPD) received a presentation from Waterloo LRT staff with a focus on accessibility within their LRT system.

The purpose of the site visit was to:

- Learn from the Region of Waterloo about accessibility barriers that users encountered once the LRT was operational to try to prevent those barriers in the design of the Hamilton LRT project; and
- For ACPD members to use the Waterloo LRT system to provide feedback on any accessibility barriers they encounter and to give staff guidance as to how to mitigate those barriers.

What we heard:

- The Grand River LRT system has been operational for four (4) years, since June 2019. It covers 16kms and has 19 stations.
- Exclusive right-of-way in north and south; semi-exclusive through cities
- Regular peak service is 10-minute headways; summer peak service is 15 minute headways.
- The 19 stations are compliant with the minimum requirements in the AODA legislation.
- The language of AODA compliance was integrated into the contract.

Waterloo LRT Report Summary

Project Structure:

Region of Waterloo [Responsible for the Project Agreement]

Construction of Ion rapid transit system

Operations and Maintenance

(GrandLinq)

(Keolis)

- The customer interface is done by the Region including oversight of service disruptions, delays, schedules.
- The traffic signals are controlled by the Region of Waterloo.
- Train signals are controlled and managed by Keolis. The Region's traffic department

Staff provided an overview of lessons learned through the LRT project with a specific focus on accessibility lessons learned once the LRT was operational. A summary is included below:

System Integration

- The tactile walking surface indicators lead passengers to the ends of the LRV (Light Rail Vehicle)
- Priority seating is at the centre doors of the Light Rail Vehicle (LRV). The double doors are indicated but they are not different from the single doors.
- The materials used to indicate the entrance to the LRV are the same. For some users, this material may appear as one.

Decals were later added at the entry points to guide riders to the accessible location in the LRVs. All trains now have visual indicators.

Those in attendance raised a question about whether bikes were permitted onboard the LRVs.

- Response: Riders are permitted to bring on bikes. Prior to the LRT being operational, there were concerns raised about available space however obtaining equitable space for all riders has not presented as an issue.
- The Region has worked on educating the differences of ridership on the LRV and buses.

A question was raised related to whether there was a bag limit policy.

- There is no bag limit policy. They try to mirror what is appropriate to bring on buses on the LRV.
- There were concerns about whether riders would transport large items given the larger presence of University students. There have been no issues

Waterloo LRT Report Summary

reported with riders trying to use larger items not intended to be transported on the LRVs.

System Integration

- Station ramp leads to sidewalk with no barrier to roadway
- The materials, finish, and colouring do not help users determine the exit.

Signage and Infrastructure Placement:

- Signage was set at a height low enough to make contact with people's head area. Posing a health and safety risk.
- One of the station pathway exits does not have a curb cut
- The materials, finish, and colouring do not help users determine the exit
 - The Region, City and Transport Canada (freight track) all involved in this scenario
- Consideration needs to be given to how people are leaving the station.

Snow Removal:

The Station and tracks are maintained by the Operator; the Roadway is maintained by the City and the sidewalk is maintained by the business.

- Snow removal is the responsibility of three different entities.

Region of Waterloo

Accessible LRT Station Design

The University of Waterloo engaged in a research project with the City of Waterloo to highlight inaccessible LRT station design and identify barriers at the Fairway ION station for persons with vision loss.

Background:

Station Accessibility:

- Stations designed to be compliant with the Accessibility for Ontarians with Disabilities Act (AODA) standards;
- Primary focus on accessible mobility from LRVs, ingress/egress and movement through station platforms
- Accessibility retrofits initiated late 2019 to address: indirect pathways to Bus and BRT platforms, glass wall removal and concrete curbs, wayfinding.

Waterloo LRT Report Summary

The focus of the project was related to accessibility barriers for vision impairment.

- To document the meaning of vision impairment and identify both the challenges and strategies that people with impaired vision use to navigate public spaces.
- To undertake a systematic evaluation or audit of a selected LRT station to identify barriers for people with multiple form of vision impairment.
- To document the lessons learned from the station audits and provide recommendation to address visual barriers, supported by examples of how these solutions have been implemented in other Canadian and international contexts.

Findings

- The audit found that accessibility and wayfinding can be improved at the Fairway Station for visually impaired passengers through the provision of features that address:
- **Visual Clarity:** ION stations are generally designed with low colour contrast features, which makes it difficult for people with low visual acuity or other visual impairment conditions to discriminate important features (e.g. fare validation machines) or station amenities that may obstruct pathways.
- **Tactile Navigation:** ION stations would benefit from the addition of tactile features such as Directional Tactile Surface Indicators (DTGSIs) and Tactile Maps not only to warn visually impaired passengers about the presence of potential hazards, but to aid their navigation through the station environment.
- **Crossing Safety:** Blistered Tactile Ground Surface Indicators (TGSIs) are an essential means of warning pedestrians about the presence of a hazard at road crossings. However, it is equally essential that TGSIs are aligned correctly (i.e. perpendicular) with the crosswalk to allow visually impaired pedestrians to orient themselves and identify a safe travel path.

Background

- Locating station entry and exit points
- Platform identification – i.e. north v. south bound platforms
- Environmental clutter:
 - Platform furniture in passenger pathways
 - Materials and colour contrasts
- Platform overcrowding
- Angled crosswalks

Methodology:

Accessibility Evaluation utilized:

Waterloo LRT Report Summary

- Checklist based audit
- Audit Walks
- Impairment Simulation

Methodology

Impairment Simulation Purpose:

- Enables designers to understand the challenges of navigating environment when one lives with vision loss
- To inform designers about the needs/experience of people with vision loss
- To evaluate accessible products and built environment designs.



Figure 1: [C] Cataracts, [D] Macular Degeneration, [E] Diabetic Retinopathy, [F] Glaucoma (Image credits: Dr. John Lewis, PhD)

Findings:

The project found that the LRT station presented with:

- Low contrast materials and cladding
- Predominance of grey concrete, grey metal surfaces and glass
- Difficult to detect edges, platform furniture and fare validation machines

Recommendations:

Visual Clarity:

Recommendation 1:

Waterloo LRT Report Summary

Wherever possible, polished and brushed metals such as aluminum and stainless steel should not be used due to their low visibility and potential to create glare.

Recommendation 2:

Resurface platform furniture (i.e. benches, bicycle stands, etc.) to have a strong visual contrast with the surrounding environment.

Findings:

Tactile features:

- Minimal usage of tactile features
- Surface indicators generally indicated hazards none available for wayfinding and navigation
- Fairway is a complex station for the visually impaired – difficulty navigating routes between bus terminal and ION platform and between ION platform and Fairview Park Mall
- Braille to indicated station features – e.g. waste receptacles, directional signage, train doors (Open train doors automatically)

Recommendation 3:

Directional Tactile Ground Surface Indicators are installed on station platforms to indicate safe movement paths and guide passengers towards bus stops, vehicle parking and off-site destinations.

Recommendation 4:

Install tactile wayfinding posts and signage at DTGSI pathway intersection at eye level or 1500mm above the finished floor surface

Recommendation 5:

LRT network and station wayfinding information should be provided using tactile maps and signage placed at eye level or 1500mm above the finished floor surface.

Crossing Safety:

- Some tactile plates are not perpendicular to the crossing
- Visually impaired people “shoreline” features i.e. follow detectable edges to identify barriers and travel paths
- Skewed tactile plates may cause a visually impaired person to walk into an intersection diagonally from a crosswalk.

Recommendation 6:

Tactile Ground Surface indicators are aligned with front and back edges perpendicular to the crossing direction to enable visually impaired people to align themselves correctly.

Waterloo LRT Report Summary



Figure 2: Fairway Station at Wilson Avenue (Image credits: Dr. John Lewis, PhD)

Recommendation 7:

In circumstances where a perpendicular alignment with the crosswalk creates a gap between the TGSIs and the curb, the gap is filled with staggered TGSIs plates or directional grooves that are cut into the pavement to direct the visually impaired pedestrian into the crosswalk.

Waterloo LRT Report Summary



Figure 3: Tactile Ground Surface indicator alignment with crosswalk (Image credit: New Zealand Transportation Authority)

Site Visit Images



Figure 4: Image of Emergency Beacon at the station. When the button is pressed, all cameras are focused on the platform and emergency services are put on alert. *This is a good example of colour being used as contrast.



Figure 5: Image of an LRT station platform shelter with arena style heaters and sprinkler system

Waterloo LRT Report Summary



Figure 6: Image of area across from the LRT station platform emergency pedestrian pathway opposite station

Waterloo LRT Report Summary



Figure 7: Image of safety tactile markings on emergency pedestrian pathway

Waterloo LRT Report Summary



Figure 8: Emergency Pedestrian Pathway with train in station

Waterloo LRT Report Summary



Figure 9: Image of LRT track and how it can strand pedestrians

Waterloo LRT Report Summary



Figure 10: Entryway to platform and intersection behind it

Waterloo LRT Report Summary



Figure 11: Checkplate drainage channel beside pedestrian pathway. *Minimal tactile warning of danger.

Waterloo LRT Report Summary



Figure 12: Host demonstrating the difficulty of crossing the intersection in this configuration.



Figure 13: Opposite direction rail line, platform barrier and intersection behind

Waterloo LRT Report Summary



Figure 14: Rail crossing to platform

Waterloo LRT Report Summary



Figure 15: LRT Station Shelter (glass and polished metal) * **No high contrast or tactile markings to indicate entry point into the shelter

Waterloo LRT Report Summary



Figure 16: LRT station shelter with push button for heat

Waterloo LRT Report Summary



Figure 17: LRT Fare terminal/kiosk, route map and pictograms overhead

Waterloo LRT Report Summary



Figure 18:LRT Station

Waterloo LRT Report Summary



Figure 19: Power box on platform. *Hard to see and takes up a lot of space. Not much room for a wheelchair to pass without running over the tactile plates.

Waterloo LRT Report Summary



Figure 20: Platform view from the emergency exit

Waterloo LRT Report Summary



Figure 21: Emergency Exit. You can go left or straight ahead to the ramp that lets you out on another street.

Waterloo LRT Report Summary



Figure 22: Host demonstrating boarding procedures

Waterloo LRT Report Summary



Figure 23: Disembarking from the train. *The step off is significant for little wheels.

Waterloo LRT Report Summary



Figure 24: Emergency Intercom on the LRV as well as the Accessible call button to alert the operator that more time is needed to disembark. Connects camera so operator can ensure no issues

Waterloo LRT Report Summary



Figure 25: LRV Seating

Waterloo LRT Report Summary



Figure 26: Design of LRV vehicle and where the floor shifts to align with the track (similar to an articulated bus) *This is a problem area for mobility devices. You have to make certain you are not on the metal area or it will shift the device.



Figure 27: Further example of pictogram usage. *Could be more visible/ have a higher contrast

Waterloo LRT Report Summary



Figure 28: View of the opposite platform.

Waterloo LRT Report Summary

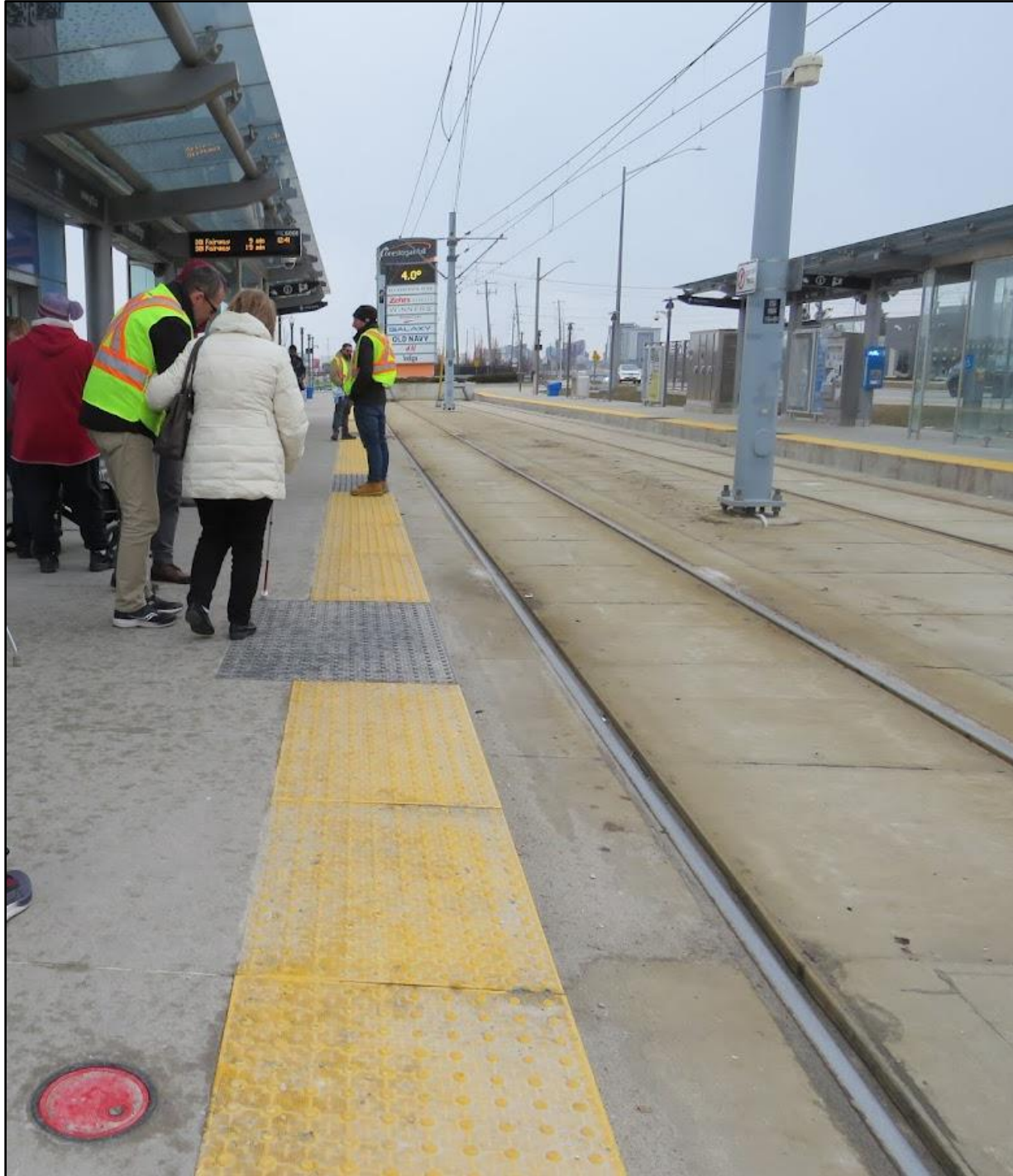


Figure 29: LRT Station that has a platform on both sides. This is the last station on the line outside of a mall and has higher traffic.

Waterloo LRT Report Summary



Figure 30: Train boarding passengers.

Waterloo LRT Report Summary



Figure 31: Pedestrian crossing

Waterloo LRT Report Summary



Figure 32: Access ramp up to platform. Numerous landings and lots of button plates to cross.

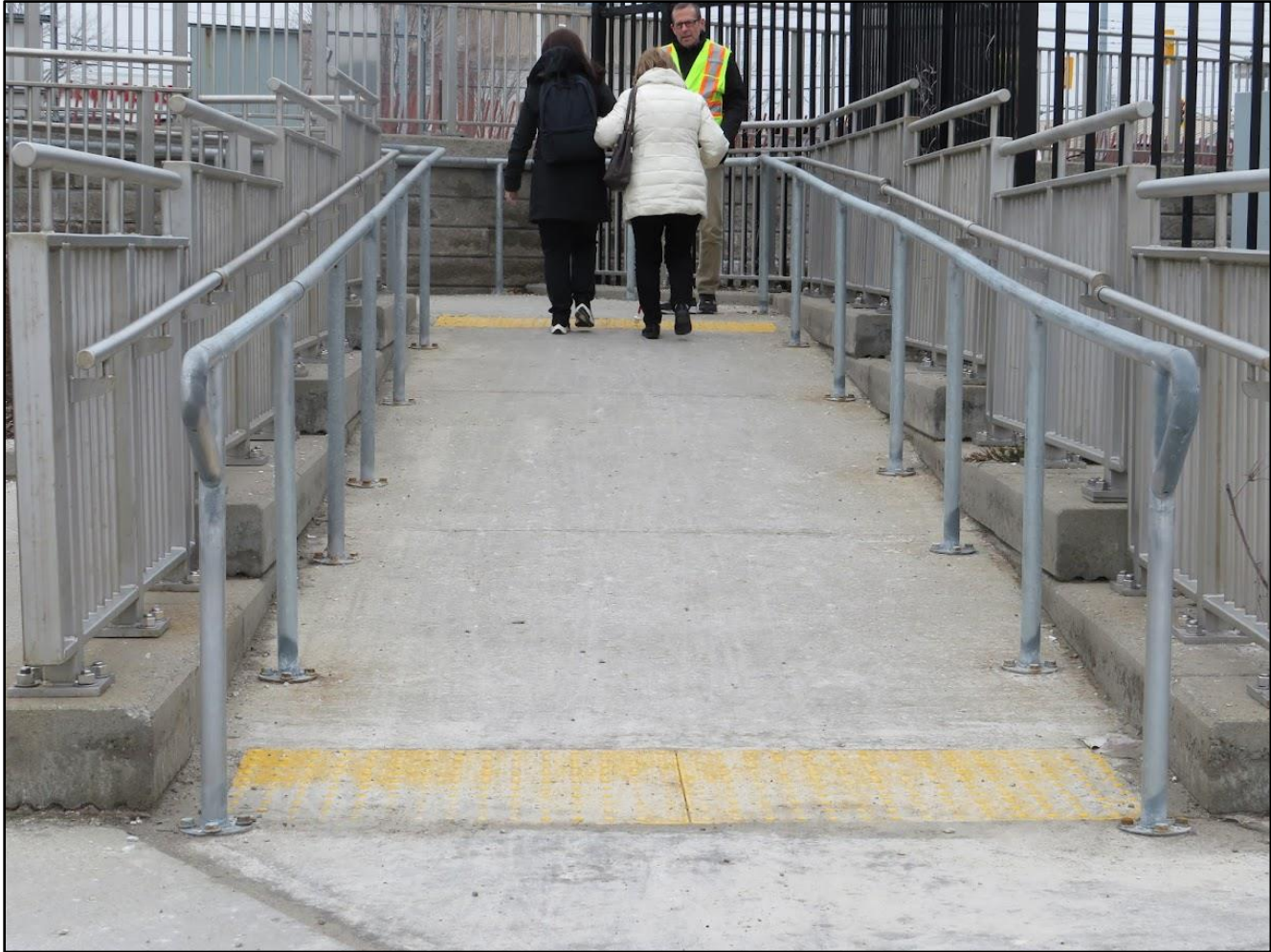


Figure 33: Accessible ramp at Conestoga LRT Station

Waterloo LRT Report Summary

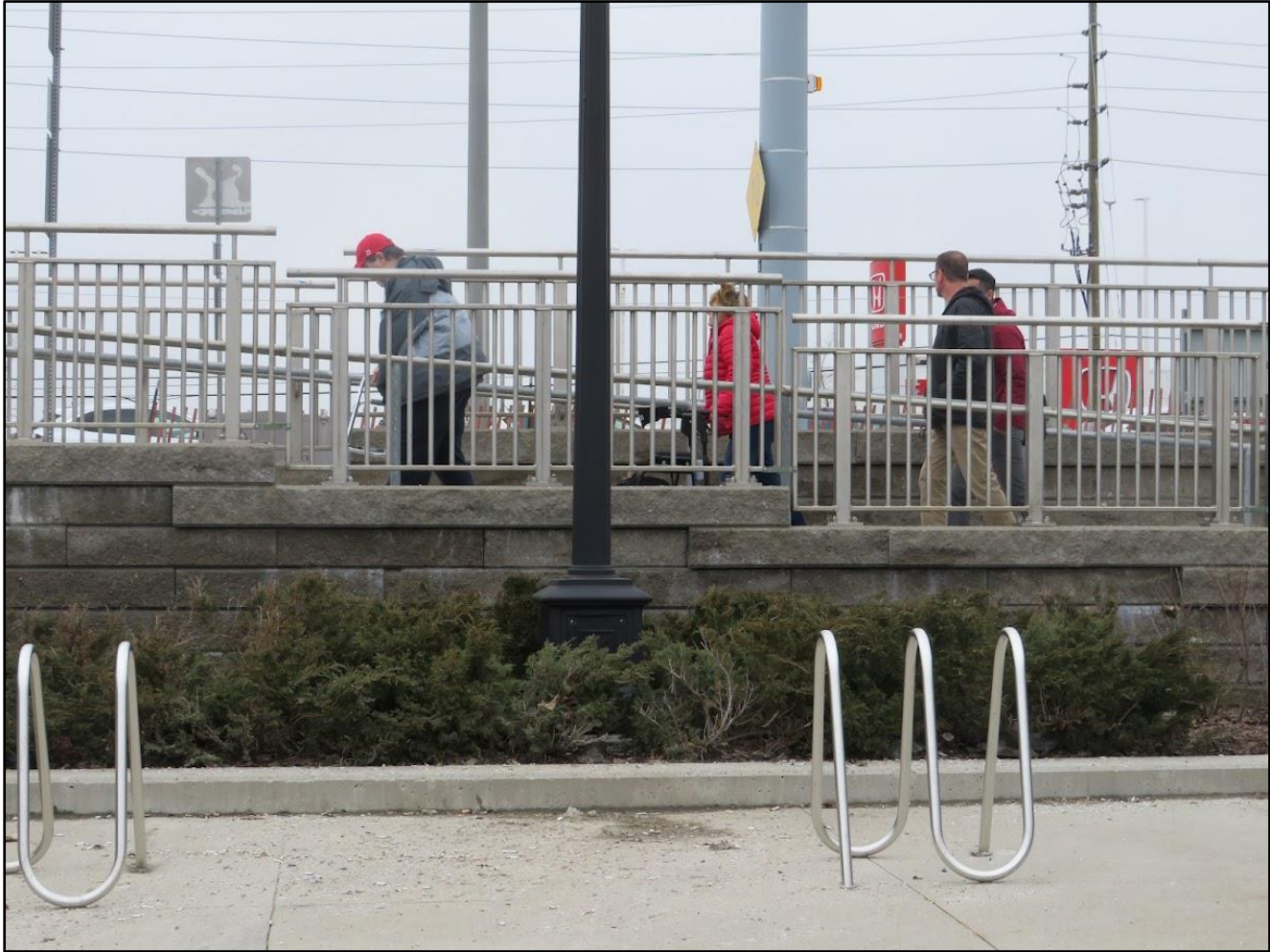


Figure 34: Placement of street furniture and access ramp behind it.

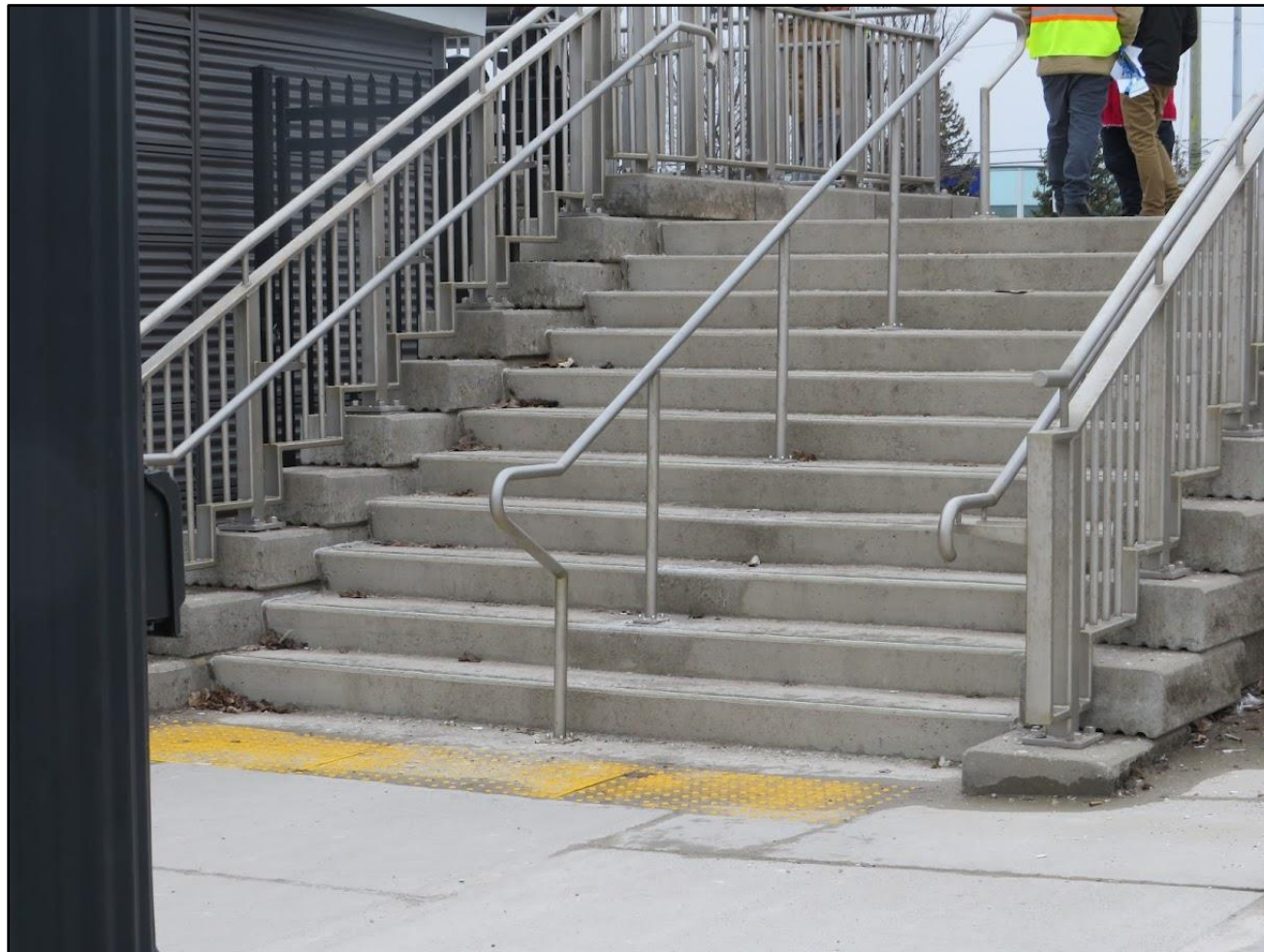


Figure 35: Stairs at Conestoga Station

Waterloo LRT Report Summary

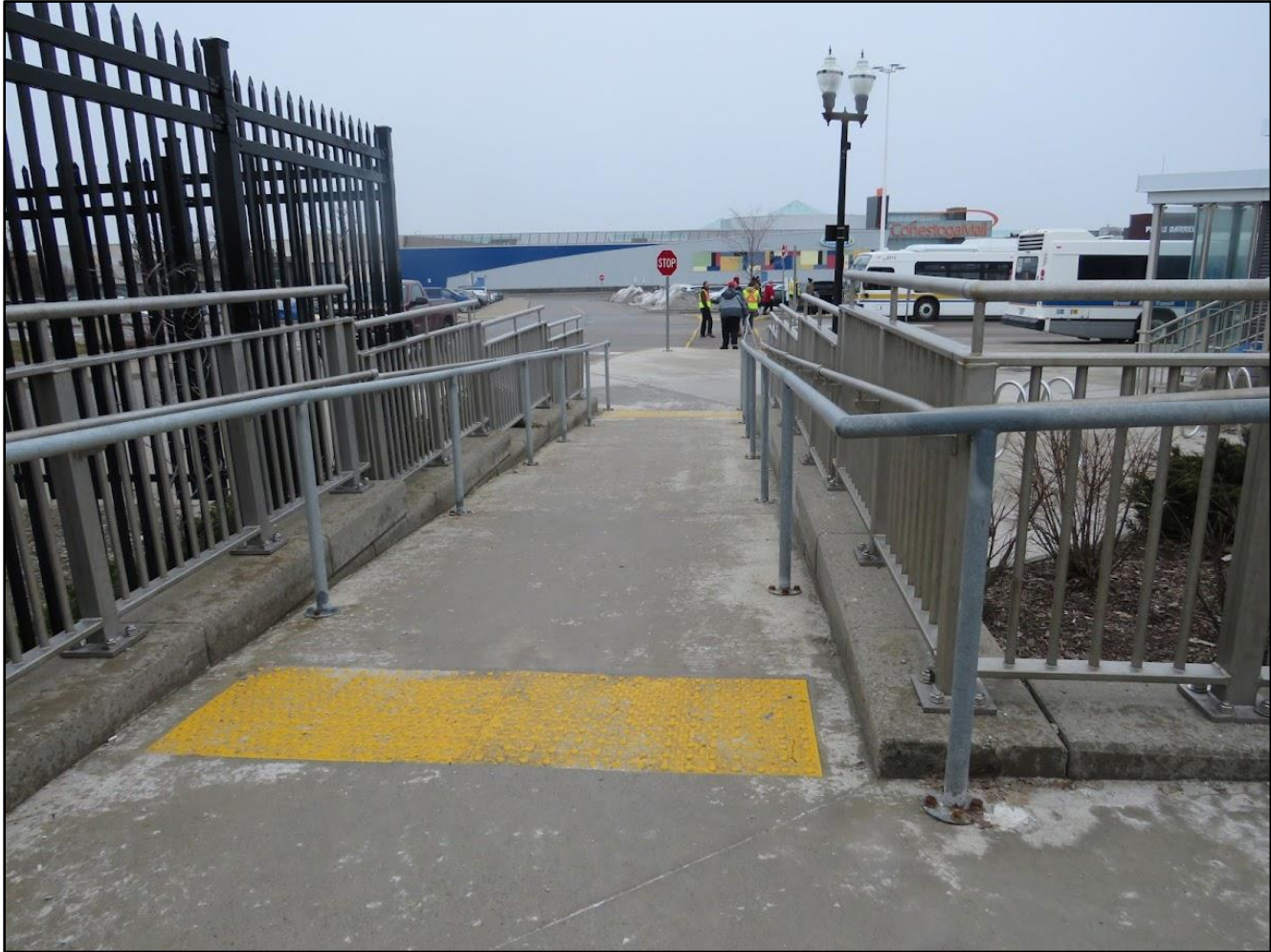


Figure 36: Ramp at Conestoga Station

Waterloo LRT Report Summary



Figure 37: Top of the ramp leaving Conestoga LRT Station

Waterloo LRT Report Summary



Figure 38: Top of stairs leaving Conestoga LRT Station

Waterloo LRT Report Summary



Figure 39: Beginning of the line just before boarding train.

Waterloo LRT Report Summary



Figure 40: LRV doors and accessible seating location

Waterloo LRT Report Summary



Figure 41: Host demonstrating proper loading procedures on the accessible entryway (Double doors)

Waterloo LRT Report Summary

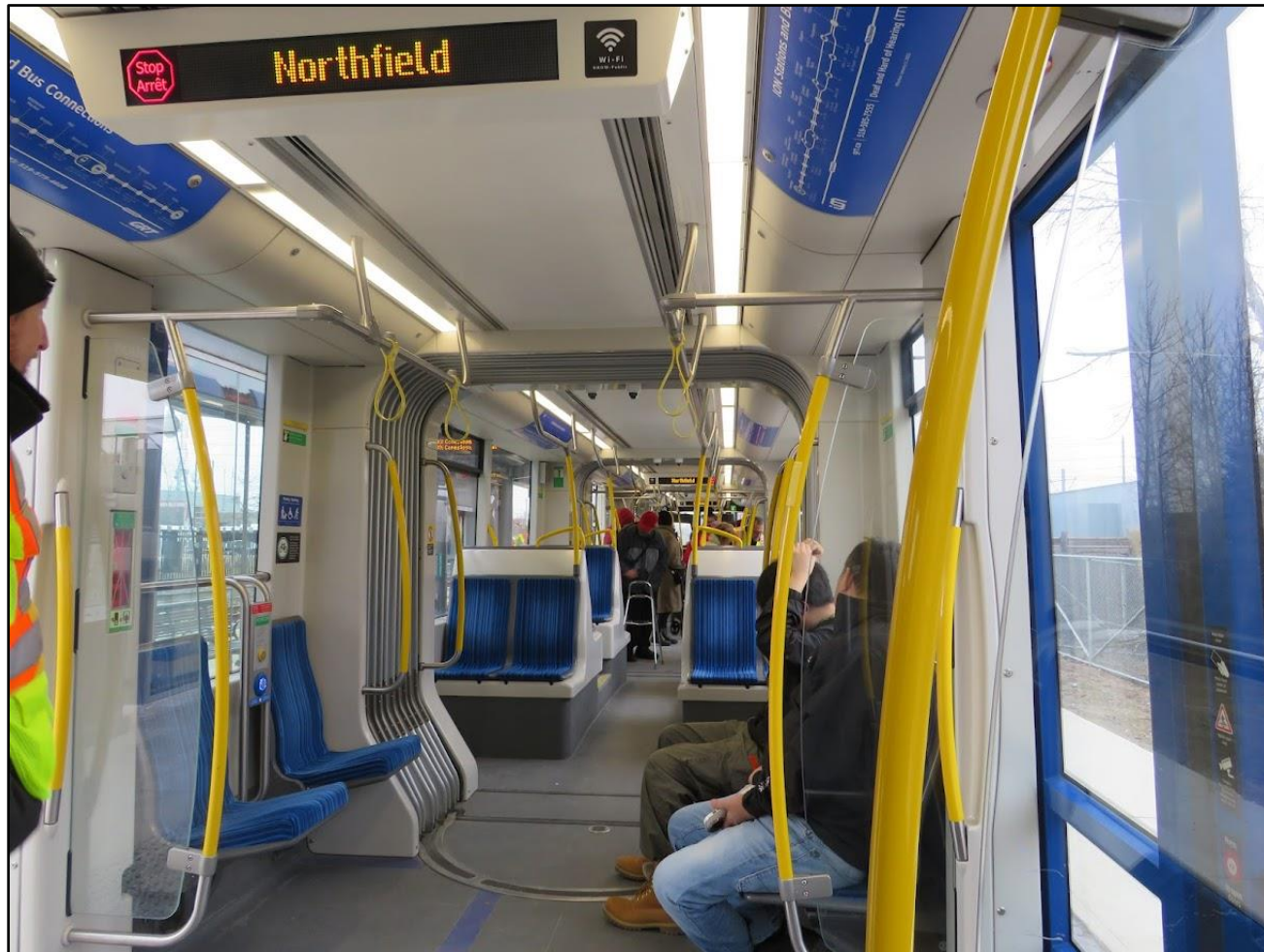


Figure 42: LRV Vehicle interior Image shows fold up accessible seating opposite

Waterloo LRT Report Summary



Figure 43: LRV Interior and digital stop displays and route maps.

Waterloo LRT Report Summary



Figure 44: Emergency intercom, call button and lean against seating. *Each train has a set of foldable seats and half benches you lean against.

Waterloo LRT Report Summary



Figure 45: LRV Interior is much roomier than a bus and allows easier loading and off-loading with so many access points.

9.1(a)

Built Environment Working Group Meeting Notes

May 2nd, 2023

Virtual WebEx Meeting

4:00 PM – 6:00PM

Those in Attendance: James Kemp, Paula Kilburn, Aznive Mallett, Lance Dingman, Patty Cameron

Also in Attendance: Lina Khalil, Jessica Bowen

Those absent: Anthony Frisina, Jayne Cardno

1. Welcome and Introductions
2. K/W ION LRT Visit Report: We reviewed the report Jessica put together about the LRT visit and went through each slide and photograph. We added our own impressions and those not able to attend the visit offered opinions and suggestions as they have not had a chance to raise them yet. There is some complications with what will eventually be shown as GRT (the LRT Operators) have asked us not to show their presentation after giving us permission to do just that.

9.1(a)

3. Other Business: James presented some mocked up images of high contrast markings on sidewalk obstructions for City Staff to reference.

James also showed photos of an example of this year's sidewalk bypasses and the few changes they made to make them more accessible. More work is yet needed.

Jessica showed us images of a sidewalk bypass ramp given to her by City Staff for us to review. We were not enthusiastic about it, but recognized that if there were no other options, this may suffice as a viable alternative in certain situations.

We briefly discussed the 500 MacNab Site visit on Friday May 5th, 2023 which is a combined tour with BEWG and HWG members.

4. Adjournment

9.2(a)

Housing Working Group Meeting Notes

March 21st, 2023

Virtual WebEx Meeting

10:00AM – 12:00PM

1. Welcome
2. Approval of March 21st Agenda: Agenda was approved with the removal of the housing guide review.
3. Approval of February 21st Meeting Notes: Meeting notes were approved.
4. Approval of HWG's Outstanding Business List: We gave our outstanding business a final review. It is an accurate snapshot of the work currently underway by the HWG and should help the new working group of the new term smoothly continue the work begun by this term.
5. GIC Report Regarding Sustainable Housing Plan: We discussed this report and decided to request someone to come and speak to us about it. There is a lot of important information regarding housing and

9.2(a)

persons with disabilities that is not clearly explained and we would like a better understanding before making recommendations to the Committee.

6. Other Business: Lance spoke to us about recent developments about the Rising Star Program. It is currently being researched by the McMaster Research Shop to assess the viability of Co-op model. Chair is also a participant in the project.
7. Adjournment

9.2(b)

Housing Working Group Meeting Notes

April 18th, 2023

Virtual WebEx Meeting

10:00AM – 12:00PM

Those in Attendance: Lance Dingman, James Kemp

Also in Attendance: Lina Khalil

Those Absent: Jayne Cardno, Robert Semkow, Paula Kilburn

1. **Welcome and Introductions**
2. **Approval of April 18th Agenda:** Agenda was approved with the removal of the Housing Guide review.
3. **Approval of March 21st Meeting Notes:** Meeting notes were misplaced and will be circulated when found or rewritten.
4. **Tour of 500 MacNab St:** we discussed our upcoming tour of CityHousing's 500 MacNab St. which has been touted as 20% Accessible on May

9.2(b)

5th at 1:00PM. It is a combined tour between Housing and Built.

5. CityHousing Accessibility Compliance Report:

We reviewed each item on the list to ensure it accurately reflects what we want or would like to see in future. Chair will complete the Conclusions and Recommendations for next month's approval.

6. Other Business: No other business.

7. Adjournment

9.3(a)

Outreach Working Group Meeting Notes

March 21st, 2023

Virtual WebEx Meeting

4:00 PM – 6:00PM.

Those in Attendance: James Kemp, Aznive Mallett, Patty Cameron

Also in Attendance: Jocelyn Strutt

Those Absent: Paula Kilburn, Jayne Cardno, Anthony Frisina

1. **Welcome and Introductions**
2. **Approval of March 21st Agenda:** Agenda was approved with the addition of a discussion about a Provincial grant program Lina sent us information about before the meeting.
3. **2022 Accessibility Fair Final Report:** We reviewed the final report and if anyone found anything to be missing, were directed to notify the Chair and the document would be amended, but was otherwise approved.

9.3(a)

- 4. Provincial Grant Program:** We had a brief discussion about this, but the Chair did not have enough time to find out much information and to find out about the details, an application already needed to be approved.

- 5. 2023 Accessibility Fair Planning:** We began our discussion with the budget, but the Chair was suddenly unable to finish the meeting and cancelled the remainder of the meeting. Chair apologized for not making best use of members' time, but it was unavoidable.

- 6. Adjournment**

9.3(b)

Outreach Working Group Meeting Notes

April 18th, 2023

Virtual WebEx Meeting

4:00 PM – 6:00 PM

Those in Attendance: Aznive Mallett, Patty Cameron, James Kemp, Paula Kilburn, Anthony Frisina

Also In Attendance: Lina Khalil

Those Absent: Jayne Cardno

1. **Welcome and Introductions**
2. **Approval of April 18th Agenda:** Agenda was approved
3. **Accessibility Awards:** Chair provided an update about the presentation to GIC on June 14th, 2023. Chair and Paula will do the presentation and it is believed that we can have others present to support the presentation. Individuals are also welcome to delegate in support of the Awards. Aznive and Patty expressed interest in participating if there is more people needed.

9.3(b)

4. **Senior's Kickoff:** The event is four hours long. We should have two for each shift of two hours. Aznive, Patty, Jayne, Anthony, Lance all expressed a desire to represent ACPD at the event. Chair will attend as an alternate if needed. We only have the pamphlet to hand out at the event. A large discussion ensued about ordering small printed giveaway items like pens, tote bags, keychains, etc... Chair will investigate what is available and report back to Committee with possible options.
5. **Wheelchair/Scooter Breakdown Update:** Paula informed us that the wheelchair/scooter breakdown has been postponed until September.
6. **2023 Accessibility Fair Planning:** Chair began by explaining that the current website is still seeing traffic and asked permission to update the homepage with a notification saying the new event is being planned and please stay tuned for more details.

We set the date for this year's event on September 28th to ensure we don't disrupt the Council's schedule.

9.3(b)

We discussed ideas for changing a few of the events. Among the ideas is having CHHA arrange a sound testing booth, A tactile station can be tried instead of the white cane event. Perhaps invite Guide Dogs to bring puppies? If we get enough mobility devices, perhaps we can set up an obstacle course.

We went through the budget, made a few changes, but it was approved. Among the changes was adding a wireless PA system in case something happens to the one a member is loaning us. The Banner was a good price so we will move ahead with that. We agreed that paying for the full website is the best idea going forwards.

We discussed assignments for organizing the event. Chair gave a brief list of things that need to be done first and then assignments will be handed out. Aznive suggested a small sponsorship group be formed to seek out future investment as we try to grow the event. Paula volunteered to take charge for now.

Volunteer discussion was had about who we should approach for assistance. Chair mentioned that

9.3(b)

seeking out multiple sources to diversify and protect from last year's fiasco would be best.

- 7. 2024 Accessibility Fair Planning:** Chair began by explaining that if major changes are wanted at the next event, whether it be layout or format or location, now is the time to start planning for it. The 2024 event will also include the Accessibility Awards and we must make special effort to integrate the two. It was suggested that we have a discussion with Lisa Maychak as she is organizing several events for SAC and we would benefit from her expertise in how best to go about this.
- 8. Other Business:** There was no other business.
- 9. Adjournment**

9.4(a)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

Transportation Working Group

Tuesday, 28 February 2023, 4 – 6 pm

Virtual via WebEx

Attendance: Shaha Aaron (chair), Aznive Mallett, Paula Kilburn, Mark McNeil, Anthony Frisina, Tom Manzuk, Tim Nolan, James Kemp

ATS: Michelle Martin, Eva Balog

AGENDA ITEMS:

1. Welcome and Introductions

Done

2. Review January 2023 Meeting Notes

Received

3. Discussion Items

a. ATS discussion and updates

9.4(a)

PRESTO Open Payment System: Eva Balog, HSR
Project Manager

Currently credit cards only: Visa, Mastercard,
American Express

Cash is still accepted

Debit Visa will be introduced in a few months

Presto physical card, Presto E-Ticket App, Credit
Card, Phone and watch loaded with credit card

Presto station stays stationary

On DARTS, device has to be handed to the driver

CNIB card holders, what's being done?

Eligibility Appeal Panel (discussion continued)

Deferred to March

Discussion items

- New series of buses are more dangerous and less accessible to us than its predecessors.
- In the shorter model of HSR busses the seats are too difficult to lift. It causes shoulder dislocation.

9.4(a)

Yellow strip too low

Getting hit by bags on head

Under seat buttons are useful

Either seat or passenger is too much into the crowd

Seats on the 30-footer are too difficult to lift

- Privacy policies regarding Taxi Scrips. Why does ATS need to track movements to individuals?

Due to OCA audit

It was expected that driver complete the information on the back of the Taxi Scrip

b. Ramp discussion

Some transit stops are not being cleared on snow

Report uncleared stops to HSR Customer Service

Drivers not willing to stop at alternative stop where snow is cleared

c. Accessibility Fair

Deferred to March

9.4(a)

d. Visioning Discussion (continued): Aznive

Notes on another document

4. Next meeting: ATS Updates

5. Adjournment by Shahan at 6:03 PM

9.4(b)

My (Aznive's) contribution to part two visioning:

Vehicles:

Mini vans with side entry ramp and kneeling feature with only seats at the front so up to two people in wheelchairs could be transported at once.

Keep a couple of buses for shared rides for groups.

Should be well maintained and an easy to identify colour.

Always be low floor vehicles or have the kneeling feature and must have ramps and not lifts.

What kind of reservations:

Totally open. Can ask for an appointment in 6 months or in 1 hour.

There should be an automated option for booking rides.

A dedicated telephone line for spontaneous/same-day trips.

Reservation staff must be polite and helpful.

An easy cancellation procedure. When you call a taxi, they automatically have your phone number, and an option is provided to press a number to cancel the ride or rides of the day. Should not have to speak to someone for a cancellation.

9.4(b)

What kind of customer service:

Picked up every time within 15 minutes of the booked time.

Picked up and dropped off at the door requested by passenger.

Polite and helpful drivers who are well-trained in the physical aspect of the job as well as being friendly and helpful.

Passengers should never be on a vehicle more than 30 minutes if the destination is within 15 km. No longer than 40 minutes for trips from 15 to 25 km. And no longer than 50 minutes for any trip more than 25 km.

What kind of management:

Customer oriented management.

If DARTS remains a nonprofit with a Board of Directors, the Board of Directors membership must have a significant number of passengers. The Board of Directors has to be involved in advising and involved with all final decision-making.

If DARTS is managed by the city, the city must have persons with disabilities advising them at every step. Whether these are made up of passengers and other people in the community or whether ACPD acts as the advisor, there needs to be input from stakeholders.

9.4(b)

If DARTS is taken over by a private profit-oriented company, there must be accountability to funding body, passengers, and other stakeholders which should include service providers of programs for the passengers.

Anthony:

My goal for visioning a better paratransit system is about efficiency. No 30 plus minute wait times. Versatility in booking, but confidence and assurance that regardless of way you book its equitable.

Autonomy to the drivers in following the manifest.
Willingness to work together.

Shortening the 30 minute window pick up times to 10 minutes. Also, no hostages on vehicles for an hour.

One person with a disability is one person with a disability. Treat everyone with respect. Ask before assisting, assist with devices as directed by the client.

No priorities for work, school, appointments. Disclosure of appointment times as well. Respect needs to travel as a whole. Your priorities may be different from someone else's.

Allow for the client to designate drop off and pick up locations (ie Limeridge Mall). I have no problems

9.4(b)

designating drop off and pick up at Westcliffe Mall. Also had issues with Gore Park.

More effective app.

Any computer system updates should be done outside of office hours.

Be prepared with contingency plans. Back up generators for outages.

Medical trips of any nature are to be direct back and forth.

Have curbside pick up or for drivers to wait for the clients doing a quick trip. No hour minimum

Vehicle procurement in advance rather than validation after the fact

Anthony

9.4(c)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

Transportation Working Group

Tuesday, 28 March 2023, 4 – 6 pm

Virtual via WebEx

Attendance: Shahan Aaron (chair), Mark McNeil, Aznive Mallett, James Kemp, Paula Kilburn, Tim Nolan

ATS: Michelle Martin

AGENDA ITEMS:

1. Welcome and Introductions

Done

2. Review February 2023 Meeting Notes

Received. ATS continuing discussion on going.
Information return timeline is several months

Put all asks as discussion items

3. Discussion Items

9.4(c)

a. ATS updates

Eligibility Appeal Panel Discussion

A little complicated

Use plain language

Provide enough space for comments

Accessible form to screen readers

Plain language for legal speak

Previous form: consent wasn't clear

Signature or mark to be inclusive

Legal to clarify on the use of mark and witness for mark

Plain language for Eligibility Appeals Policy

A futuristic concept to be future prepared

Send forms and docs to all. 1 email with old docs and 1 with new ones

Update information through app (idea)

b. Aggregate data request

DARTS drivers injuries due to assisting passengers with bags or bundle buggies

ATS report regarding accommodation for shopping by passengers came before Council again. ATS reports that DARTS is the employer and ATS cannot tell the employer to change the job

9.4(c)

description. The reasons for denying this accommodation were: it is in collective agreement, it will affect boarding and travel time, it will cause a potential injury to operators, it will interfere with spontaneous rides etc.

Freedom of Information request to get the documents.
Contact Carrie

c. Data collection

Stats on call hangup, barriers to service, various driver metrics for subcontractors,

d. Accessibility Fair

Extensive discussion has taken place in ACPD. No further discussion necessary.

e. Visioning Discussion (continued): Aznive Mallett

Deferred to April 5th

Motions to be worded and sent to ACPD

4. Next meeting: ATS Updates

9.4(c)

5. Adjournment by Shahan at 6:00 PM

DRAFT

Approved at SPWG August 17, 2022

Revised, to be presented to ACPD on September 13, 2022.

Deferred at November 22, 2022 to a future meeting.

Advisory Committee for Persons with Disabilities**Strategic Planning Working Group Work Plan****Purpose**

The Strategic Planning Working Group (SPWG) takes a broad view of the issues about which the Advisory Committee for Persons with Disabilities (ACPD) is mandated and provide advice.

Scope

The Strategic Planning Working Group scope shall include:

- Monitoring the vision of the ACPD with respect to its advisory role to the City of Hamilton, as mandated by the *Accessibility for Ontarians with Disabilities Act, 2005*.

Activities

- Review the ACPD Terms of Reference at least every 4 years to recommend to ACPD for approval.
- Recommend 2-4 priorities per year, to be rotated across the 4-year term, to ensure work is focused on a variety

9.5(a)**DRAFT**

Approved at SPWG August 17, 2022

Revised, to be presented to ACPD on September 13, 2022.

Deferred at November 22, 2022 to a future meeting.

of issues that impact full participation of persons with Disabilities in the City., Ideally, the priorities approved by ACPD will be shared amongst Working Groups.

- Make recommendations to ACPD to support resolving key issues as they arise at meetings.
- Manage the continuity of the work of the ACPD across priorities, Working Groups, terms of appointment and membership.
- A member of each Working Group, not necessarily the Chair, shall be a member of the SPWG.

Authority: Item 5.8(b), Council
Report (FSC21081(a))
CM: January 19, 2022
Ward: City Wide
Bill No. 019

CITY OF HAMILTON
BY-LAW NO. 22-019

To Establish a Code of Conduct for Local Boards

WHEREAS sections 8, 9 and 10 of the *Municipal Act*, 2001 authorize the City of Hamilton to pass by-laws necessary or desirable for municipal purposes; and

WHEREAS subsection 223.2(1) of the *Municipal Act*, 2001 requires the City of Hamilton to establish a code of conduct for members of its local boards;

NOW THEREFORE the Council of the City of Hamilton enacts the following Code of Conduct for Local Boards:

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

1. The Code of Conduct for Local Boards shall be as set forth in Schedule 1 to this By-law.
2. This By-law comes into force on May 1, 2023 with enforcement and complaints being administered under the current Codes of Conduct until April 30, 2023.

PASSED this 9th day of February, 2022.

F. Eisenberger
Mayor

A. Holland
City Clerk

Schedule 1

CITY OF HAMILTON
CODE OF CONDUCT FOR LOCAL BOARDS
(in effect on May 1, 2023)

Part 1

General Introduction, Framework, and Interpretation
Guiding Principles

- 1: Avoidance of Conflicts of Interest
- 2: Gifts, Benefits and Hospitality
- 3: Confidential Information
- 4: Use of City Resources
- 5: Election Campaigns
- 6: Improper Use of Influence
- 7: Business Relations
- 8: Member Conduct
- 9: Media Communications
- 10: Respect for the Town By-laws and Policies
- 11: Respectful Workplace
- 12: Conduct Respecting Staff
- 13: Reprisals and Obstructing
- 14: Acting on Advice of Integrity Commissioner

Part 2

Adjudicative Boards

- 15: Additional Requirements for Members of Adjudicative Boards
- 16: Communications with Parties
- 17: Independent Nature of Adjudicative Tribunals

Part 3

Complaint Protocol
Consequences of Failure to Adhere to Code of Conduct

Part 1

General Introduction, Framework, and Interpretation

This document is a Code of Conduct for members of Local Boards, both adjudicative and non-adjudicative. Local Boards, sometimes referred to as committees or tribunals, are as defined in s.223.1 of the *Municipal Act* and as identified by the municipality.

This Code of Conduct is to be given broad, liberal interpretation in accordance with applicable legislation and the definitions set out herein. Commentary in this Code is illustrative and not exhaustive.

Members shall seek to serve the public interest by upholding both the letter of the law and the spirit of the laws and policies established by the Federal parliament, Ontario legislature, and by City Council. The provisions of this Code are intended to be applied in concert with existing legislation and go beyond the minimum standards of behaviour set out in current federal and provincial statutes.

Guiding Principles

Members shall act with honesty and integrity, serving in a diligent manner, and performing their duties in a manner which promotes public confidence.

Members are expected to perform their duties as a member of the Local Board and arrange their private affairs in a manner that promotes public confidence and will bear close public scrutiny.

Members shall serve the public in a conscientious and diligent manner.

Members should be committed to performing their functions with integrity, impartiality and transparency.

There is a benefit to municipalities when Members have a broad range of knowledge and continue to be active in their own communities, whether in business, in the practice of a profession, in community associations, and otherwise.

Definitions:

“Adjudicative Board” means a Local Board that functions as a tribunal

“Council” means the Council of the City of Hamilton

“Family” includes “child”, “parent” and “spouse” as those terms are defined in the *Municipal Conflict of Interest Act*, and also includes

- step-child and grand-child;
- siblings and step-siblings;
- aunt/uncle, and niece/nephew
- in-laws, including mother/father, sister/brother, daughter/son
- any person who lives with the Member on a permanent basis.

“Local Board” means a Local Board as defined in s.223.1 of the *Municipal Act*, or s. 1 of the *Municipal Conflict of Interest Act*, and includes citizen advisory committees and other bodies established by Council whose members are appointed by Council;

“Member” means a member of a City of Hamilton Local Board;

“Staff” includes employees, seasonal and contract workers, and volunteers of the City of Hamilton and/or of a City of Hamilton Local Board;

Rule 1: Avoidance of Conflicts of Interest

In this Rule:

1. A disqualifying interest is an interest in a matter regarding which a reasonable person fully informed of the facts and circumstances would conclude that the Member could not participate impartially in the decision-making process related to the matter either because to do so would not be in compliance with the *Municipal Conflict of Interest Act*, or, because the Member’s relationship to persons or bodies involved in the matter or affected by the decision is so close, a reasonable person would conclude that the Member could not effectively carry out their public duty with impartiality.
2. A non-disqualifying interest is an interest in a matter that, by virtue of the relationship between the Member and other persons or bodies associated with the matter, is of such a nature that a reasonable person fully informed of the facts and circumstances would conclude that the Member could still participate impartially in the decision-making processes related to the matter only so long as:

The Member fully discloses the interest so as to provide transparency about the relationship; and

The Member states why the interest does not prevent the Member from making an impartial decision on the matter.

3. Members shall not participate in the decision-making processes associated with their role or position when they have a disqualifying interest in a matter. Participation includes attempting to influence an outcome, whether the decision to be made is to be made by the Local Board or a member of staff with delegated authority or operational responsibility.
4. Members may participate in the decision-making process related to a matter in which they have a non-disqualifying interest provided they file at their earliest opportunity a Transparency Disclosure in a form and manner established by the City Clerk acting in consultation with the Integrity Commissioner.
5. Members shall avoid participating in or influencing a proceeding when the member, or another person with whom the member has a close personal or professional relationship, has a financial or other private interest that may be affected by the proceeding or its outcome.
6. Members shall not appear before their Local Board on their own behalf or as a representative on behalf of any party.

7. Members shall not contract with the Local Board for the sale, rental or purchase of supplies, services, material or equipment, and shall not engage in the management of a business or otherwise profit directly or indirectly from a business that relies on an approval from the Local Board.

Commentary

Members of BIAs will frequently have an interest in common with other members of the BIA in matters that come before the Board, and as such would be exempted from the obligation to declare a disqualifying interest. Care should be taken however to recognize the existence of a disqualifying interest when the Member stands to gain or otherwise benefit in a manner that can be differentiated from others in the BIA. For example, while all members of the BIA would similarly benefit from the holding of a festival, any BIA member who supplies goods or services to the festival at a profit or loss would have a disqualifying interest in the event. The display of merchandise or the promotion of services at an event would not amount to a disqualifying interest.

Where a Member contributes to an event 'at cost', a disqualifying interest would not arise.

Rule 2: Gifts, Benefits and Hospitality

No Member shall accept any fee, gift or benefit that is connected, directly or indirectly, with the performance of the Member's duties, except as permitted by one or more of the exceptions listed below:

- compensation authorized by law;
- such gifts or benefits that can be considered incidental mementos or tokens of appreciation

Rule 3: Confidential Information

Confidential information includes any discussion that takes place between members of the Local Board when it is in a closed meeting; and includes information in the possession of, or received in confidence by, that the board or the City is either prohibited from disclosing, or is required to refuse to disclose, under the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA").

No Member shall disclose or release by any means to any member of the public, any confidential information acquired by virtue of their office, in either oral or written form, except when required by law, or authorized to do so by the Local Board or, if applicable, by Council.

No Member shall use confidential information for personal or private gain, or for the gain of relatives or any person or corporation, either directly or indirectly.

Rule 4: Use of City Resources

No Member should use municipal equipment , or permit the use of Local Board or City land, facilities, equipment, supplies, services, staff or other resources (for example, Local Board or City-owned materials, websites, Local Board and City transportation delivery services,) for activities other than the business of the Local Board or the City; nor should any member obtain personal financial gain from the use or sale of Local Board or City-developed information, intellectual property (for example, inventions, creative writings and drawings), computer programs, technical innovations, or other items capable of being patented, since all such property remains exclusively that of the Local Board or City.

Rule 5: Election Campaigns

No member, while identifying themselves as a member of a Local Board, shall undertake any election campaign or election-related activities or work on, fund-raise, endorse or otherwise contribute to the election campaign of any person running in the municipal election for the municipality where the member serves on the Local Board.

Commentary

This Code does not limit a person's right to participate fully in an electoral process so long as they do so without using their status as a Member of the local board for such purposes. For example, it would not be contrary to the Code for a person to:

- *Stand for Election;*
- *Contribute to an election campaign;*
- *In their own name, exhibit an intention to support one party or platform over another;*
- *While standing for election, indicate on their election material (without in any way suggesting endorsement) that they have served on a City of Hamilton local board amongst their other credentials and experiences.*

Rule 6: Improper Use of Influence

No member shall use the influence of his or her position for any purpose other than the duties as a member of the Local Board.

Rule 7: Business Relations

No member shall allow the prospect of future employment by a person or entity to affect the performance of his/her duties as a member of the Local Board.

Rule 8: Member Conduct

Members shall conduct themselves with decorum at all times.

Members shall maintain proper control over meetings demonstrating respect for everyone who is involved in the meeting.

Members are expected to attend all meetings of the Local Board. If a member misses more than three consecutive (3) meetings during their term, the Chair, after hearing and considering any explanation provided by the member, may ask the member to resign, or request that Council remove the member.

Commentary

Members recognize the importance of cooperation and shall endeavour to create an atmosphere that is conducive to solving the issues before the Board, listening to various points of view and using respectful language and behaviour in relation to all those in attendance.

Rule 9: Media Communications

Members shall accurately communicate recommendations and proceedings of their Local Board.

If a member is contacted directly by the media, the member should refer the media to the Chair, or in the absence of the Chair, to the Vice-Chair.

Commentary

A Member may state that they did not support a decision, or voted against the decision, however a Member must refrain from making disparaging comments about other Members or staff, or about the Board's processes and decisions, in doing so.

When communicating with the media, a Member should at all times refrain from speculating or reflecting upon the motives of other Members in respect of their actions on the Board.

Members who engage in social media should recognize that the rules around decorum and respect apply regardless of the communications medium used. Because social media posts attract participation by others, Members hosting such sites or accounts should consider articulating and posting their own policy of addressing how frequently they will monitor the site for the purpose of identifying and removing disparaging, abusive or hateful comments.

Rule 10: Respect for the Town By-laws and Policies

Members shall adhere to and encourage public respect for the Local Board, the municipality and its by-laws, policies and procedures.

Commentary

A Member must not encourage disobedience of a City by-law in responding to a member of the public, as this undermines confidence in the City and in the Rule of Law.

Rule 11: Respectful Workplace

Members are governed by the workplace harassment and workplace violence policies in place for staff, recognizing that integrity commissioner is responsible for the administration and investigation of complaints.

All Members have a duty to treat members of the public, one another and staff appropriately and without abuse, bullying or intimidation and to ensure that their work environment is free from discrimination and harassment.

Rule 12: Conduct Respecting Staff

Members shall be respectful of the role of staff to advise based on political neutrality.

Members shall respect the professionalism of staff, and not exert undue influence on staff.

No Member shall maliciously or falsely impugn or injure the professional or ethical reputation or the prospects or practice of staff, and all Members shall show respect for the professional capacities of the staff of the City.

Commentary

It is inappropriate for a Member to attempt to influence staff to circumvent normal processes in a matter, or overlook deficiencies in a file or application. It is also inappropriate for Members to involve themselves in matters of administration or departmental management which fall within the jurisdiction of the City Manager.

Rule 13: Reprisals and Obstructing

It is a violation of this Code of Conduct to obstruct the Integrity Commissioner in the carrying out of their responsibilities, or to engage in any activity in retaliation against any person because they made a complaint to or otherwise communicated with the Integrity Commissioner.

Rule 14: Acting on Advice of Integrity Commissioner

Any written advice given by the Integrity Commissioner to a Member binds the Integrity Commissioner in any subsequent consideration of the conduct of the Member in the same matter, as long as all the relevant facts known to the Member were disclosed to the Integrity Commissioner.

Members seeking clarification of any part of this Code should consult with the Integrity Commissioner.

Part 2

ADDITIONAL REQUIREMENTS APPLICABLE TO MEMBERS OF ADJUDICATIVE LOCAL BOARDS

Rule 15: In addition to the provisions applicable to Members of Non-adjudicative Local Boards, the following additional requirements are applicable with respect to the referenced rule:

Rule 2: Gifts, Benefits and Hospitality

Members should recuse themselves from any hearing, to avoid any perception of bias or conflict of interest which may arise as a result of a gift, benefit or hospitality which the Member may have received, from any of the parties or participants potentially affected by the decision of the Local Board.

Rule 5: Election Campaigns

Members of Adjudicative Local Boards are prohibited from fundraising for, endorsing, or otherwise contributing to the election campaign of any person running for a seat on Council.

Rule 9: Media Communications

Members of adjudicative boards should generally not comment to the media in relation to any decision made by the board or the rationale behind such decision. On the rare occasion when a comment may be appropriate, only the Chair shall serve as a media contact and all enquiries shall be referred to them.

Rule 16: Communications with Parties

Written communication to an adjudicative board shall take place only through the Secretary of the board or the appropriate municipal staff assigned to such board, and shall be copied to all parties or their representatives as appropriate. Oral communications with the adjudicative board about current proceedings shall take place only in the presence of or with the consent of all parties.

Where a party is represented by a representative, all communication between the adjudicative board and the party shall be through the representative, with the exception of notices of hearing, which shall be served upon all parties and their representatives known to the adjudicative board as appropriate.

Rule 17: Independent Nature of Adjudicative Boards

The Chairs of adjudicative boards should ensure that the actions of any member, as well as Council members and staff attending adjudicative board meetings, are consistent with the arm's-length, quasi-judicial nature of the adjudicative board. Any actions compromising this position should be immediately dealt with by the Chair or panel chair.

An adjudicative board is required by the applicable laws to operate at arm's-length from and independently of Council. Members should therefore not request members of Council to intervene on applications considered by the adjudicative board. Members should refrain from seeking advice on their roles and responsibilities from Council members. In clarifying their roles and responsibilities, members should seek advice from appropriate staff.

Part 3

COMPLAINT PROTOCOL

The Complaint Protocol contained in the Council Code of Conduct applies with necessary modifications to complaints regarding members of Local Boards.

CONSEQUENCES OF FAILURE TO ADHERE TO CODE OF CONDUCT

Members who are found by the Integrity Commissioner to have failed to comply with the Code of Conduct for Local Boards may be subject to the following sanctions:

- (a) a reprimand; or
- (b) suspension of remuneration paid to the member in respect of his or her services as a member of the Local Board (if any).

Members may also be subject to such other remedial actions recommended by the Integrity Commissioner that directly flow from the action or behaviour of the member of the Local Board.

Members are subject to removal from the Local Board, or removal as Chair of the Local Board, by Council.

12.1

CITY OF HAMILTON

M O T I O N

**Advisory Committee for Persons with Disabilities:
May 9, 2023**

MOVED BY T. NOLAN.....

SECONDED BY.....

**Invitation to Dr. Richardson to Attend a Meeting of the
Advisory Committee for Persons with Disabilities to
discuss Board of Health Changes and the Needs of
Persons with Disabilities in Hamilton**

WHEREAS, Council approved a motion at its February 8, 2023 meeting entitled “Report on Recommendations for a Board of Health Advisory Committee” that sets out a broad consultation process for making changes to the Board of Health and any bodies that report to the Board of Health;

WHEREAS, persons with disabilities, known to be one of the most heavily vested constituencies in the health care system, must be not only consulted prior to any Board of Health status change but ought to be extended membership status at the Committee and selection committee tables in the same way as many other designated groups might be considered; and

12.1

WHEREAS, at an absolute minimum, disability must be part of the Health Committee selection process through specific interview guide questions and candidate outreach.

THEREFORE, BE IT RESOLVED:

That Dr. Elizabeth Richardson be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities to discuss the needs of persons with disabilities in Hamilton and how these needs can be addressed through any changes to the Board of Health structure or Committee process and design.

12.2

CITY OF HAMILTON

MOTION

**Advisory Committee for Persons with Disabilities:
May 9, 2023**

MOVED BY J. KEMP.....

SECONDED BY.....

**Advisory Committee for Persons with Disabilities’
“Ability First” Accessibility Fair, September 28, 2023**

WHEREAS, the Advisory Committee for Persons with Disabilities has received permission to begin organizing the “Ability First” Accessibility Fair annually;

WHEREAS, the date of the 2023 “Ability First” Accessibility Fair is scheduled for September 28th;

WHEREAS, the proposed budget for “Ability First” is an upset limit of \$5811.67 to be funded from the Advisory Committee for Persons with Disabilities’ reserve; and

WHEREAS, in order to organize and promote the event, Advisory Committee for Persons with Disabilities’ members and volunteers will be required to contact City of Hamilton staff, outside agencies and media to arrange

12.2

attendance, but will exclude official media releases which will still need to be approved by Committee and Council.

THEREFORE, BE IT RESOLVED:

That Advisory Committee for Persons with Disabilities “Ability First” Accessibility Fair, to be held on Thursday September the 28th, 2023 on the Forecourt of City Hall, be approved;

That the Advisory Committee for Persons with Disabilities “Ability First” Accessibility Fair budget with an upset limit of \$5811.67, attached as Appendix “A”, to be funded from the ACPD Reserve Fund (#112212), be approved; and

That the Advisory Committee for Persons with Disabilities’ members and volunteers be permitted to contact City of Hamilton staff (when appropriate and available), outside agencies and media in order to organize, promote and arrange attendance to the event.

Outreach Working Group's Accessibility Fair Budget

April 2023

Operational Costs and Equipment

8' Tables	12.50 x 50=625.00
Basic Folding Chairs	2.20 x 100=220.00
Retractable Stanchions*	19.69 x 12=236.28
White Linens 72" x 144"	9.95 x 40=398.00
Wireless PA System Rental***	=185.00
Rental Delivery Fee:	=79.99
Parking Permits	33.30 x 3=100.00
Food & Drink Volunteers/Members	12.00 x 50=600.00
Equipment and PPE for Activities/Events*	=500.00
Sub total	=2944.27
Taxes	=317.76
Total	=3262.03

Advertising Costs

Wordpress Website**	=400.00
Professional Email	=50.00
Banner reservation fee	=404.00
Banner Cost	=978.00

Badges for Volunteers/Members	=120.00
Additional Advertising for example: Posters/Schedules/Handouts/etc...*	=400.00
Subtotal	=1374.00
Taxes	=74.10
Total	=1448.10
Grand Total	=5811.67

*This is a contingency item; I have built in a few cushions to make sure there is enough money if needed.

**I may be able to get from 20 to 30 percent off as they are always sending me coupons if I sign up for another year. Web Domain Address is included in the cost as well as enhanced accessibility features and support.

***We have been offered the use of a member's PA system, but in case something happens, we have a back-up ready to go.

12.3

CITY OF HAMILTON

MOTION

**Advisory Committee for Persons with Disabilities:
May 9, 2023**

MOVED BY J. KEMP.....

SECONDED BY.....

Invitation to Lisa Maychak, Project Manager Age-Friendly City to Attend a Meeting of the Advisory Committee for Persons with Disabilities’ Outreach Working Group to Discuss Organizing Public Events

WHEREAS, the Advisory Committee for Persons with Disabilities’ Outreach Working Group is planning public events and attending other events regularly;

WHEREAS, the Outreach Working Group is seeking advice and direction on how to best organize, publicize, and manage events; and

WHEREAS, Lisa Maychak, Project Manager Age-Friendly City, is directly involved in planning events on behalf of the Senior’s Advisory Committee and has valuable knowledge and experience that the Outreach Working Group would find educational.

12.3

THEREFORE, BE IT RESOLVED:

That Lisa Maychak, Project Manager Age-Friendly City, be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities' Outreach Working Group to answer questions and provide insights on how to be as successful as the Senior's Advisory Committee in organizing public events.

**CITY OF
HAMILTON**

NOTICE OF MOTION

**Advisory Committee for Persons
with Disabilities: May 9, 2023**

MOVED BY M. MCNEIL.....

SECONDED BY.....

**Inclusion of Inclusion, Diversity, Equity and
Accessibility (IDEA) within Staff Reports**

WHEREAS, Council considered Report HUR19019(c), respecting an Equity, Diversity and Inclusion Framework Update on December 7, 2022, which updated the Equity, Diversity and Inclusion (EDI) Strategic Plan from EDI branding to Inclusion, Diversity, Equity and Accessibility (IDEA) branding;

WHEREAS, the incorporation of ‘Accessibility’ into the strategic document reinforces the importance of accessibility across the organization;

WHEREAS, since Council approval, staff has laudably embedded the principles of IDEA in their internal processes;

12.4

WHEREAS, the IDEA Strategic Plan was shared at the Advisory Committee for Persons with Disabilities at its October 11, 2022 meeting;

WHEREAS, the City's IDEA Strategic Plan's Priorities include Legislative and Policy Compliance; and

WHEREAS, the Advisory Committee for Persons with Disabilities believes that it is very important that Council, in order to carry on its provincially empowered responsibilities, be presented with complete information in all reports introduced to Council by staff and that all reports include consideration of IDEA.

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities recommends that staff be directed to report back to the Governance Review Sub-Committee on implementing the following requirements within all reports to Committee or Council:

- (i) the inclusion of a new category, identified as 'IDEA (Inclusion, Diversity, Equity and Accessibility);
- (ii) the requirement for staff to conduct and report on the two-way consultation and recommendations from the consultation regarding IDEA (Inclusion, Diversity, Equity and Accessibility) with the respective Advisory

12.4

Committee(s), under 'RELEVANT CONSULTATION';
and

- (iii) a provision within the report, which states that in the event consultation and the inclusion of IDEA (Inclusion, Diversity, Equity and Accessibility) do not reflect the two-way consultation and recommendations within the report, the report be considered as an incomplete report and referred back to staff for completion.

14.3

Advisory Committee for Persons with Disabilities (ACPD)

Presenters List as of April 11, 2023

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:** Sara Mayo, Geographical Information Systems Specialist, Social Planning & Research Council of Hamilton
Issue: To discuss findings of the relationship between poverty and disability across the City of Hamilton.
Date Action Initiated: February 8, 2022, Advisory Committee for Persons with Disabilities Report 22-002, Item 7.
Status: On-going. Invitation sent to attend a future meeting.

- (c) **Invitee:** Dr. Lovaye Kajiura, McMaster IMPACT Initiative
Issue: To discuss present respecting the McMaster IMPACT Initiative
Date Action Initiated: Advisory Committee for Persons with Disabilities Report 22-006, Item 8 (Approved by Council June 22, 2022 - GIC Report 22-012, Item 10 (h))
Status: On-going. Invitation sent to attend a future meeting.
- (d) **Invitee:** Staff
Issue: Differences Between By-laws, Regulations and Guidelines
Date Action Initiated: June 14, 2022, Advisory Committee for Persons with Disabilities Report 22-007 (Approved by Council July 8, 2022 - GIC Report 22-014, Item 14 (c))
Status: On-going. Invitation sent to attend a future meeting.
- (e) **Invitee:** PED Staff
Issue: Staff report on the Built Environment Working Group's Work Plan
Date Action Initiated: January 10, 2023. Report directed by GIC Report 21-006, Item (h)(i) in response to Advisory Committee for Persons with Disabilities Report 21-003, March 9, 2021
Status: On-going. Invitation sent to attend a future meeting.

- (f) **Invitee:** Public Works Staff (Transit)
Issue: Policies and Procedures to Rescue and Safely Transport Stranded Pedestrians and their Mobility Devices
Date Action Initiated: January 10, 2023. Directed by GIC Report 22-012, Item 10(e), in response to Advisory Committee for Persons with Disabilities Report 22-006, May 24, 2022, *as amended*.
Status: On-going. Invitation sent to attend a future meeting.
- (g) **Invitee:** Representative of the Canadian Housing Evidence Collaborative, McMaster University
Issue: to Discuss their Report “Toward a Sustainable Housing System in Hamilton: Framing the Issues”
Date Action Initiated: April 11, 2023. Advisory Committee for Persons with Disabilities Report 23-004 (GIC Report 23-014, Item 4(b)(ii))
Status: On-going. Invitation sent to attend a future meeting.
- (h) **Invitee:** Planning and Economic Development staff
Issue: To attend Strategic Planning Working Group to provide an update respecting the E-Scooter Pilot Program
Date Action Initiated: April 11, 2023. Advisory Committee for Persons with Disabilities Report 23-004 (GIC Report 23-014, Item 4(b)(iii))

Status: On-going. Invitation sent to attend a future meeting.