



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES REVISED

Date: August 8, 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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1. CEREMONIAL ACTIVITIES	
2. APPROVAL OF AGENDA	
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7. DELEGATIONS

- *7.1 Camino Diez respecting Accommodation of Sensory Issues (approved May 9, 2023)

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9.4 Transportation Working Group Update (no copy)

9.5 Strategic Planning Working Group Update (no copy)

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10. PUBLIC HEARINGS

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12. MOTIONS

- 12.1 Update to the Advisory Committee for Persons with Disabilities' Informational Pamphlet to include Inclusion, Diversity, Equity and Accessibility (IDEA) 103
- 12.2 The Advisory Committee for Persons with Disabilities' Housing Issues Working Group's Recommendations to Improve Accessible Housing in CityHousing Hamilton Buildings 107

13. NOTICES OF MOTION

14. GENERAL INFORMATION / OTHER BUSINESS

15. PRIVATE AND CONFIDENTIAL

Members of the public can contact the Clerk's Office to acquire the documents considered at this meeting, in an alternate format.

16. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES
MINUTES 23-007**

4:00 p.m.

Tuesday, July 11, 2023

Room 264, 2nd Floor

Hamilton City Hall

71 Main Street West

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

Absent

with Regrets: S. Aaron, J. Cardno, A. Frisina, C. McBride,
R. Semkow

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

- 1. Stakeholder Consultation Process to Explore
Options for an Effective Governance Structure for
the Board of Health (no copy) (Item 11.1)**

(McNeil/Murphy)

That the Advisory Committee for Persons with Disabilities supports the adoption of a hybrid model of governance for the City of Hamilton's Board of Health, whereby the membership includes representation of persons with disabilities.

CARRIED**2. Reimbursement for the Purchase of Candy for the Senior's Month Kick-off Event (Item 12.2)****(Kemp/Kilburn)**

WHEREAS, members of the Advisory Committee for Persons with Disabilities' Outreach Working Group represented the Committee at the Senior's Month Kick-Off Event on June 20, 2023; and

WHEREAS, the Outreach Working Group decided that in lieu of a more permanent and costly giveaway, sugar free candies would be offered as way to attract visitors to the Advisory Committee for Persons with Disabilities' table.

THEREFORE, BE IT RESOLVED:

- (a) That reimbursement to James Kemp in the amount of \$47.28, including HST, attached as Appendix "A", for the cost of sugar free candies from the Bulk Barn, handed out by the Outreach Working Group on behalf of the Advisory

Committee for Persons with Disabilities at the
June 20, 2023, Senior's Month Kick-off Event,
from account 300303, be approved.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 2)

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

(Janosi/Cameron)

That the Agenda for the July 11, 2023, meeting of the
Advisory Committee for Persons with Disabilities, be
approved, as presented.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

**(c) APPROVAL OF MINUTES OF THE PREVIOUS
MEETING (Item 4)**

(i) June 13, 2023 (Item 4.1)

(McNeil/Kilburn)

That the June 13, 2023, minutes of the Advisory

Committee for Persons with Disabilities meeting,
be approved, as presented.

CARRIED

(d) COMMUNICATIONS (Item 5)

**(i) Invitation to participate in an interview
regarding Hamilton's Board of Health
Governance Structure (Item 5.1)**

(McNeil/Kilburn)

That the invitation to participate in an interview regarding Hamilton's Board of Health Governance Structure (Item 5.1), be received and referred to the consideration of Item 11.1, Stakeholder Consultation Process to Explore Options for an Effective Governance Structure for the Board of Health.

CARRIED

(f) PRESENTATIONS (Item 8)

**(i) Temporary Outdoor Patio Program -
Accessibility Upgrades to Pedestrian By-pass
Structure 2023 (Item 8.1)**

Cristina Geissler, Business Development and BIA Officer, provided the Committee with a presentation respecting the Temporary Outdoor Patio Program and Accessibility Upgrades to

Pedestrian By-pass Structure 2023, with the aid of a PowerPoint presentation.

(McNeil/Cameron)

That the presentation from Cristina Geissler, Business Development and BIA Officer, respecting the Temporary Outdoor Patio Program and Accessibility Upgrades to Pedestrian By-pass Structure 2023, be received.

(g) CONSENT ITEMS (Item 9)

(i) Built Environment Working Group Update (Item 9.1)

(McNeil/Murphy)

That the Built Environment Working Group Update (Item 9.1): Built Environment Working Group Meeting Notes – June 23, 2023 (Item 9.1(a)), be deferred to the August 8, 2023 meeting of the Advisory Committee for Persons with Disabilities.

CARRIED

(McNeil/Janosi)

That the following updates and meeting notes, be received:

- (1) Housing Issues Working Group Update (Item 9.2)

(a) Housing Issues Working Group Meeting Notes – June 27, 2023 (Item 9.2(a))

(2) Outreach Working Group Update (Item 9.3)

(a) Outreach Working Group Meeting Notes – July 3, 2023 (Item 9.3(a))

(b) “Ability First” Accessibility Fair Update – July 2023 (Item 9.3(b))

CARRIED

(h) DISCUSSION ITEMS (Item 11)

(i) Stakeholder Consultation Process to Explore Options for an Effective Governance Structure for the Board of Health (no copy) (Item 11.1)

Maha Arshad, Director, MASS LBP was present to discuss the Stakeholder Consultation Process to Explore Options for an Effective Governance Structure for the Board of Health.

(Cameron/McNeil)

That the information respecting Stakeholder Consultation Process to Explore Options for an Effective Governance Structure for the Board of Health, be received.

CARRIED

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

(h) MOTIONS (Item 12)

A. Mallett relinquished the Chair to T. Murphy in order to introduce the following Motion:

(i) Postponing the Annual “Ability First” Accessibility Fair (Item 12.1)

(Mallett/K. Nolan)

WHEREAS, an annual “Ability First” Accessibility Fair was approved by Council on February 22, 2023, which is to be organized by the Advisory Committee for Persons with Disabilities and held on September 28, 2023; and

WHEREAS, it was a last minute decision to commit to holding the “Ability First” Accessibility Fair in 2023 in this transitional year for the Committee as new members are yet to be appointed to the Advisory Committee for Persons with Disabilities;

WHEREAS, the Advisory Committee for Persons with Disabilities would like additional time to review the look and design of the website and media and to include the input of the newly appointed members; and

WHEREAS, the Advisory Committee for Persons with Disabilities would like to work with staff to

review the look and design of the website and media to create a more professional appearance.

THEREFORE, BE IT RESOLVED:

- (a) That the September 28, 2023 “Ability First” Accessibility Fair, be postponed until 2024 to a date to be decided on by the newly appointed Advisory Committee for Persons with Disabilities; and
- (b) That the Advisory Committee for Persons with Disabilities, including the newly appointed Committee members, review and revise the look and design of the website and media, with the assistance of staff for the annual “Ability First” Accessibility Fair to be held in 2024.

DEFEATED

A. Mallet assumed the Chair.

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

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

There were no accessibility complaints reported.

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

No update.

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

There were no changes to the Presenters List.

(j) *ADJOURNMENT* (Item 16)

(Murphy/Janosi)

That there being no further business, the Advisory Committee for Persons with Disabilities meeting, be adjourned at 6:07 p.m.

CARRIED

Respectfully submitted,

A. Mallett, Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk



Hamilton

LOCAL BOARD MEMBER RESIGNATION FORM

I, Corbin McBride, would like to submit my resignation, effective July 19th,
2023, from the Advisory Committee for
Persons with Disabilities, for the following reason(s):

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

Additional Comments (optional)

Signature

18 JUL 2023

Date

Please scan and email this page to your Staff Liaison. Thank you!

5.2

Nrinder Nann

71 Main Street West, 2nd floor

Hamilton, On. L8P 4Y5

June 12, 2023

Dear Mrs. Nann

My name is Sandra Andrew, and I am a disabled senior citizen in Hamilton.

I am writing to you to express my concerns regarding disability public washrooms.

The current building code states that there must be

Grab bars

Signage

Turning space

Counter heights

Doorway widths

That is a good place to start but to be more inclusive for everyone a few changes need to be made.

Toilet moved to the centre of the wall (not in the corner)

Fold down grab bars on each side of the toilet

Enough room on each side of the toilet for a wheelchair

A higher toilet

These changes would benefit a larger sector of the population. For example, people that have had.

Leg amputation (one or both)

Knee replacement

Hip replacement

Strokes

Elderly and those that are unstable in their mobility

Making the space safer and easier for most handicapped individuals. These changes would enable trips to the mall or a restaurant that is now currently impossible.

This past year I have had both of my legs amputated and the rehab. Doctor said that a big part of my recovery would be leaving the house, getting out and socializing. I find that impossible as I have not found a public washroom, I was able to use. I always assumed that handicap washrooms were designed

by professionals that would be educated in what was needed by disabled people. I know now that I was incorrect.

These changes could make it a win, win situation for the people that own the malls, the people that rent stores there, the food courts and the people that would like to visit the malls.

I would be able to go to the mall again like I did every Thursday before I lost my legs and my independence.

Thank you for taking the time to read my letter and I hope that with your help changes can be made. (Maybe not in my lifetime but for future disabled individuals.)

Sincerely,

Sandra Andrew

Sandra Andrew

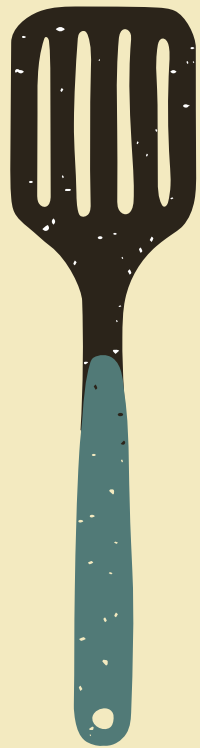


P.S. Fold down grab bars and a higher toilet would make washrooms more inclusive even with the toilet in the corner as it currently is.

You are invited...

REGIONAL REHAB
SPINAL CORD
INJURY BBQ

*Hope you
can come!*



Wed. Sept. 6, 2023

**Regional Rehab Center Courtyard
300 Wellington St N**

5:00 pm - 7:30 pm

**RSUP TO KATHIE 905-521-2100
EXT 40954**

Making an IMPACT with the IMPACT Initiative !



!mpact



Interdisciplinary | Mentorship | Practice
Applied | Community | Transformative



IMPACT Initiative Co-Leader



Dr. Lovaye Kajiura

Associate Professor, Biology

pronounced Love-A, Kah-Jer-Rah

Pronouns: she,her

<https://www.lovayekajiura.com/>
<http://impactinitiatives.ca/>

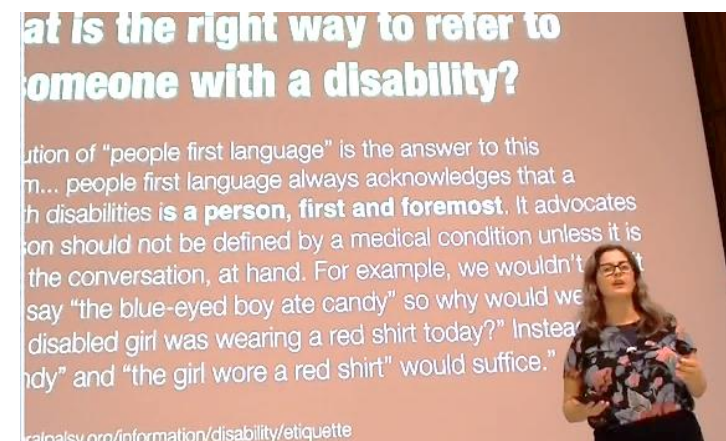
IMPACT Initiative Co-Leaders



Dr. Robert Fleisig (Eng)



Dr. Brenda Vrkljan (OT)



Dr. Liz Hassan (Eng)

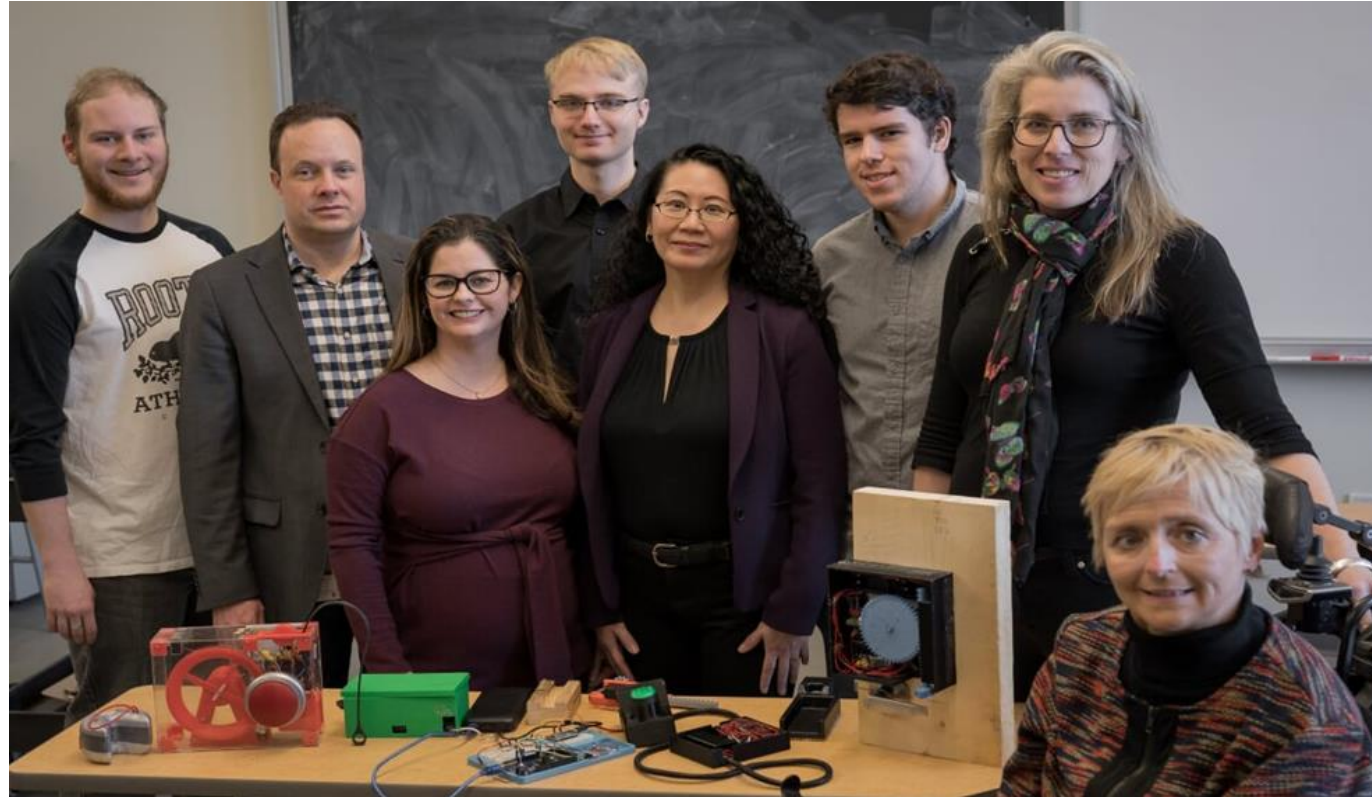


Dr. Shelir Ebrahimi (Eng)



Dr. Lovaye Kajiura (Sci)

IMPACT Initiative Team



Visit the IMPACT Initiative Website

<http://www.impactinitiatives.ca/>

Science 2P03 Impactful Initiatives In Health & IMPACT Team



Undergraduate & graduate students of diverse fields of study.

Our IMPACT Mega-Interdisciplinary interactions



IMPACT Alumni

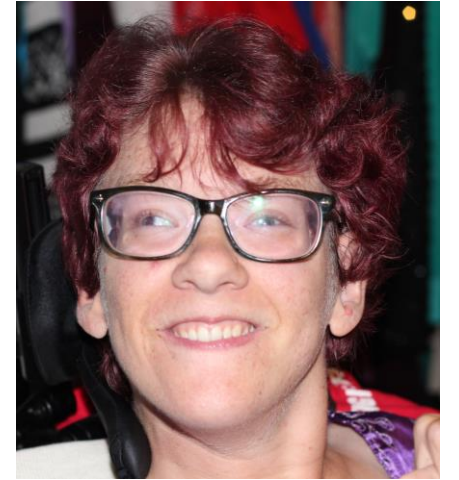


... and others

Graduate Students & Research Assistants



IMPACT Community Clients



Science 2P03

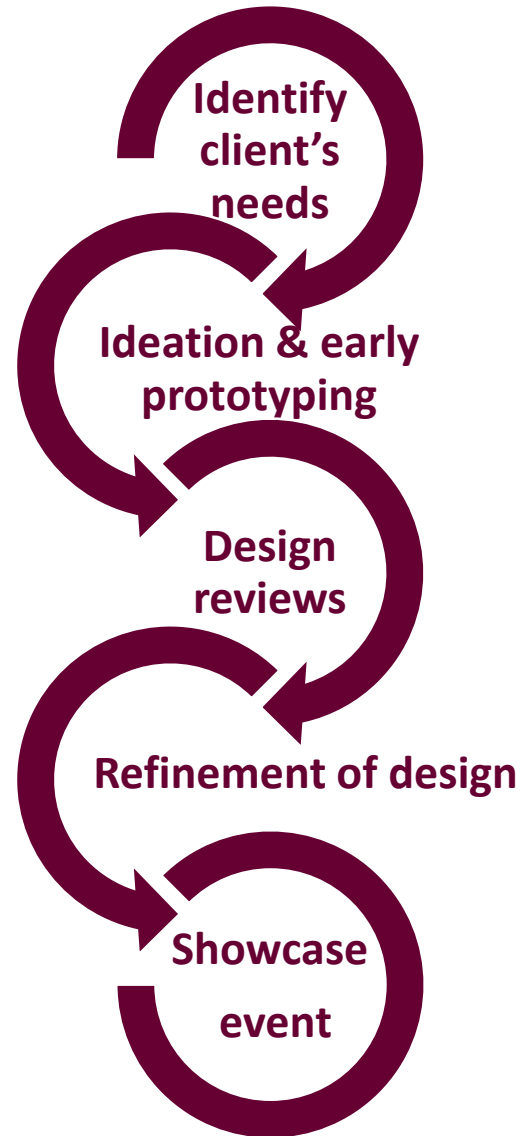
21st Century – Essential Skills



“IMPACT Initiative Model – The “Process””

!mpact

Interdisciplinary | Mentorship | Practice
Applied | Community | Transformative



AIM: To develop and validate concepts using a unique design thinking approach.

Learning Objectives

Upon completion of students will be able to:

- Discuss the **fundamental concepts & underlying processes related to the health conditions** experienced by our IMPACT clients.
- **Implement skills** necessary for scientific research by working independently & in teams to compile, analyze, interpret, & present scientific findings using oral, written, & online formats.
- **Prepare students academically** for subsequent, specialized courses, & to ensure that students acquire skills essential for upper level science courses & science-related fields of study.

IMPACT Clients

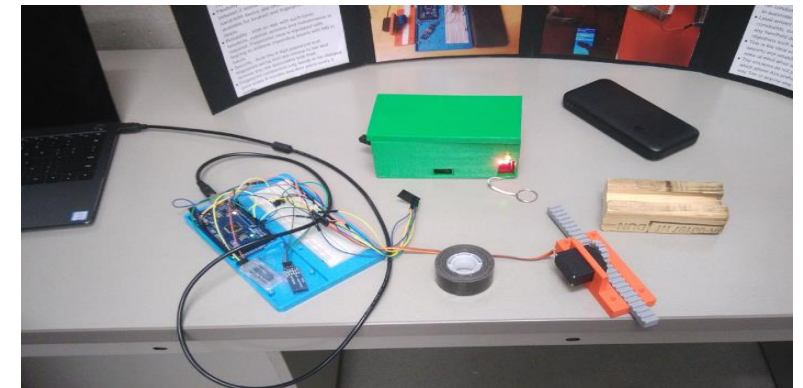


Collaborating with real clients, understanding & caring about their specific situations & challenges of an aging population.

IMPACT Initiative Final Show Case



IMPACT Initiative Devices



SCIENCE Students' Perspectives & Feedback

“... I found this interdisciplinary project to be extremely engaging, it teaches students valuable transferable skills, allowing them to apply in-class knowledge to solve real-life problems”

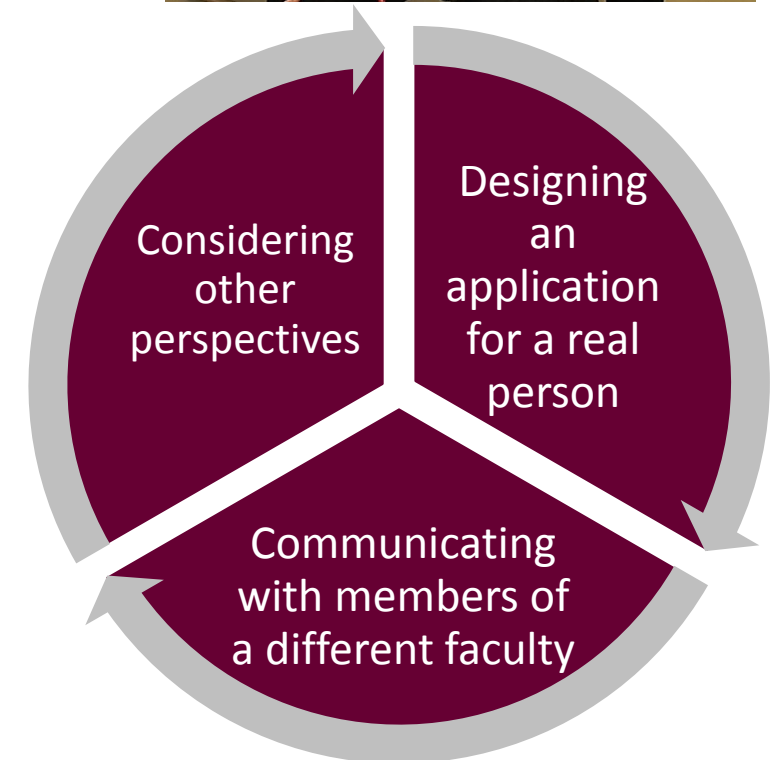
“...it’s great to be able to interact with students with different perspectives. You learn from their ideas, share, and discuss together the project”



ENGINEERING Students' Perspectives & Feedback

“excellent exercise in ‘thinking outside of the box’ and using our creative problem-solving skills.”

“[the Sci and OT students] definitely make us think in different ways. It helps to realize how interdisciplinary things are nowadays. You really have to think of it not just as a slice of pie but as the whole thing.”



OCCUPATIONAL THERAPY Students' Perspectives & Feedback

“when we engaged in the design process together
...when we worked together...we can create
products that benefit”

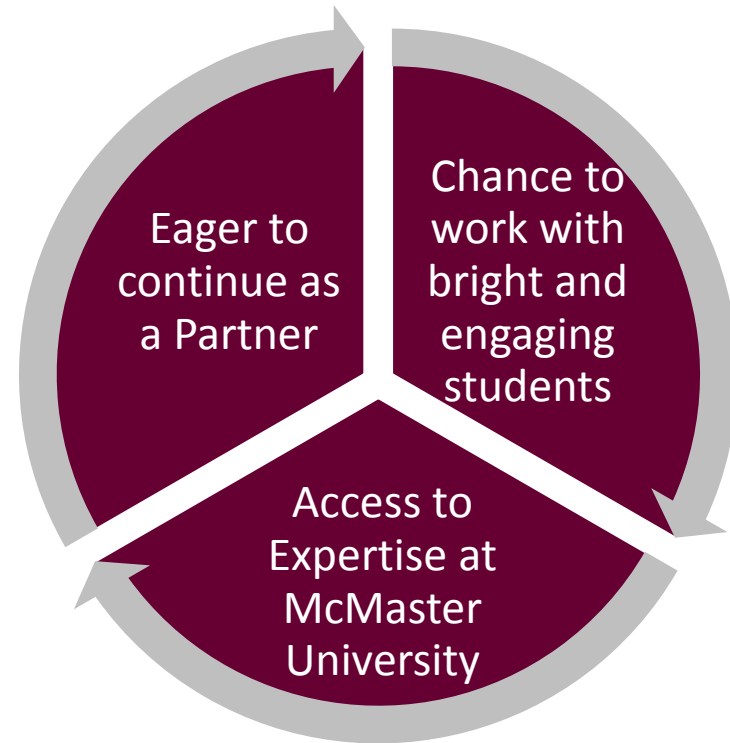


“ ...I have come to realize the importance of
collaboration ... that will help members of our
community... experience was truly instrumental in
my development as an Occupational Therapist”



Community Partner's Feedback - Janine Mills

“ the impact of this project has been remarkable as it supported specific needs of our residents and staff... also provided the unique opportunity to support student learning and the intergenerational collaboration between seniors and student learners”



Client Feedback - Sandi Mugford



“...the opportunity to learn with each of you has been an amazing journey and enriched my life in so many positive ways”

“...you may not know what a profound change you have made in daily life. My most generous gratitude for your collaborative efforts on this project”



Client Feedback - Kim & Tim Nolan

“Kim & I were extremely impressed with the attention to detail, conceptual thinking and empathy.”

“This thorough approach to understanding disability in so many ways contributed to a most effective outcome.”



IMPACT Community Outreach, Advocacy, & Fundraisers



Learning Outcomes

- Increased **confidence** in ability to critically **apply science knowledge to solve problems**
- Increase **awareness** of community health issues & **motivation to contribute** to their community
- By working outside of their academic silos, **strengthened** their sense of a broader campus cohort
- **Transformation** that they can make an impact to help others

Acknowledgements

Special Thanks to ...

Sandi, Brad, Sheila, Jaime, Christine, Bill, Betty, Fiona, Tim & Kim, Elissa, Alanna,
James, Markie Ryckman, Janine Mills, Renee Guder
Science Undergraduate & Graduate Students, Engineering,
Occupational Therapy Graduate Students, MacMed Students, McMaster Alumni,
HWDSB & Halton High School Teachers & Students.

*Our research is generously supported by McMaster University President's Forward
With Integrity (FWI) Grant & MacPherson Institute Staff & Student Partners*



City of Hamilton
Accessible Transportation Services Performance Review
Q2 2023

Michelle Martin
Manager, Accessible Transportation Services
Transit Division
Public Works Department
August 8, 2023

This information report provides a summary of key statistical data and performance indicators for Q2 of 2023 (April to June). 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 Q2 2023

DEMAND	Q1 2023	Q2 2023	YTD 2023
DARTS: Number of Total Trips Requested	192,077	195,723	387,800
DARTS: Number of Total Trips Delivered	125,547	134,405	259,952
TAXI SCRIP: Number of Total Trips Delivered	8,233	7,965	16,198
ATS: Number of Total Trips Requested, All Modes	200,310	203,688	403,998
ATS: Number of Total Trips Delivered, All Modes	133,780	142,370	276,150
ATS % Of Total Trips Delivered vs. Requested, All Modes	67%	70%	68%

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

DEMAND BY MODE	Q1 2023 %	Q2 2023%	YTD 2023
DARTS	96%	96%	96%
TAXI SCRIP	4%	4%	4%
ATS: All Modes	100%	100%	100%

In Q2 2023, ATS delivered a total of 142,370 trips through both DARTS and the Taxi Scrip program.

Demand for specialized trips on DARTS continues to be the main driver of trips requested and delivered. Taxi Scrip continues to account 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. Note: ATS increased the Taxi Scrip program discount from 40% to 60%, effective May 2023 and continuing to August 2023. This has not resulted in an

increase in the number of trips taken that are paid for with Taxi Scrip coupons. The percentage of trips taken through the Taxi Scrip program is lower than 2022, when it was approximately 6%.

For Q2 of 2023, DARTS completed trip counts are at approximately 63% of 2019 numbers for the same period (pre-COVID), and at approximately 92% of budgeted service up to end of Q2.

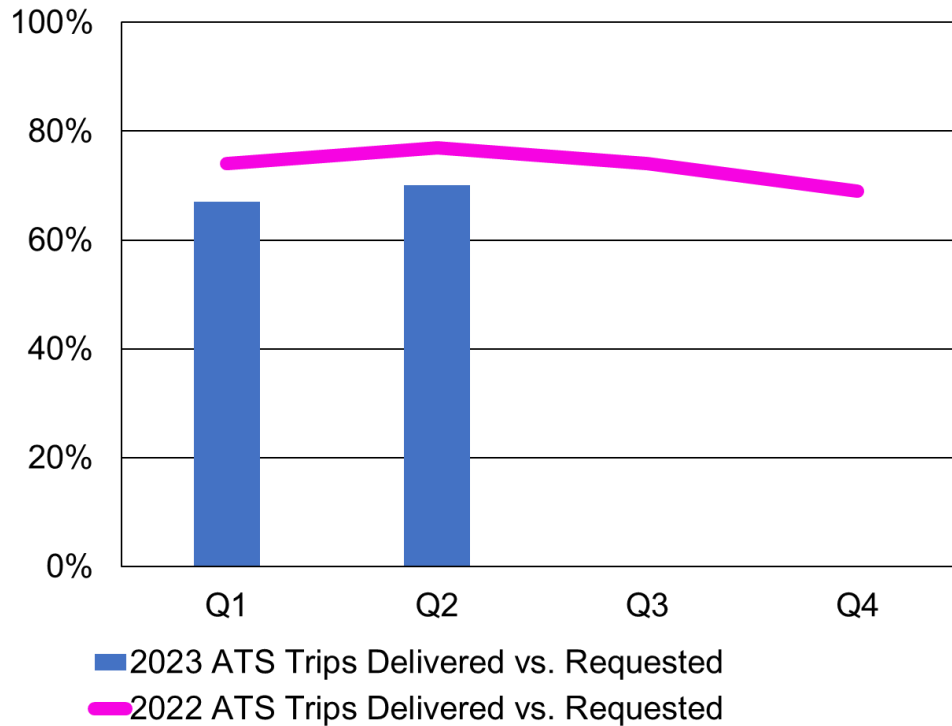


Figure 1: Demand: Count of ATS Trips Delivered versus Requested, All Modes

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 columns show the percentage of trips provided out of the total number of trips requested so far in 2023. The pink line graph above the column shows the trend across all of 2022. So far in 2023, the percentage of requested trips delivered 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	Q2 2023	YTD 2023
ATS Total Number of Trips Requested	200,310	203,688	403,998
ATS Total Number of Trips Denied	8,754	5,305	14,509
% of Trips Denied	4.4%	2.6%	3.5%

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 and has decreased from Q1, the rate year to date is still almost 2% higher than overall denial rate for 2022 and is driven by increased DARTS trip denials by (see Table 4, below).

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 4: Contractor (DARTS) Trip Dispositions

Contractor Trip Dispositions	Q1 2023	Q2 2023	YTD 2023
Total Trips Requested	192,077	195,723	387,800
Total Trips Provided	125,547	134,405	259,952
Total Trips Denied	8,754	5,305	14,059
% of Total Trips Denied	4.6%	2.7%	3.6%

Contractor Denied Trip

A denied trip by the contractor occurs when the client's request, made within the allowable booking windows, cannot be agreed to within one hour of the requested date and time of travel, or an acceptable alternative cannot be found (see Appendix 1, below). On-time performance impacts trip denial rates: a trip that is missed and then rebooked due to a projected late arrival is counted as a denied trip.

Contractor Call Centre

Table 5: Contractor (DARTS) Call Centre Queue Productivity

Queue Productivity	Q1 2023	Q2 2023	YTD 2023
Inbound Calls	111,404	111,504	222,908
Calls Handled by Agents	76,284	83,290	159,574
Calls Abandoned by Clients	35,120	28,214	63,334
Transfer Rate	68.5%	74.7%	71.6%
Abandoned Rate	31.5%	25.3%	28.4%
Abandoned > 30 Seconds	30,230	23,677	53,907
Abandoned > 30 Seconds Rate	27.1%	21.2%	24.2%
Service Level	48.94%	52.21%	50.6%
Minimum Wait Time	00:00:00	00:00:00	00:00:00
Maximum Wait Time	04:50:18	04:18:00	04:34:09
Average Wait Time	00:07:08	00:06:40	00:06:54
Average Abandoned Wait Time	00:04:05	00:03:36	00:03:51

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 service level, which is calculated using the number of calls that are abandoned after the acceptable wait time of five minutes, are at about 50%. 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 to this report.

Table 6: Client Trip Disposition - DARTS

Client Trip Disposition	Q1 2023	Q2 2023	YTD 2023
Total Trips Cancelled On Time	27,257	26,583	53,840
% of Total Trips Cancelled on Time	14.2%	13.6%	13.9%
Total Trips Cancelled Late	24,481	22,937	47,418
% of Total Trips Cancelled Late	12.7%	11.7%	12.2%
Total No Show/Cancelled at Door	5,900	6,397	12,297
% of Total No Show/Cancelled at Door	3.1%	3.3%	3.2%
Total Trips Refused	138	96	234
% of Total Trips Refused	0.1%	0.05%	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 13.6% of trips requested on DARTS at the end of Q2 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), while the industry best practice is an on-time cancellation rate of no more than 10%.

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 11.7% as of the end of Q2 2023. The CUTA Specialized Transit Services Industry Practices Review does not provide a statistic for late cancellations.

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 3.2% of requested DARTS trips year to date Q2 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 it 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), targeting end of Q3. It should be noted, however, that there are circumstances in which ATS would not apply any penalty for a late cancellation or no show. These include illness or hospitalization, or an investigation result showing that DARTS was in error.

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 0.05% for Q2 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 sat at the upper end of the industry benchmark. As shown in Table 7 (below), on time performance has improved since Q1, is still within the 2004 OHRC guideline, but still lower than in 2022, at 97.2% year to date. As noted above, DARTS has reported some reasons 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	Q2 2023	YTD 2023
Total Trips Provided	125,547	134,405	259,952
Total Number of Late Trips	4,726	2,656	7,382
% of Trips Completed on Time	96.2%	98.0%	97.2%

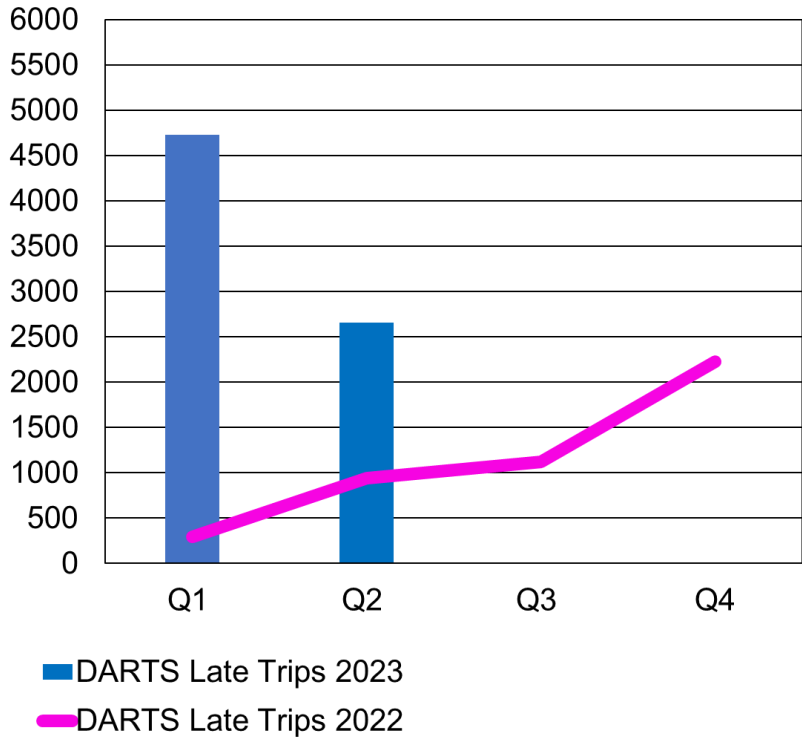


Figure 2: DARTS Late Trips

Alternate text for Figure 2: In Figure 2 (above), the vertical blue columns show the number of late trips to date in 2023, compared to the trend across each quarter in 2022. At 2,656, the number of late trips has decreased from Q1, but is higher than the number reported in Q2 of 2022 (see also Table 7, above).

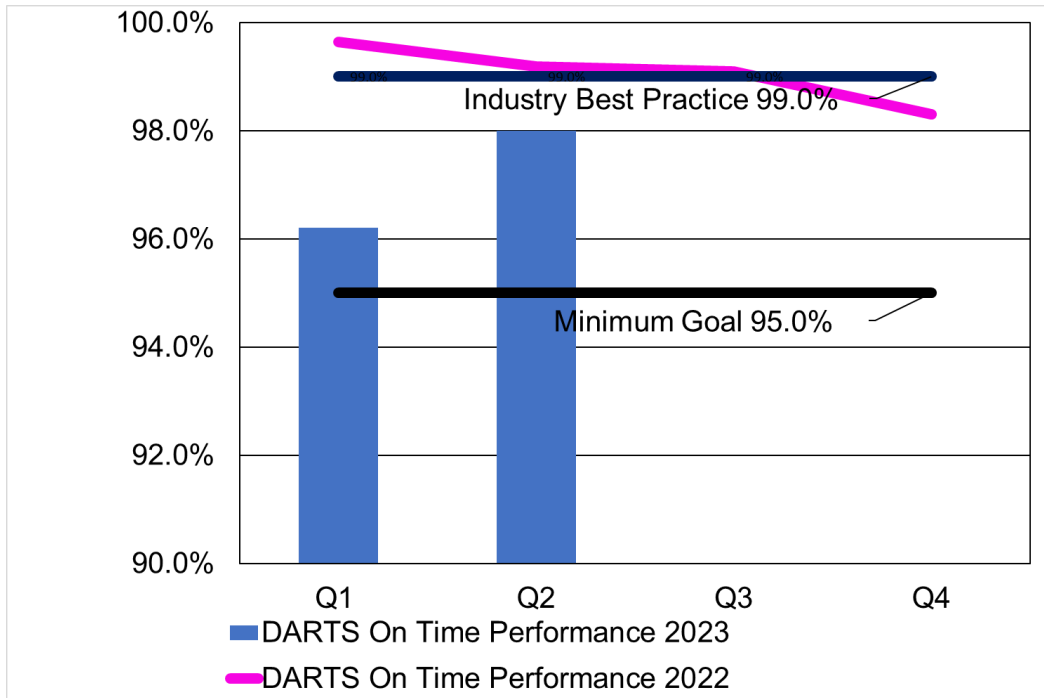


Figure 3: DARTS On Time Performance

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 pink line shows a decrease in DARTS on-time performance from Q1 to Q4 of 2022 dropping to just over 98%. The vertical blue bars show that at 98%, on-time performance in Q2 of 2023 has improved from Q1: it is 3% above the OHRC goal of 95% but still 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
2023 Q2	8.0	8.4
YTD 2023	8.4	8.8

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 Q2 of 2023, there were 10 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 year-to-date 2023 complaint level per thousand DARTS trips, while improved, 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	Q2 2023	YTD 2023
Service Performance	991	1,005	1,996
Staff Performance	125	132	257
Service Sufficiency	64	150	214
TOTAL	1,180	1,137	2,317

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 complaints that were found “not valid” following investigation.

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
Q2 2023	1.1	1.2
YTD 2023	1.0	1.0

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 Q2 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 year to date in Q2 sit just at the industry best practice of 1 commendation per thousand trips, and above the 2016 CUTA average (CUTA Specialized Transit Services Industry Practices Review, 2016).

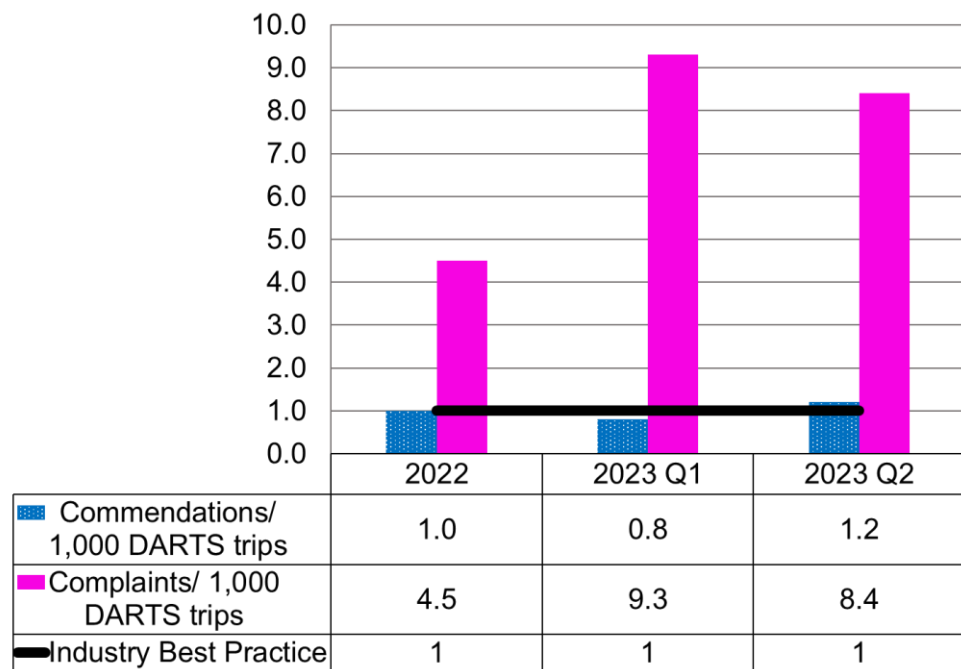


Figure 4: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

Alternate text for Figure 4: Figure 4 (above) graphs ATS and DARTS commendations and complaints per thousand trips, comparing the 2022 average with Q1 and Q2 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 shows 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, and the trend in 2023 continues at almost double the 2022 rate. The industry standard for commendations is currently being met, as of Q2 2023. 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 YTD Q2 2023	Number of Validated Complaints YTD Q2 2023	Validated Complaints per Thousand Trips YTD Q2 2023
DARTS	107,287	1,965	18.3
VETS	40,480	36	0.9
Hamilton Rising	68,073	75	1.1
City Marvel	42,852	88	2.1
Hamilton Cab	1,260	4	3.2
TOTAL	259,952	2,168	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 37 complaints against ATS Customer Service (including Taxi Scrip complaints) 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. Complaints against subcontractors include on-street service only. See also Appendix 2 of this report, which provides additional detail as requested by members of the Advisory Committee for Persons with Disabilities on May 9, 2023, following presentation of the [Q1 Accessible Transportation Services Performance Report](#).

To date in 2023, 1,260 trips have been delivered by demand taxi, when appropriate for ATS individual client travel needs, 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 [calls transferred within 5 minutes] / ([calls transferred] + [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).

APPENDIX 2 Validated Complaints YTD Q2 2023: Detail

ATS CUSTOMER SERVICE	37	37
FARES	1	1
MISCELLANEOUS	8	8
POLICIES	2	2
STAFF CONDUCT/SERV	1	1
TAXI SCRIP	25	25
CITY MARVEL	88	88
ACCIDENTS	1	1
DAMAGED PROPERTY	1	1
DRIVING HABITS	20	20
ERROR ADDR/DATE	27	27
INJURED PASSENGER	3	3
NO DOOR TO DOOR	13	13
NOSHOW	5	5
POLICIES	1	1
STAFF CONDUCT/SERV	10	10
TRIP MISSED	4	4
VEHICLE CONDITION	3	3
DARTS DISPATCH	143	143
CANT BOOK SAME DAY	1	1
CR WAIT TIME	3	3
ERROR ADDR/DATE	23	23
MISCELLANEOUS	2	2
ONHOLD/CANT CONNECT	70	70
PU/DO OUTSD WINDOW	3	3
STAFF CONDUCT/SERV	25	25
TIME CHANGE	6	6
TRIP MISSED	9	9
TRIP TRANSFER	1	1
DARTS ON-STREET	114	114
DAMAGED PROPERTY	3	3
DRIVING HABITS	14	14
ERROR ADDR/DATE	25	25
FARES	2	2
INJURED PASSENGER	11	11
NO DOOR TO DOOR	10	10
NOSHOW	7	7
POLICIES	2	2
STAFF CONDUCT/SERV	28	28
TRIP MISSED	10	10
VEHICLE CONDITION	2	2
DARTS RESERVATIONS	236	236
CANT BOOK REQD TIME	42	42
ERROR ADDR/DATE	46	46
FARES	1	1
ONHOLD/CANT CONNECT	132	132
STAFF CONDUCT/SERV	8	8

TRIP NOTIFICATION	7	7
DARTS SCHEDULING	1472	1472
ERROR ADDR/DATE	37	37
NOSHOW	1	1
PU/DO OUTSD WINDOW	937	937
SCHED ON BOARD TIME	114	114
SUBSCRIPTIONS	1	1
TIME CHANGE	3	3
TRIP MISSED	175	175
WAITING LIST	204	204
HAMILTON RISING	75	75
DRIVING HABITS	11	11
ERROR ADDR/DATE	22	22
INJURED PASSENGER	2	2
MISCELLANEOUS	2	2
NO DOOR TO DOOR	4	4
NOSHOW	5	5
POLICIES	2	2
PU/DO OUTSD WINDOW	2	2
STAFF CONDUCT/SERV	15	15
TRIP MISSED	7	7
VEHICLE CONDITION	3	3
TAXI ON-STREET	4	4
ERROR ADDR/DATE	1	1
NO DOOR TO DOOR	2	2
STAFF CONDUCT/SERV	1	1
VETS	36	36
ACCIDENTS	1	1
DRIVING HABITS	7	7
ERROR ADDR/DATE	5	5
FARES	2	2
NO DOOR TO DOOR	5	5
NOSHOW	1	1
POLICIES	1	1
PU/DO OUTSD WINDOW	1	1
STAFF CONDUCT/SERV	12	12
TRIP MISSED	1	1
Grand Total	2205	2205

Slide 1



ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW

Q2 2023

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
AUGUST 8, 2023

PUBLIC WORKS DEPARTMENT
TRANSIT DIVISION

Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q2 2023, Advisory Committee for Persons with Disabilities, August 8, 2023; Public Works Department, Transit Division.

Slide 2

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

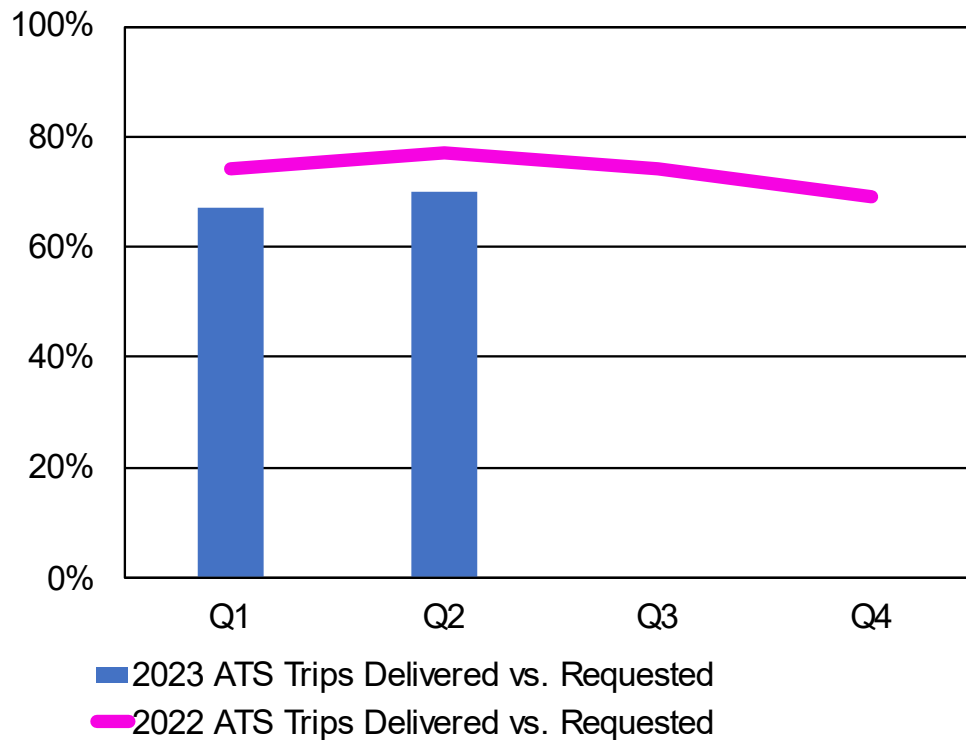


Figure 1: Demand: Count of ATS Trips Delivered versus Requested

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 columns show the percentage of trips provided out of the total number of trips requested so far in 2023. The pink line graph above the column shows the trend across all of 2022. So far in 2023, the percentage of requested trips delivered 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

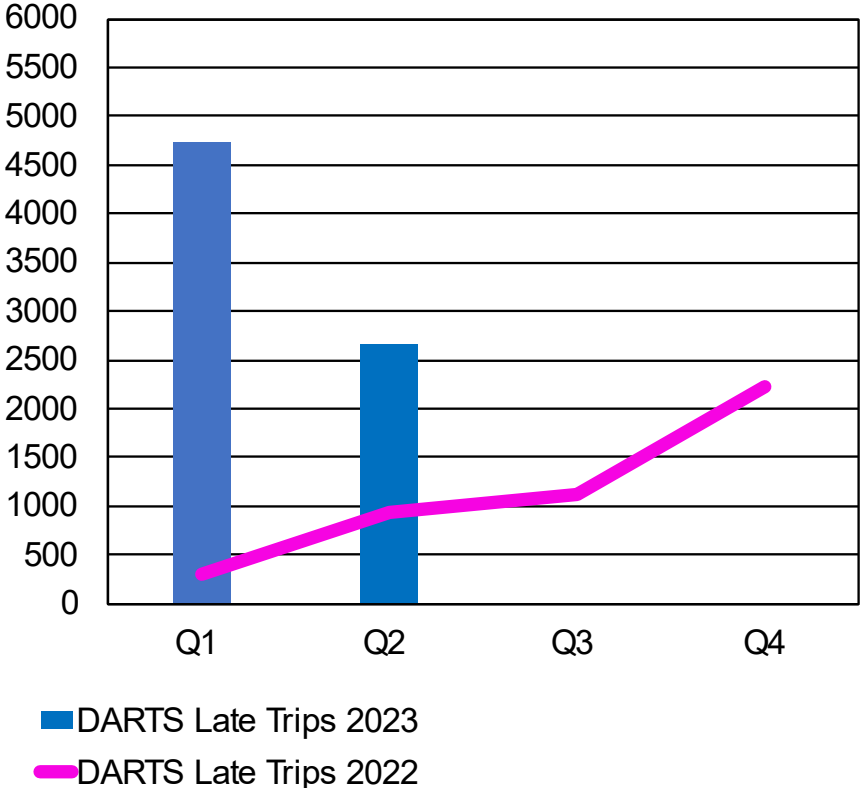
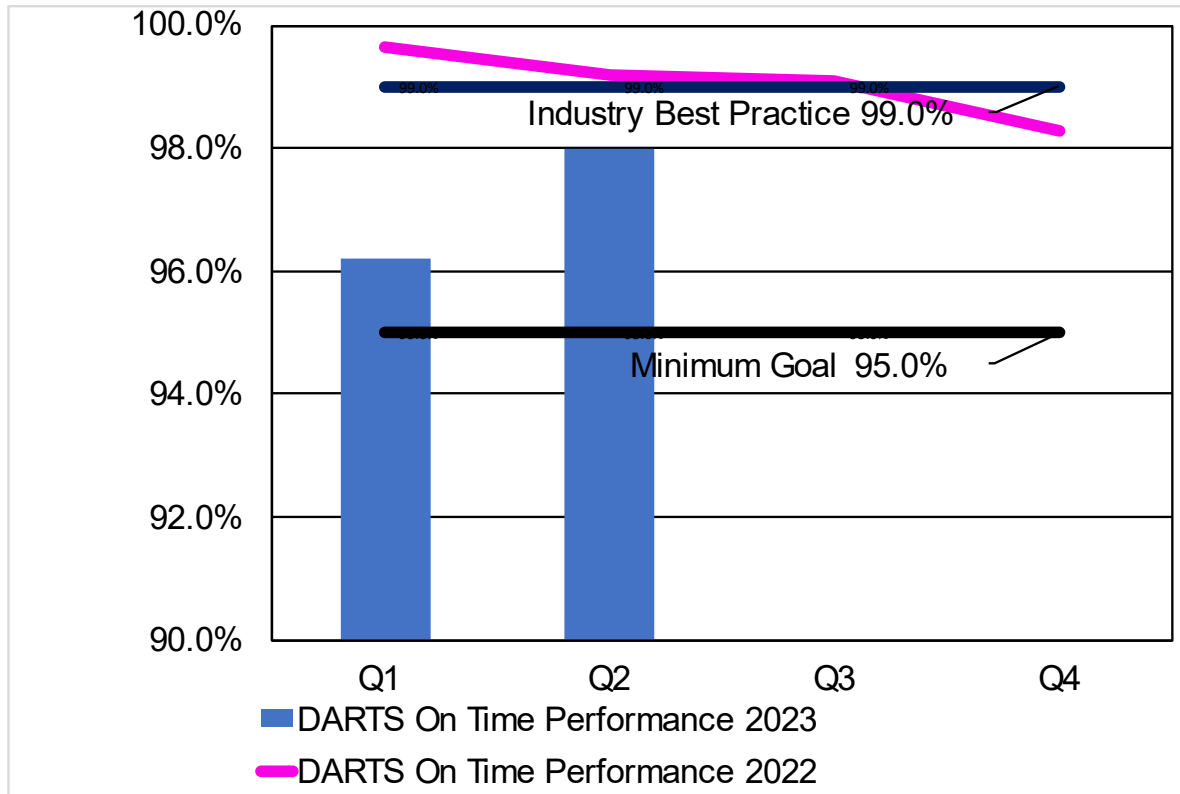


Figure 2: DARTS Late Trips

Alternate text for Figure 2: In Figure 2 (above), the vertical blue columns show the number of late trips to date in 2023, compared to the trend across each quarter in 2022. At 2,656, the number of late trips has decreased from Q1, but is higher than the number reported in Q2 of 2022 (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 pink line shows a decrease in DARTS on-time performance from Q1 to Q4 of 2022 dropping to just over 98%. The vertical blue bars show that at 98%, on-time performance in Q2 of 2023 has improved from Q1: it is 3% above the OHRC goal of 95% but still 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

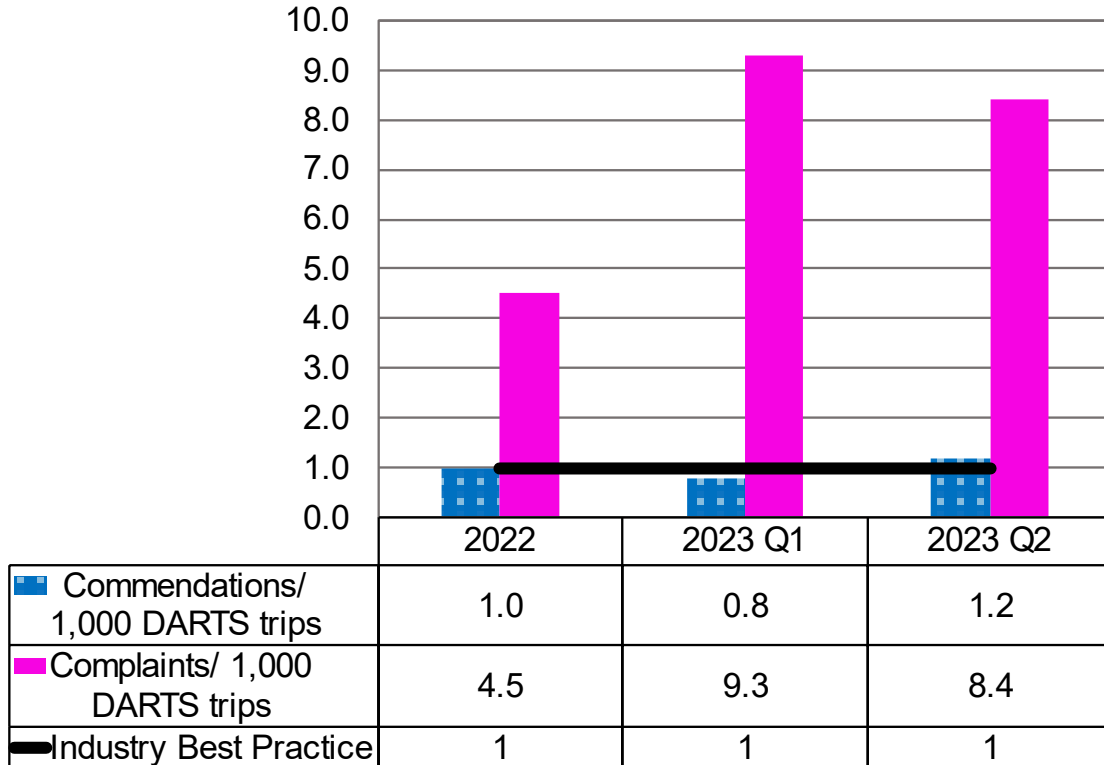


Figure 4: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

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Slide 6



THANK YOU



Slide 6: Thank You.

9.1(a)

Joint BEWG and HWG Tour of 500 MacNab and Review of its Accessibility

June 23rd, 2023

500 MacNab St. N.

1:00PM – 2:30PM

Those in Attendance: James Kemp, Anthony Frisina

Also in Attendance: Kaywana Gargarello, Michael Brown

We began by sitting down with Kaywana and Michael and getting the history of the building. It is actually two buildings, one is three floors and is inaccessible with only stair access and the other building is seventeen floors with elevators, but only fifteen of them are habitable. It was recently retrofitted to be at least partially accessible. It is also designed to be a minimal impact building and everything is designed to be as efficient as possible due to its passive model.

There are two classifications of accessible apartments in use, 1) Accessible and 2) Barrier Free. More effort is made for the latter than the former. We then discussed the question: What does it mean to be accessible and barrier free? We mentioned several ways to make things more accessible and recommended additional reading into

9.1(a)

things like the guide to home modification for those with sensory loss (CNIB).

After our discussion period, we began our tour with the patio area outside of the Common room. Michael explained how they have plans to upgrade the street entrance on the South-East corner from stairs to a ramp. James asked if they plan to connect the property grounds with accessible paths and they do not.

We then toured the Laundry Room and began discussing our problem with touch screens on self-serve kiosks like washers and dryers along with the PIN pads. We also discussed how they are very low to the ground due to their passive energy design and agreed with Kaywana that mounting them on a pedestal will be needed to improve their accessibility. Anthony asked if it was possible to purchase one or two top loaders if some found them more accessible, but Kaywana responded they are extremely rare and most products on the market are front loading now.

We then toured the recycling area and it seemed fairly accessible with door openers. We did recommend one or two larger print sorting instruction posters as well as bigger pictograms. *Paula pointed out there was no way for a person with vision loss to determine where the recycling is supposed to go.

9.1(a)

We then moved to the Mailbox area. It was a very open area to allow for easy movement. Every box was marked in raised numbers and braille. James suggested being able to provide larger numbers for those that needed them. We also discussed braille briefly explaining how it is only used by 9% of those with vision loss. Kaywana asked if she was wasting her time making things braille and we replied that though it is not used as much anymore, it is still very helpful to those 9% of people that can read it and it is never a waste of time.

There were two elevators, one smaller than the other. I found them very snug and would have trouble bringing in groceries on the smaller one. Buttons are raised and braille as well as audible announcing. Very smooth ride.

We were shown a vacant barrier free bachelor or studio apartment. Every apartment has a raised number placard outside the door with braille. Barrier free units have an automatic door opener in the form of a remote. Apartment was two rooms with a closet. The main room was a kitchen and living area and the second room was the bathroom. There was an induction stove top with a flat panel touch screen. *Lance had concerns about how to use an induction top and those concerns should be considered when designing protocols for new tenants. *Paula had concerns about the touchpad and the expensive pots and pans needed for induction stove tops.

9.1(a)

The range-hood's controls were out of easy reach. Kaywana asked us about putting a fixed counter beside the main countertop and wondered if she could use something else as it would be fixed and can't be adapted to different people's needs. It would also take up a lot of space. James suggested a rolling island that could be locked where it was needed and rolled away when not needed. Anthony raised the issue that it would take up space under the counter where the wheelchair needed to go as well as the locks would be hard to access unless they were push button. James replied that a special nook could be made to house it in the corner and if it had storage in the base, you wouldn't lose storage space either. Fridge is shorter than average with the freezer at the bottom with a pull out drawer. The top shelf is pushing the limits of someone in a wheelchair reaching. The oven cabinet was a separate unit. The door opened sideways and a table slid out of the cabinet as a work surface. It too had a flat black touch screen control panel. The oven was small, like a trailer sized oven. Fan and light is controlled by a remote. Apartment comes with one set of blinds to help save energy. Alarms also have flashing strobes. James suggested ensuring they are tuned so as not to trigger seizures in those sensitive. Power box and breakers are accessible if you have the finger strength to flip them. *Voice alarms?

9.1(a)

Washroom is barrier free and has ample grab bars. Anthony took issue with the L shaped bar beside the toilet. *Prefers two bars, one horizontal and one vertical. Toilet paper holder is way too far from the toilet. Push button toilet flush is hard to push down, toilet is too high. Both Kaywana and Anthony do not like the fixed bench that is required. It would be preferred to be able to adapt the shower space for personal need as a standard one size fits all is not accessible. We discussed universal design and the grab bar problem, because everyone needs them in a different configuration and the acrylic surface doesn't allow for multiple punctures. Anthony asked if Kaywana could put an emergency call button connected to 911 in every bathroom. James pointed out that it was a huge request and asked if it had to be every apartment or just the ones that someone is at risk. That setting up a City owned phone line for every unit is an exorbitant cost. Kaywana further asked who would monitor this system. James asked if a system like LifeAlert would be an acceptable alternative and Anthony agreed that it might. Shower plumbing was easy to adapt to individual need.

We were shown the two different types of garbage rooms, accessible and not accessible. There are two accessible garbage rooms in the building with door openers, but the garbage chute door is hard to open and the doors are narrow. The hallway is also very narrow. It doesn't seem

9.1(a)

that two garbage rooms are enough with so many accessible units.

Michael took me up to the observation deck alone and it consisted of an open space with views of the harbourfront from three sides. Any tenant has access and it is often used as a quiet place to read. I could see Theodore Tugboat from there.

We said goodbye to Kaywana and Michael before I remembered to mention the button plates used at the front and side of the building and how they may be considered compliant with the AODA, but they are too painful for the ACPD to recommend and we instead recommend patterned concrete to achieve the same effect. Anthony was curious about the two different sized parking spaces. *Different sizes under the IASR.

In conclusion, we saw a lot of improvements over older apartments and it is a more accessible building, but work is still needed. We hope that the CityHousing recommendations coming through HWG will assist in making all CityHousing properties even more accessible.

We thank CityHousing for the opportunity to tour the building and Kaywana and Michael for their time and hospitality.

9.1(a)

9.1(b)

Built Environment Working Group Meeting Notes

July 4th, 2023

Virtual WebEx Meeting

4:00PM - 6:00PM

Those in Attendance: Paula Kilburn, Aznive Mallett, James Kemp, Lance Dingman, Anthony Frisina

Also in Attendance: Meghan Stewart, Sarah Eakins, Amy Majani

Those Absent: Patty Cameron, Jayne Cardno

1. Welcome and Introductions

2. Approval of July 4th Agenda: Agenda was approved.

3. Approval of June 6th Meeting Notes: Meeting notes were approved.

4. Inch Park Accessible Park Presentation with Sarah Eakins: We began the discussion by pointing out some of the difficulties we had trying to comprehend the survey packages in their current

9.1(b)

format. Sarah responded that they are working with a consultant and Communications to ensure it is provided to the public in an accessible and understandable format. Sarah reviewed the two designs for the park with us that are based on two different concepts of accessibility. It is supposed to be a completely inviting space that uses the landscape of the park already in place as the basis for the design. It is not about placing equipment, but about utilizing the space and reducing our impact. We discussed emotionally inviting design principles like water features, pollinating gardens, music areas, quiet spaces as well as the usual play surfaces. We then digressed into a discussion about fibre mulch or wood chips. Meghan defended their use as an accessible surface and that the rubberized surface is an enhancement. We took issue with this as it is only to the bare minimum of accessibility and it serves no real value to anyone in this context.

Sarah went through the pattern Natural Discovery and explained how the layout was designed in sections that used the landscape to create areas to explore and discover. Using the available topography, all levels of the play tower will be accessible to wheelchairs as well as providing play aspects for more able bodied children.

9.1(b)

The second design is called Flowing Connections. It is a more simplified design that connects the park in clearly visible lines. Emotional music and garden space as well as more focus on the pathways. They still use the landscape to service the play tower, but less activities are centred around the hill.

Sarah gave us a little history about the park and how it is used by the Challenger Baseball program and this site was chosen in part because of the accessibility community in the area. There was a discussion about white canes and their ability to guide around the pathways.

They will be at the Challenger Baseball Accessibility Fair on July 23rd at Inch Park to get public feedback as well as publishing the online survey in the next two weeks accompanied by a media push.

Results and final designs should be available in the fall or early winter.

5. 500 MacNab St. Tour Report and Discussion: We reviewed the report along with the photographs so everyone that wasn't able to attend could provide input.

Paula first raised an issue with the garbage room: There is no way for a person with vision loss to be able to determine where to properly sort the recycling

9.1(b)

Lance raised concerns about the induction stovetop and how he would have no idea how to use one.

Those concerns should be considered when designing protocols for new tenants.

Paula had major concerns with the touch pads on the stove and oven; she also mentioned the large price tag on induction capable pots and pans.

Voice Alarms were suggested for the fire system.

Anthony pointed out how he prefers two bars as opposed to the large L shaped grab bars.

The two different sizes of accessible parking spaces were attributed to the different sizes mentioned in the IASR.

6. OBL Discussion: Inch Park was added to the OBL as well as a follow up on 500 MacNab Street.

Sidewalks need to be a priority as they have returned to putting in deep grooves instead of just cutting them.

Curb cuts are still a point of concern especially in regard to California curbs. We need to revisit the Washrooms.

7. Other Business: No other business.

8. Adjournment

9.2(a)

Housing Working Group Meeting Notes

July 18th, 2023

Virtual WebEx Meeting

10:00AM – 12:00PM

Those in Attendance: James Kemp, Paula Kilburn

Also in Attendance: Amy Majani

Those Absent: Lance Dingman, Jayne Cardno, Robert Semkow

1. Welcome and Introductions.
2. Approval of July 18th Agenda: Agenda was approved.
3. Approval of June 27th Meeting Notes: June 27th Meeting notes were approved.
4. Review of Joint BEWG-HWG Tour of 500 MacNab:
We reviewed the changes to the report based on last BEWG, but we had nothing to add. We then discussed what other buildings we can review jointly as each group is responsible for different areas. We will investigate further.

9.2(a)

5. Review of CityHousing Recommendations: We reviewed the revised conclusions and recommendations and approved the changes. Chair mentioned the addition of the vulnerable persons list in the recommendations. Paula will provide a list of hamilton.ca website deficiencies as requested by Jessica Bowen. Motion will be ready to go forward by the next ACPD.

6. Heat Emergency Response: Chair informed the group that according to the TOR from the EHWG, he was now to serve as a representative of the ACPD to raise our concerns as well as an ambassador to the committee in order to relay information from EHWG to ACPD. Chair was initially asked to serve due to his particular knowledge and involvement in the issues of climate change and heat adaptation with regards to housing along with his delegation to Public Health as a member of the public.

Chair then updated the group on the events of the last meeting. The EHWG is pursuing a voluntary vulnerable persons list to be activated in the event of any climate emergency, whether that is extreme heat, major flooding, or wildfire smoke emergencies to name a few examples. Both the Chair and Tom

9.2(a)

Cooper of the Roundtable for Poverty Reduction recommended that we survey all RCFs to learn what percentage of them are air conditioned. We will have the numbers by the next meeting. There is also money in a pilot project to provide air conditioning and this is where the two of us also pushed to have RCFs go first for several reasons and the group agreed. Chair informed the EHWG of the HWG's findings that according to the AODA, air conditioning is an allowable modification provided a doctor signs off on its need.

7. Other Business: There was no other business.

8. Adjournment

9.2(b)

ACPD Housing Working Group's Recommendations to Improve Accessible Housing in CityHousing Hamilton Buildings for Simplified Customer Service, Better Quality of Life and More Stable Housing in Accordance With the AODA.

Background

The Housing Working Group spent considerable time over the past two years studying the AODA and a document written in part by the provincial government called "Unlocking the AODA" to learn how the AODA affected housing without saying housing. We managed to identify 17 points of intersection between Housing and the AODA. After inviting Amanda Warren-Ritchie from CityHousing and discussing them with her, we narrowed that list to 15 points that need to be addressed. They are itemized below and recommendations for improvement attached.

- 1. Employers over 50 people are required to be WCAG 2.0 AA web compliant by the end of 2021.**
 - CityHousing does not monitor or test WCAG 2.0 AA web compliance independently, instead relying on the City to have ensured their compliance. As there are still some issues with accessibility on City websites, it is recommended that CityHousing do their own testing

9.2(b)

to ensure the forms and documents used by tenants are fully accessible to all available technologies such as screen readers. Compliance is only the minimum standard and in many places, that isn't enough to achieve accessibility. Having a dedicated CityHousing Staff to develop testing protocols and work towards full accessibility is recommended.

2. New picnic tables, benches and other seating must be installed on level, hard surfaces and connected to accessible pathways.

- CityHousing is taking steps to make any new build's public spaces fully accessible as well as announced that they will retrofit all existing buildings to accessible standards by 2027. The design of accessibility of public spaces is covered by many regulations and guidelines; The Accessibility for Ontarians with Disabilities Act (AODA), The Ontario Building Code (OBC), The Integrated Accessibility Standards Regulations (IASR), Barrier Free Design Guidelines (BFDG) and the principles of Universal Design. This can often lead to contradictory requirements or gaps not covered under any legislation.

During the pandemic, all chairs and amenities were removed from all properties. When they were reinstalled, there was an opportunity to make at least one or two amenities at each building accessible

9.2(b)

while the equipment and personnel were on-site and available. While this was technically not a new build, it was a missed opportunity to improve conditions in some small way. We believe that dedicated accessibility staff in CityHousing would be able to take advantage of opportunities like this to ensure accessibility was improved one step at a time as well as assist in planning large scale improvement projects.

3. Playgrounds need to be fully accessible and those with disabilities should be consulted before construction.

- At least one playground has been installed at a CityHousing property that is not accessible. No consultation occurred with the residents to ensure accessibility needs were addressed. A dedicated accessibility department/staff would be better equipped to ensure accessibility and address resident concerns.

4. Required to follow IASR guidelines regarding accessible parking spaces.

- CityHousing is currently in the process of unifying parking policies across all buildings. We will be unable to confirm proper adherence to IASR guidelines until that time. A dedicated accessibility

9.2(b)

department/staff would be able to assist in this process to ensure proper accessibility with regards to parking.

5. If service counters are offered, at least one needs to be fully accessible. 3% of seating in waiting areas is required to accommodate all mobility devices.

- While the service counter on the third floor of the CityHousing offices is in compliance with the minimum AODA guidelines, more effort should be made to improve its accessibility by adding enhancements like contrast strips, tactile marking and pictographic signage to name a few. A dedicated Accessibility department/staff would be able to help with this.

There is currently one waiting area at CityHousing which is the service counter area on the third floor. There is at least 3% of space for mobility devices.

6. Common areas like the front lobbies, laundry rooms or common rooms need to be accessible under the above mentioned guidelines.

- As was mentioned, CityHousing has committed to making all properties and common areas fully accessible by 2027. We don't know if that will be to a minimum AODA standard or if they will attempt to

9.2(b)

make them fully accessible. We recommend that a dedicated accessibility department/staff would be able to ensure the correct improvements are made thereby saving money from having to retrofit or modify afterwards.

7. Housing providers are required to have maintenance plans in place to ensure that the AODA is being adhered to despite the disruptions.

- There is no process for tenants to complain during ongoing work except to deal with the project manager and contractor directly. This is intimidating for many and there should be an independent channel for requesting resolutions. This can also include things like snow removal and grounds keeping. A dedicated department/staff would be able to voice concerns of tenants and work with the contractors and property/project managers to establish proper protocols.

8. Accessibility awareness, equity and accommodation training must be provided to all employees, contractors and volunteers.

- The current training covers the Human Rights Code as well as the AODA. This is proving insufficient in practice as the AODA requires customer service training when dealing with different disabilities and

9.2(b)

sensitivity training to better understand and empathize when addressing the needs of person with disabilities. While compliance is being met, there are too many issues when contractors interact with tenants that require accommodation. A dedicated department/staff would be able to develop special training modules for employees, contractors and volunteers as well as document their completion and track problems.

9. Housing providers must place notice and bulletin boards at accessible levels.

- There are many buildings without bulletin boards at the correct height for people in mobility devices. There is also a problem with notices for people with vision loss. A dedicated accessibility department/staff would be able to address these problems.

10. Leaving notices of entry on doors is not enough with disabled tenants. They may not leave very often and wouldn't see the notice with enough time. More effort is required.

- There is currently no list for people that need accommodations like better notification protocols or more time to prepare. A dedicated accessibility department/staff could assist by keeping a voluntary master list for each building and advising on the best

9.2(b)

method of communication for those with special requirements.

11. Toxic chemicals can trigger Multiple Chemical Sensitivities (MCS). The least toxic should be used when required.

- A dedicated accessibility department/staff would be able to formulate a Multiple Chemical Sensitivities policy for each building dependent on the requirements of tenants based on the information provided on the abovementioned voluntary master list. This would improve the health and wellbeing of tenants, no matter their condition.

12. Accommodations need to be made when showing new units to prospective tenants.

- Currently the policy is to attempt to accommodate when asked for, but there is no standard policy. A dedicated department/staff would be able to provide an array of accommodations that would be available so that prospective tenants could ask for them in confidence. It is suggested to remind people of the options for accommodation at several points in the process as is done with employment. This will help to get honest requirements for modifications before they move in and allow the prospective tenant to assess the space on their needs.

9.2(b)**13. An AODA Compliance Report is required every two years. Online Compliance must be reviewed as well.**

- Reporting is currently taking place annually to Jessica Bowen but we were informed that they don't test their own online compliance. A dedicated accessibility department/staff would be able to ensure website accessibility independently of City Staff.

14. Housing providers are required to make accommodations up to the point of Undue Hardship.

- There is a clearly defined process to request modifications in the home that involves CityHousing staff, a medical professional and the tenant. Considering the housing crisis currently in progress and the fact that the HWG promotes the principle of aging in place, we are recommending that a dedicated department/staff would be better able to address the concerns and fears of tenants and serve as a neutral representative in these matters between them and the Property Managers to make modifications as their physical conditions change. Due to the fact that affordable housing is scarce, we have learned that people with disabilities are reluctant to approach the property managers to ask for

9.2(b)

modifications for fear that they will be labelled problem tenants. It doesn't matter that there is no evidence of CityHousing responding in this matter, the fear is what we must address. An independent representative would better encourage people to ask for the modifications they require and not suffer needlessly. It could also simplify the application process for those that require assistance.

15. Self-service kiosks are required to be fully accessible and can accommodate those with vision loss.

- This is a major issue of concern that is going to require special effort. This is referring to things like the laundry card loading machines as well as washers, dryers, newer stoves and ovens. As these machines become more reliant on touch screens; the displays are nearly impossible for people with vision loss to use. They are also very confusing to some people and explanations on how to use them should be available in pictograms where possible in order to accommodate language and developmental barriers. A dedicated department/staff can work with each building to ensure the laundry facilities and home amenities are accessible for all tenants as they will be modified on a building to building and a unit to unit basis.

9.2(b)

Conclusions:

In doing this research, we had difficulty in understanding exactly how the AODA affects housing, because it doesn't specifically mention housing for the most part. This creates issues for Landlords and Property Managers when understanding their responsibilities under the act. Most see the AODA as a checklist that needs to be marked off and nothing more.

In the fifteen points we mentioned above, we have learned that CityHousing is not actually meeting the minimum standards in the act because no one quite understands them.

Using an example above, CityHousing requires all outside contractors to read and sign off on Human Rights Code and AODA training to satisfy accessibility training. However, according to "Unlocking the AODA" CityHousing is also required to ensure they have accessibility awareness, equity and more detailed accessible customer service training and that is not being done consistently.

CityHousing is required under the act to create a dedicated complaint line/system for people with disabilities to raise issues or provide accessibility related feedback and they have yet to do so. Relying on the Tenant Support

9.2(b)

Worker or Property Manager is not an appropriate alternative.

While CityHousing uses the Hamilton.ca network, they need to ensure their own part of it is as accessible as possible. At the very least, they should develop some testing protocols and run all online forms through accessibility testing regularly.

Barriers are still being created at CityHousing properties to date because there is no one on staff that is specifically trained in understanding mobility and accessibility. As we were informed, CityHousing has received a fund to make all its properties accessible by 2027, but if they don't understand what needs to be done, how do they ensure they have achieved accessibility? We believe that spending more money on staff now would ensure the money is spent efficiently as possible and modified in the correct order of priorities.

Self-serve kiosks are another major issue that needs to be addressed, but it needs to be addressed on an individual basis. Having an accessibility department means that people with disabilities can provide confidential information on their personal requirements so they can ensure all tenant's needs are met. Laundry rooms are a particular point of focus as each building will need their own combination of solutions. Home appliances are also an

9.2(b)

issue here and this department could work to address this on an individual basis.

Finally, given the precarious nature of housing, people are not asking for the modifications they need in their home as they don't want to put their housing at risk. This is necessary though as we know that aging in place is the most economical option at the moment. Requiring tenants to request modifications through their property manager is too intimidating for fear of being labelled a problem tenant. We have no evidence of this actually happening, but that doesn't change the fact that the fear exists. We need a dedicated staff member/department that can represent tenants in these requests as a neutral party.

With regards to extreme heat and climate change, an accessibility department can use their confidential voluntary list of required accommodations as well as the voluntary vulnerable persons list to create peer support programs in buildings that can support them. Adapting living spaces in a rapidly changing environment can present challenges that may be improved by a dedicated staff. This department could also assist in creating education programs on how to manage extreme weather and climate events as they occur.

While AODA compliance is the minimum standard, the ODA specifically requires that we identify, eliminate and prevent barriers. With respect to housing, the AODA's lack

9.2(b)

of any detailed requirements has become a barrier itself and we need to ask how to make these properties and residences truly accessible. The only way we can see to do that is to bring in people that are trained in equity and accessibility and/or to form a citizen advisory committee comprised of tenants from CityHousing properties that can represent these interests.

As to the department itself, we recommend that we start small, hiring one or maybe two FTEs. As the department establishes itself however, more staff may be needed, at least temporarily, as CityHousing has over 7000 units in its current portfolio. If you take the lower national average of persons with disabilities at 22% that gives us 1540 units that may need some level of accommodation. That is a huge job as well as the properties and common areas themselves.

Possible Benefits include:

- Improved Accessibility of Both Property and Residences
- Improved Communications and Website Access
- Clear Complaint or Suggestion Process
- Cost Efficiency By Ensuring Improvements are Done Correctly and In Proper Order
- Improved Modification Process
- Safer and More Enjoyable Tenancy

9.2(b)

- Community Outreach and Education
- Public Health Communications and/or Collaborations
- Improved Housing Stability

Recommendations:

The ACPD's Housing Working Group recommends the following:

1. CityHousing creates a separate department that is to ensure all properties are achieving accessibility or at least taking steps to improve it. This can be done through the following steps:
 - a. Begin by touring each property and listing steps that need to be taken in a priority list to be addressed as labour and finances allow. This will ensure that money allocated to improving accessibility is used as efficiently as possible.
 - b. Create a hotline/complaints system to provide necessary feedback as is required under the act.
 - c. Review the CityHousing website/application forms to ensure they are achieving full accessibility. This may require the development of testing protocols.
 - d. Review and modify the current system to request modifications in the home and serve as an intermediary between the tenant and the property manager.

9.2(b)

- e. Review any new construction or renovation plans to ensure they are addressing accessibility as well as trying to incorporate Universal Design, because it will save money over time.
- f. Review each property's maintenance plans to ensure they are taking accessibility into full account.
- g. Review accessibility training protocols and suggest improvements.
- h. Participate in Public Health's Extreme Heat Working Group as a representative of CityHousing and assist in updating the Community Heat Response Plan going forward.
- i. Attend ACPD Housing Working Group meetings on a biannual basis to maintain regular communication channels

9.3(a)

Outreach Working Group Meeting Notes

July 18th, 2023

Virtual WebEx Meeting

4:00PM – 6:00PM

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

Also in Attendance: Amy Majani

Those Absent: Jayne Cardno, Lance Dingman

1. Welcome and Introductions

2. Approval of July 18th Agenda: Agenda was approved.

3. Approval of July 3rd Meeting Notes: Meeting notes were approved.

4. Accessibility Awards Update: Chair provided a brief update on the presentation to GIC in June and a report on our success. This led to a discussion on next steps with some members wanting to dive right in and start working on the Award Design, but others

9.3(a)

wanted to wait until we hear from staff on how they would like to approach this as it is supposed to be a joint effort. We decided to ask Jocelyn when she reports to ACPD in August. There was also concern raised that OWG did not get to properly weigh in on the slide show presentation before it was made and didn't feel it represented us. Chair responded that it was not created by OWG but by staff and due to time constraints, there wasn't time to present it to the group. It was pointed out that we had two consultations at ACPD and OWG held two special meetings regarding this presentation.

5. Accessibility Fair 2023: Chair began by giving a brief update on progress to date. We reviewed the website together and Paula reported that it was as fully accessible as she could test. We will unify the media to correspond to the website. We reviewed the contact list and people suggested names not there yet. We discussed an invitation campaign where the members of the OWG can divide the contact list into small sections and everyone can contact their list. Paula volunteered and Patty may be able to assist. We will be sending out invites to the media as soon as we start getting confirmations and the webmaster can build the Exhibitor and Schedule pages.

9.3(a)

- 6. Accessibility Fair 2024:** We want to start planning so we can hand it off to the new group, but are unsure of what they would want. We will compile a list of possible alternate venues as well as associated costs for their review and decision. Some members wanted to set the date already, but other members pointed out that is not possible yet and we shouldn't be making those choices for the new group.

- 7. ACPD Pamphlet:** We reviewed the pamphlet and agreed to the small change on one paragraph to reflect the change from (EDI) to (IDEA). It will be presented at the next ACPD.

- 8. Other Business:** There was no other business.

9.3(b)

Ability First Accessibility Fair Update

August 2023

Planning for the event is going well. The website went live and the first round of mass invitations went out.

We are receiving completed registration forms and the Exhibitor page is already live on the website with the disclaimer that it is under construction. We will be adding the 2022 page if we can get enough photos together from last year's event. *If anyone has any good photos from the event, please send them to me.

Unfortunately, we have to pull the repair station for now unless we can find someone to replace Hauser's. They have a convention already planned for that date. L'Arche wants to host a build your own homemade card station and two others have indicated that they want to host interactive events, but have yet to respond as to what they would entail.

We won't be able to plan the layout until we see what the Forecourt will look like after the work is finished.(If there is still construction when the event happens, we will shift the event to the far west side of the forecourt off of Bay street. We may not be able to fit all the big vehicles over there, but it is only a contingency plan.)

9.3(b)

The Haptic Book project's phase one: The reinterpretation of the Bridge book from its original Czech to something for a Canadian Audience is going very well and is about 40% complete. The PLA plastic has arrived from the same country and I will begin phase 2: The printing of the models. Phase 3: The printing of the book, will be ready to begin by the end of August.

Media invitations will begin going out next week so we can be put on their schedules.

I am still waiting to hear back from the Mayor's office regarding the opening address and will also invite Councilor Tadeson to say a few words if he is so inclined as a member of our committee and as our representative in Council.

We will print the banner this month, ensuring it is designed to be as easy to update as possible.

Please stay tuned for more updates!

CITY OF HAMILTON

M O T I O N

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES: August 8, 2023**

MOVED BY J. KEMP

SECONDED BY

**Update to the Advisory Committee for Persons with
Disabilities’ Informational Pamphlet to include
Inclusion, Diversity, Equity and Accessibility (IDEA)**

WHEREAS, the Advisory Committee for Persons with Disabilities’ Outreach Working Group designed an informational pamphlet in an effort to inform the community about its roles and functions in 2021 and have already updated the pamphlet once to reflect the change in Departments in 2022;

WHEREAS, the current version of the informational pamphlet has a paragraph stating: “The Advisory Committee for Persons with Disabilities is comprised of citizens of the City of Hamilton with a diverse range of disabilities that strive to consider the needs of all in order to make this city a more equitable, diverse and inclusive place to live.”;

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; and

WHEREAS, in accordance with the change in branding from EDI to IDEA, the informational pamphlet should be updated.

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities informational pamphlet, attached as Appendix “A”, which has been updated to read: “The Advisory Committee for Persons with Disabilities is comprised of citizens of the City of Hamilton with a diverse range of disabilities that strive to consider the needs of all in order to make this city a more inclusive, diverse, equitable and accessible place to live.”, be approved.



The ACPD meets at
 City Hall on the second
 Tuesday of every month at
 4 PM.

For more information
 you can find us on the
 Hamilton.ca website
 under Council and
 Committees.

You may contact us in
 the following ways:

Mailing Address:

c/o Office of the City Clerk
 71 Main Street West, 1st floor
 Hamilton ON
 L8P 4Y5
 905-546-2424
clerk@hamilton.ca

**Advisory
 Committee
 for
 Persons
 with
 Disabilities**

The Advisory Committee for
 Persons with Disabilities is
 comprised of citizens of the City
 of Hamilton with a diverse range
 of disabilities that strive to
 consider the needs of all in order
 to make this city a more
 inclusive, diverse, equitable and
 accessible place to live.



A.C.P.D.

What is the ACPD?

The Advisory Committee for Persons with Disabilities recommends to the City of Hamilton policy, procedure and standards that address the needs and concerns of all disabilities. Our task is to identify barriers in municipal programs and try to prevent new barriers from being created in accordance with the ODA (Ontarians with Disabilities Act) and the AODA (Accessibility for Ontarians with Disabilities Act) in matters of Customer Service, Employment, Transportation, Design of Public Spaces and Information and Communication.

Have a disability related issue?

Any Citizen can raise disability related issues or ask questions of the ACPD. We will decide if the issue is within our mandate as an Advisory Committee of Council and send it to the appropriate working group for discussion and recommendations. The issue is then sent back to the ACPD for approval. The Advisory Committee for Persons with Disabilities reports directly to the General Issues Committee. You can begin the process by filling out a "Request to Speak to a Committee of Council form" available online at hamilton.ca or by forwarding an email to clerk@hamilton.ca



12.2

CITY OF HAMILTON

M O T I O N

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES: August 8, 2023**

MOVED BY J. KEMP.....

SECONDED BY

**The Advisory Committee for Persons with Disabilities’
Housing Issues Working Group’s ACPD
Recommendations to Improve Accessible Housing in
CityHousing Hamilton Buildings**

WHEREAS, the Advisory Committee for Persons with Disabilities’ Housing Working Group’s mandate is to advise Council in the following:

- (a) Identifying and pursuing the removal of barriers to housing;
- (b) Preventing the creation of new barriers to housing;
- (c) Defining the needs of the disabled in the accessible housing system in order to be more inclusive;
- (d) Highlighting deficiencies in the accessible housing system and seeking solutions to address them;
- (e) Anticipating accessible housing needs in the future;
and

12.2

- (f) Making Housing in Place with services recognizing equality;

WHEREAS, the Advisory Committee for Persons with Disabilities' Housing Issues Working Group reviewed the *Accessibility for Ontarians with Disabilities Act (AODA)* and "Unlocking the AODA" extensively to understand how the AODA affects housing without actually referring to housing and our research discovered several areas for suggestions for possible improvements for CityHousing Hamilton's Board of Director's consideration to make housing more accessible, improve quality of life and provide more stable housing;

WHEREAS, the Advisory Committee for Persons with Disabilities' Housing Issues Working Group met with Amanda Warren-Ritchie, CityHousing Hamilton's Manager of Strategy & Quality Improvement, and Jessica Bowen, Supervisor of Diversity and Inclusion, to ensure the conclusions and recommendations contained within Appendix "A" are in accordance with City of Hamilton and CityHousing Hamilton's policies; and

WHEREAS, CityHousing Hamilton is the largest housing provider for the city and its accessibility policies should set an example for other providers that operate in the same jurisdiction.

12.2

THEREFORE, BE IT RESOLVED:

- (a) The Advisory Committee for Persons with Disabilities respectfully requests permission to present to CityHousing Hamilton's Board of Directors the report: "ACPD Housing Working Group's Recommendations to Improve Accessible Housing in CityHousing Hamilton Buildings for Simplified Customer Service, Better Quality of Life and More Stable Housing in Accordance With the AODA", attached Appendix "A"; and

- (b) That the following Advisory Committee for Persons with Disabilities members be approved to delegate to the Board of Directors when the report respecting the ACPD Housing Working Group's Recommendations is considered at a future CityHousing Hamilton meeting: