



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES AGENDA

Meeting #: 23-011

Date: November 14, 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

Pages

1. APPOINTMENT OF COMMITTEE CHAIR

2. APPROVAL OF AGENDA

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

3. DECLARATIONS OF INTEREST

4. APPROVAL OF MINUTES OF PREVIOUS MEETING

4.1 October 10, 2023

5

5. COMMUNICATIONS

6. DELEGATION REQUESTS

7. DELEGATIONS

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8.2 Safety Concerns respecting City Hall Stairs (no copy)

9. CONSENT ITEMS

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9.2 Housing Issues Working Group Update

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- 12.1 Correspondence to City Council respecting the HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program 59

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- 14.1 Introduction of the General Manager of Public Works (no copy)

15. PRIVATE AND CONFIDENTIAL

16. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES**

MINUTES 23-010

4:00 p.m.

Tuesday, October 10, 2023

Room 264, 2nd Floor Hamilton City Hall

71 Main Street West

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

Absent

with Regrets: P. Cameron, A. Frisina, M. McNeil,
R. Semkow

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

- 1. Donation in Memory of Mary Sinclair (Item 12.1)**

(Kilburn/Janosi)

That a donation in memory of Mary Sinclair to Participation House in the amount of \$200 from account #300303, to be facilitated by the Diversity and Inclusion Office, be approved.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 2)

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

9. CONSENT ITEMS

9.4 Transportation Working Group Update

9.4(a) Transportation Working Group Meeting Notes – September 26, 2023

(Dingman/Janosi)

That the Agenda for the October 10, 2023, meeting of the Advisory Committee for Persons with Disabilities, be approved, as amended.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

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

(i) September 12, 2023 (Item 4.1)

(Kemp/Kilburn)

That the September 12, 2023, minutes of the Advisory Committee for Persons with Disabilities meeting, be approved, as presented.

CARRIED

(d) STAFF PRESENTATIONS (Item 8)

(i) City Enrichment Fund, Community Services Program, 2024 Community Reviewer Recruitment (Item 8.1)

Carmen Bian, Senior Policy Analyst, Healthy and Safe Communities, provided a presentation respecting the City Enrichment Fund, Community Services Program, 2024 Community Reviewer Recruitment, with the aid of a PowerPoint presentation.

(Dingman/Kemp)

That the presentation from Carmen Bian, Senior Policy Analyst, Healthy and Safe Communities, respecting the City Enrichment Fund, Community Services Program, 2024 Community Reviewer Recruitment, be received.

CARRIED

(e) CONSENT ITEMS (Item 9)**(i) Housing Issues Working Group Update (Item 9.2)**

J. Kemp provided a verbal update respecting the Housing Issues Working Group.

For further disposition of this item refer to Item (e)(iii)(1).

(ii) Outreach Working Group Update (Item 9.3)

J. Kemp provided a verbal update respecting the Outreach Working Group.

For further disposition of this item refer to Item (e)(iii)(2).

(iii) (Janosi/Kilburn)

That the following Consent Items be received:

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

(2) Outreach Working Group Update (Item 9.3)

(3) Transportation Working Group Update (Item 9.4)

- (i) Transportation Working Group Meeting
Notes (Item 9.4(a))

CARRIED

(f) DISCUSSION ITEMS (Item 11)

(i) Snow Clearing By-law (no copy)

Meagan Miotto, Manager Service Delivery,
Licensing and By-law Services discussed the
Snow Clearing By-law with the Committee.

(Cardno/Kilburn)

That the discussion respecting the Snow Clearing
By-law, be received.

CARRIED

(g) ADJOURNMENT (Item 16)

(Kilburn/Dingman)

That there being no further business, the Advisory
Committee for Persons with Disabilities, be adjourned at
4:52 p.m.

CARRIED

Respectfully submitted,

Tim Murphy, Acting Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk



HSR Fare Assist

Presented to Accessibility Committee for
Persons with Disabilities.

November 14, 2023



Key Highlights of the Fare Assist Program

30% discount on current single-ride PRESTO fares for the whole family with eligibility based on total household income regardless of age or ability.

Hamiltonians who live at or below the Low-Income Measure can apply.



Current Programs

- **Affordable Transit Pass program**
 - offered to low-income customers, and OW and ODSP recipients who are employed
 - provides a 50% discount off the adult monthly pass, for those aged 18-64



Current Programs

- **Temporary Transit Fare Special Program** (also known as the Voluntary Pay Program)
 - available only on HSR Conventional service
 - allows customers who use a personal mobility device, including wheelchairs, scooters, and walkers, or are a Canadian National Institute for the Blind (CNIB) cardholder the option to voluntarily pay a fare



Low Income Measure Levels

- Family size 1 – Income \$27,352
- Family size 2 – Income \$38,682
- Family size 3 – Income \$47,375
- Family size 4 – Income \$54,704
- Family size 5 – Income \$61,161
- Family size 6 – Income \$66,998
- Family size 7 – Income \$72,367
- Family size 8 – Income \$77,363
- Family size 9 – Income \$82,056
- Family size 10 – Income \$86,495



Customers

Based on the 2021 census data, 88,380 people in Hamilton live at or below the Low-Income Measure:

- 19,140 children (ages 0-17)
- 55,690 adults (ages 18 – 64)
- 13,550 seniors (65+)



Benefits

Fare Assist offers several benefits over current programs:

- The program applies consistently to customers of both conventional (HSR) and specialized (DARTS) service.
- **"Pay as you go"**, load funds as-needed.
- The discount applies to **the whole family**, including a spouse and children ages 13 to 17.
- HSR's loyalty program applies, and customers would receive free fare after the weekly cap of paid trips is reached.



Impact

- With this wide-reaching program, it is estimated that 8,956 will be served based on known modal split
- Representing 3.1 million rides or 14% of total ridership
- Pilot is being funded by the provincial gas tax reserve at a rate that is sustainable for the pilot period.
- The usage is based on staff's best estimate; therefore, we may need to add limits to the program or conversely advertise and educate more.
- Designed to be sustainable



Consultation Activities

- Direct mail outs to Accessible Transportation Services Clients
- Targeted outreach to Ontario Works and Ontario Disability Support Program
- Transit Staff
- Booth at Transit (re)Design – May 11, 2023



Consultation Activities

- Accessibility Committee for Persons with Disabilities
- Canadian National Institute for the Blind
- Public Consultation – Engage Hamilton
 - 1,183 surveys submitted
 - 1,113 surveys completed
 - 697 respondents less than Low Income Measure
 - 124 respondents greater than Low Income Measure
 - 96 respondents unsure of income level
 - 184 Community Partners



Consultation Activities

- Survey respondents identified as:
 - Female: 64%
 - Indigenous: 8%
 - Visible Minority: 21%
 - Disability: 14%



Application Process

- Application will be available online or paper form.
- Submitted to Healthy & Safe Communities for processing – 800 applications per month can be completed.
- A letter will be emailed or mailed, depending on preference, advising how to access the discount directly through PRESTO – in person help will be available if needed.
- Each application will be assessed based on the individual's situation.
- Annual application required.



PRESTO

- PRESTO cards can be purchased at any of these locations
- HSR ticket office at 36 Hunter St. GO Station, City Hall or Municipal Service Centres in Dundas, Ancaster, or Stoney Creek. You can also visit any Shopper's Drug Mart or Fortinos location in Hamilton.
- The cost to purchase the card is \$4



PRESTO

- PRESTO has varying load options:
 - Auto load ensures you never run out of funds
 - App allows for instant loads
 - In person at all of the locations listed
- Use the same PRESTO card used on DARTS on HSR



PRESTO

- There is a two-hour transfer window available with every fare payment
- Single fares rates as of September 1, 2024
 - Adult \$2.70 - if approved for fare assist \$1.89
 - Youth and Senior \$2.25 – if approved for fare assist \$1.58
- Support person policy remains in effect per AODA Transportation Standard



Other Fare Policies

- Children 0-5 travel for free
- Children 6-12 free with a PRESTO card
- Golden Age for Hamiltonians over 80
- Senior Annual Pass \$415.00 – 71% off the Adult monthly pass
- Senior Monthly Pass \$41.50 – 65% off the Adult monthly pass
- University/College Transit Pass –78% discount off the Adult monthly pass



Community Supports

- Currently there are over 100 social agencies that purchase tickets to distribute to their clients



Communications

- Develop an extensive communication program to inform the community and support the application process.
- Communicate to those in receipt of the Affordable Transit Pass.
- Develop tools to support Bus Operators.



Follow-up

All aspects of this pilot will be tracked to determine success.

- Report to PW Committee no later than March 2025 that includes ridership, costs and effectiveness
- Final report to the 2026 budget process with recommendations on moving forward based on the data collected



Thank You

9.2 (a)

Housing Working Group Meeting Notes

September 19th, 2023

Virtual Teams Meeting

10:00AM – 12:00PM

Those in Attendance: James Kemp, Paula Kilburn

Those Absent: Jayne Cardno, Lance Dingman, Robert Semkow

1. Welcome and Introductions
2. Approval of September 19th Agenda: Agenda was Approved
3. Extreme Heat Update and Discussion: Chair provided a brief update of this month's EHWG meeting. The heat map was discussed which shows the most concentrated heat islands across the City of Hamilton. Lower city has the highest concentration of heat, with the worst areas in the industrial sector. Chair suggested the HWDSB needs to be involved as heat emergencies are

9.2 (a)

more and more prevalent; too many schools in the hot zones are old and not air conditioned. Also raised the issue of standardizing the heat response across City Departments. Road works probably has a heat response plan, but parking enforcement and crossing guards do not, for example.

4. HATS Discussion and Update: Chair provided a brief update and answered several questions on the operation of the site. It is not an encampment, but a secured site with fencing and a single gate. Onsite kitchen and washrooms will be installed onsite. Accessibility will be addressed on an as needed basis in the interest of cost. Kitchen and washrooms will be accessible, but the cabins will be upgraded when needed.
5. Precariousness of Housing for Persons with Disabilities Discussion: As was requested at the last ACPD meeting, we discussed the stresses on the Housing system and how it is disproportionately affecting persons with disability. We revisited earlier discussions had at previous meetings. We will ensure it is on the OBL with suggestions for the next group to prioritize after handover.
6. Other Business: There was no other business.

9.2 (a)

7. Adjournment

9.2(b)

Housing Working Group Meeting Notes

October 17th, 2023

Virtual Teams Meeting

10:00 AM – 12:00 PM

Those in Attendance: James Kemp, Paula Kilburn, Lance Dingman

Those Absent: Robert Semkow, Jayne Cardno

1. Welcome and Introductions
2. Approval of October 17th Agenda: Agenda was approved.
3. Approval of September 19th Meeting Notes: Meeting notes were approved.
4. Extreme Heat Update: Chair gave the group a brief update of the most recent EHWG meeting. We reviewed the Laval University Heat Map showing the heat dome areas of Hamilton. It should be helpful in coming up with action plans based on immediate need. Still waiting for an update regarding RCFs as the survey they put out received poor response. Buses may run a loop in the downtown core to provide cooling areas during extreme heat events.

9.2(b)

Recreation Centres reported almost no usage of their cool spaces during the summer.

5. HATS Program Update: Chair provided an update about the Chatham Street site. The HATS Board decided to cancel the Chatham Street Site due to mainly financial concerns as well as no room for growth. The other sites they reviewed already had infrastructure in place to use for the washrooms and kitchen facilities and this site required them to bring in portable spaces at an increased cost of three hundred thousand. It was financially unfeasible for a two year site, setting aside the lack of public support for the project. LIUNA has agreed to provide infrastructure support like sidewalks if they are involved in the selection process in an effort to cooperate after their resistance to this site. They are still looking for the correct location to build on, hopefully by Q2 2024.
6. HWG's OBL Final Review: We went through each item on the OBL and updated them to make sure they are current in preparation for handover.
7. Other Business: There was no other business.
8. Adjournment

9.2(c)**Housing Issues Working Group's
Final 2023 Outstanding Business List**

- 1. Accessible Housing Modifications and the Promotion of Universal Design.** We put through a motion regarding universal design in late 2020/early 2021. It was last reported that it would go before E&CS late 2021, but I have not been able to find out about it since then.

- 2. Social Housing Inventory, in particular, whether we have actually achieved 20% accessible housing.** We sent a number of invitations to Edward Johns and asked Council to have Housing Services come to speak to us about this. They directed Housing Services to attend a future meeting and speak to us about this and other things. We have yet to meet with them and Edward Johns is no longer the director. Housing Services is now led by Michelle Baird. I will attach the directive**.

- 3. Reviewing the Housing Application Forms and suggesting improvements to make them more accessible.** This was also on our list to discuss with Housing Services and has yet to be fulfilled.

9.2(c)

- 4. Review the Smoke Free Policy with CityHousing regarding Medical Marijuana and the use of it by persons with disabilities to alleviate their symptoms.** This issue requires a meeting with both CityHousing and Public Health. It was to discuss ways to ensure people that need to use marijuana in their home can do so while not risking their tenancy as well as not unduly inconveniencing neighbours. It is still pending.

- 5. Review the Transitional Housing Process when transferring from the hospital into other forms of housing. It is currently very confusing, convoluted and detrimental to the proper recovery of patients. We hope to have suggestions for improvement as soon as we can understand how it all works and who is in charge. When we have answers there, we would like to produce a transitional section of the housing guide providing help for those going through the process.** We have made no progress in this matter. COVID response made understanding this system nearly impossible. Hopefully the next term will have a more stable system to study. We have received responses on this matter before, but they were restricted to a loan program for home improvement. A former member needed to use this system during the

9.2(c)

height of COVID and was transferred to 21 separate locations, was exposed to COVID and labelled a problem patient when she complained about the treatment she and others received. Hopefully, the next term will have more success.

6. Review of the Residential Care Facility system and try to suggest improvements for the betterment of residents. We would also like to eventually produce a section of the housing guide for RCF residents. We met with the Roundtable For Poverty Reduction (RFPR), Hamilton Social Medicine Response Team (HAMSMaRT) and Licensing and By-Law regarding RCFs. We also studied the Schedule 20 sections that cover the operation of RCFs as well as heard life experience from an HWG member. We highlighted a number of issues that need addressing. Privacy, social assistance rates, recreation or training programs for development, access to technology and the internet, vehicle or protocol for eventually leaving the RCF system for those that are able to, training and quality of staffing, disparity between for-profit and not-for-profit RCF operators, residents leaving RCFs and living on the streets to receive all of their ODSP every month. We should continue to highlight issues and work with other groups to try and improve conditions. We are

9.2(c)

currently trying to assess the percentage of facilities that are air conditioned, through the Extreme Heat Working Group, as the medications required by many residents is temperature sensitive. It is not enough to just provide cool rooms, they need to cool the entire facility.

7. Review of CityHousing's AODA related policies in order to highlight barriers in housing and seek solutions to address them. We have written a report and sent it to CityHousing's Board with a series of recommendations and hope to have something positive to report here soon. Chair will delegate on November 28th.

8. Creating relationships with other agencies and stakeholders involved in housing matters: We will continue to seek out other like-minded groups for the purposes of future collaborations or round tables. We have created a number of relationships with other groups and recommend this committee continue to do so through the next term. Our most recent group communication avenue is through the Extreme Heat Working Group with Public Health.

9. Social Assistance Allowance: It was felt that, because rent is taking up so much of a monthly

9.2(c)

allowance, that it is best placed here. We will discuss next steps soon. We are working on a recommendation to Council regarding Deeply Affordable/Attainable rent as econoviction of people with disabilities on social assistance is increasing. It is a large barrier to safe and supportive housing and we are strongly advising that Council take steps to secure rental properties at an attainable rent (30% Income). We recommend that the next group petition upper levels of government through Council as they are in control of this.

- 10. Review of the Accessible Housing Guide: We will review the housing guide and make sure it is still current or suggest if an update is in order.** We are currently reviewing the guide and will have recommendations on how to update and clarify the guide as well as add sections that are missing. Upon reviewing the first half of the guide, we have serious concerns with the guide in its current iteration. It does not seem to help people with disabilities as much as teach those that don't have a disability how that can affect housing. It seems to be geared more for staff than people looking for housing. We recommend that the next group divide the current guide into two parts and provide better information for those looking for

9.2(c)

housing as well as adding sections for Transitional Housing, RCFs and LTCs.

11. Long Term Care Facilities: It was suggested that even though LTCs are considered senior's facilities, there are a lot of people in them with accessibility issues and so we will begin to review the accessibility of them when we are able. We have made no progress on this issue. This issue was added after reports from a former member's experience at St. Joseph's Villa. In particular there is a lack of understanding on how to make things safe for the visually impaired; for example, they continuously change the layout and move furniture making it difficult to navigate their surroundings. Hopefully the next term will make some progress to this end. We recommend that the next term look into reviewing the two municipally owned LTCs for accessibility.

12. Advocacy to the Provincial Government Regarding ODSP's Air Conditioner Program. At the most recent EHWG meeting, it was suggested that the ACPD's HWG lead the charge to request changes to the ODSP Air Conditioner program. It is currently too stringent and is only approved for the life threatening breathing problems even though extreme

9.2(c)

heat affects many disabilities differently. They only issue about 50 every year. We will be asking for an expansion to the program as well as exploring the possibility of operating costs.

****City Clerk's Division**

COUNCIL FOLLOW-UP NOTICE

TO: Edward John DATE: June 17, 2021

Director, Housing Services

Christine Weir

Administrative Assistant to Director of Housing Services

FROM: Alicia Davenport

Legislative Coordinator, Office of the City Clerk

SUBJECT: Invitation to the Director of Housing Services to Discuss Accessible

Housing Matters

—
Please be advised that, at its meeting of June 9, 2021, Council approved Item 3(a) of General Issues Committee Report 21-012, which reads as follows:

3. Advisory Committee for Persons with Disabilities Report 21-005, May 11, 2021 (Item 10.1)

9.2(c)

(a) Invitation to the Director of Housing Services to Discuss Accessible

Housing Matters (Item 7.2(b))

WHEREAS, the Housing Issues Working Group of the Advisory

Committee for Persons with Disabilities will benefit from the expertise of

the Director of Housing Services, or their designate;

THEREFORE, BE IT RESOLVED:

(a) That the Director of Housing Services, or their designate, be

invited to attend a future meeting of the Housing Issues Working

Group of the Advisory Committee for Persons with Disabilities to

discuss accessible housing matters including, but not limited to,

the following:

(i) Reviewing and improving the Housing Application Process;

(ii) Confirming that the City's goal of 20% accessible housing

has been achieved and identification of the minimum criteria

required to be considered accessible;

9.2(c)

Council Follow-up Notice – Item 3(a) of General Issues
Committee Report 21-012

Council Meeting Date: June 9, 2021

Page 2 of 2

(iii) Information regarding the modular housing project,
including

its level of accessibility;

(iv) The plan in place when there is a loss of accessible
housing

due to unforeseen circumstances, such as a building fire;
and,

(v) The measures that the City is taking to ensure that
future

social housing incorporates 20% accessibility during this
housing crisis.

Please take the necessary steps to execute the direction
of Council.

For your reference, the Housing Issues Working Group of
the Advisory Committee for

Persons with Disabilities meets virtually via Webex on the
third Tuesday of every month,
commencing at 10:00 a.m.

Kindly contact James Kemp, the Housing Issues Working
Group Chair, as soon as

possible to arrange your attendance at a future meeting of
the Housing Issues Working

Group that works with your schedule.

9.2(c)

James can be contacted via email at:

jamesmpkemp@hotmail.com

Thank you,

Alicia Davenport

Legislative Coordinator

☎ (905) 546-2424 ext. 2729

Cc: Lynn Martinello, Administrative Coordinator, Healthy &
Safe Communities

Jessica Bowen, Supervisor, Diversity and Inclusion,
Human Resources

Taline Morris, Administrative Assistant II, Talent &
Diversity

James Kemp, Chair, Housing Issues Working Group

9.3(a)

Outreach Working Group Meeting Notes

September 19th, 2023

Virtual Teams Meeting

4:00PM – 6:00PM

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

Those Absent: Patty Cameron, Jayne Cardno, Aznive Mallett

1. Welcome and Introductions
2. Approval of September 19th Agenda: Agenda was Approved.
3. Ability First Accessibility Fair 2023 Final Discussion: Chair ran through the plan for the event and reviewed the Site Map. Members asked questions, but made no suggestions or recommendations. Anthony informed us that he would be attending the Hauser's Conference instead.
4. Other Business: There was no other business.
5. Adjournment

Outreach Working Group Meeting Notes

October 17th, 2023

Virtual Teams Meeting

4:00PM – 6:00PM

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

Those Absent: Patty Cameron, Jayne Cardno

1. Welcome and Introductions
2. Approval of October 17th Agenda: Agenda was approved
3. Approval of September 19th Meeting Notes: Meeting notes were approved.
4. 2023 Accessibility Fair Review: We reviewed the event and discussed what was successful and what was not. Chair will try and reach out to the other two members in attendance to get their feedback before presenting the final report in order to provide a more complete picture. We then discussed what we would like to see for the next event.

9.3(b)

5. Review OWG's OBL and Update Before Handover:

We reviewed the OBL and updated it to ensure the next term can quickly get up to speed in the new year.

6. Other Business: There was no other business.

7. Adjournment

9.3(c)**Outreach Working Group's****Outstanding Business List****November 2023****1. Continue to pursue collaboration and learning opportunities with other organizations.**

We will continue to explore collaborations with other organizations especially with regards to organizing the Annual Accessibility Event. We had HDEN help us with the fair this year and it was a very productive collaboration. They brought volunteers from the SEARCH program with the YWCA as well as assisted with advertising and brought in Exhibitors. It is a great example of successful collaboration.

2. 2023 calendar revision and redesign.

Staff has requested that we put the Calendar in a more accessible and easier to maintain list format. Chair has not had a chance to complete this project. Canva files and research can be transferred to the new group for them to complete. Most of the hard work has been done already and should provide a quick success for the next term is they want to get into it. After it has been altered,

9.3(c)

it will only require small amounts of maintenance annually to ensure it is accurate.

3. Accessibility fair planning.

We have an annual accessibility fair to plan in conjunction with the Accessibility Awards. The Website has a generic address of hamiltonacpd.ca and the administrator access can be transferred to the new group. We recommend looking into venues that already provide things like tables and chairs as well as assistance in setting them up in the future. Doing it on the Forecourt is extremely labour intensive. 4'x40' banner has been made and can be updated easily to hang over City Hall. We also suggest approaching Mohawk to see if we can utilize students learning about event planning to assist us in exchange for practical experience.

4. Periodic review of pamphlet to ensure correct information.

OWG should periodically ensure the accuracy of the Pamphlet. It has been updated twice now since its creation.

5. Accessibility Awards.

9.3(c)

We now have an annual accessibility award program and a budget to pay for it. It shall be held in conjunction with the fair in order to allow both programs to grow. A staff member will be assigned to assist with this project but the ACPD will be involved with its organization and judging.

6. Wheelchair/scooter rescue.

A member is delegating to GIC in November or December. We will have more information afterwards.

7. ACPD Website

When we set up the Fair website, a lot of members wanted things added that were not related to the fair itself. It was suggested that we investigate having a permanent website for the committee so that we can highlight things of interest to citizens regarding disability issues. We have a generic domain name of hamiltonacpd.ca and it should be paid for annually out of the Fair budget. It will be primarily a fair website, but there is a lot of functionality to explore. Plan has 200gb storage and allows for multiple users. We suggest the new term explore harnessing it more.

8. Convention and Special Event Equipment and Name Tags

9.3(c)

As we are trying to collaborate with other groups more, this means attending other's events. While we have a table banner, it has been pointed out that it is too hard to read and set up. We recommend looking into purchasing a table runner instead as well as a vertical banner with a brief description of who we are. Proper name tags would be a good idea as budgets allow.

CITY OF HAMILTON

2024

ADVISORY COMMITTEES

BUDGET SUBMISSION FORM

ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES

PART A: General Information

ADVISORY COMMITTEE MEMBERS:

James Kemp (Acting Chair)	Kim Nolan
Bob Semkow	Tim Nolan
Patty Cameron	Jayne Cardno
Lance Dingman	Michelle Dent
Anthony Frisina	Mark McNeil
Levi Janosi	
Paula Kilburn	
Tim Murphy	

MANDATE:

The Advisory Committee for Persons with Disabilities advises Council on providing full accessibility and inclusion of persons with disabilities in the City related to City goods and services and City-owned facilities and spaces and recommends to the City of Hamilton policies, procedures, standards and guidelines.

PART B: Strategic Planning

STRATEGIC OBJECTIVES:

Terms of Reference:

1. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario Human Rights Code (OHRC), and all applicable legislation, regulations, standards, policies and guidelines:
 - i. Advise Council and staff on barriers affecting full participation of persons with disabilities in the City.
 - ii. Advise Council and staff, annually about the preparation, implementation, and effectiveness of its accessibility plan required pursuant to the AODA.
 - iii. Ensure that the right of access for persons with disabilities to programs and services provided by the City is sustained, maintained, and/or improved.
 - iv. Review and comment to Council and other levels of government on pertinent reports, proposed legislation and studies which affect all persons with disabilities, where appropriate.
 - v. Provide a forum where persons with disabilities and service representatives can express their concerns, identify barriers, share information and recommend improvements to the existing level of City services, goods, facilities and spaces, for persons with disabilities, while taking into consideration a wide spectrum of disabilities in discussions and decision making.

- vi. Educate and increase awareness to City Council and staff on issues which affect people with disabilities.
- vii. Regularly review the progress and measure the success of the committee and its activities.
- 2. The Chair and Vice-Chair of the Advisory Committee for Persons with Disabilities may serve for more than one year in a Council term.
- 3. Members are expected to attend all meetings. 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.
- 4. Members are to adhere to the Procedural Handbook for Citizen Appointees to City of Hamilton Local Boards.

ALIGNMENT WITH CORPORATE GOALS:

Please check off which Council approved Strategic Commitments your Advisory Committee supports			
1) Community Engagement & Participation	X	2) Economic Prosperity & Growth	X
3) Healthy & Safe Communities	X	4) Clean & Green	X
5) Built Environment & Infrastructure	X	6) Culture & Diversity	X
7) Our People & Performance	X		

PART C: Budget Request

INCIDENTAL COSTS:

Monthly Meetings Expenses (photocopying, refreshments, advertising, postage, MS Teams, etc.)	\$4,672.00
Administrative Assistance (note-taking) for special meetings such as Roundtable.	
Refreshments: <ul style="list-style-type: none"> • Advisory Committee for People with Disabilities \$1500.00 • Built Environment Working Group \$750.00 • Transportation Working Group \$850.00 • Housing Working Group \$600.00 • Outreach Working Group \$600.00 	
SUB TOTAL	\$4,672.00

SPECIAL EVENT/PROJECT COSTS:

Conference and related travel expenses	\$1,500.00
“Ability First” Accessibility Fair	\$8,000.00
Accessibility Award Program	\$9,000.00
SUB TOTAL	\$18,500.00

TOTAL COSTS	\$23,172.00
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Funding from Advisory Committee Reserve (only available to Advisory Committees with reserve balances)	\$
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TOTAL 2024 BUDGET REQUEST (net of reserve funding)	\$23,172.00
PREVIOUS YEAR (2023) APPROVED BUDGET (2023 Request \$14,100)	\$14,100.00

CERTIFICATION:

Please note that this document is a request for a Budget from the City of Hamilton Operating budget. The submission of this document does not guarantee the requested budget amount. Please have a representative sign and date the document below.

Representative's Name:

Signature:

Date:

Telephone #:

12.1

CITY OF HAMILTON

M O T I O N

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES: November 14, 2023**

MOVED BY J. KEMP

SECONDED BY

**Correspondence to City Council respecting the HSR
Fare Assist Program and the Cancellation of the
Temporary No Pay Program and the Temporary
Voluntary Pay Program**

WHEREAS, the Advisory Committee for Persons with Disabilities has significant concerns regarding the cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program without first addressing several insufficiencies with the current bus design and fare payment options; and

WHEREAS, the Advisory Committee for Persons with Disabilities has prepared correspondence to City Council regarding the HSR Fare Assist Program as well as the cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program.

12.1

THEREFORE BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities approve the correspondence respecting the HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program attached as Appendix "A", for submission to Council.

DRAFT

To: Mayor Horwath and Members of City Council

From: The Advisory Committee for Persons with Disabilities

Re: HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program

Dear Mayor Horwath and Members of City Council,

The Advisory Committee for Persons with Disabilities has significant concerns regarding the cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program without first addressing several insufficiencies with the current bus design and fare payment options.

The HSR Fare Assist Program can help many people on ODSP save a modest amount on their transit costs. While it is not a great program, it is a good start to addressing the financial inequities of our social system. ACPD does have to take issue with the manner in which a smaller group of people with disabilities will be negatively impacted financially and the rapid pace in which the HSR has implemented this program.

The HSR has every right to charge for services, but they have to make sure people are able to do so. Revoking a program after only a few months notification like the no pay program used by the CNIB after being in place for decades seems unfair. Perhaps a transition could be discussed?

ACPD also takes issue with the HSR's failure to provide an accessible method of payment for persons with vision loss. The Presto system relies heavily on its Presto App. This requires a smart phone and the ability to manipulate one. This is very difficult if not impossible for people that can't see the display, nor feel the buttons to enter their banking information. This means that the only option they have is to travel to a Shoppers Drug Mart or a Fortinos. How do they get there? The fare box doesn't read out the display in an audible format so how are they to know if it has gone through properly? Are they still on a transfer? How much money is remaining on their card? This is all information that people with vision take for granted. When a person with vision loss needs to learn a new route, it can often take weeks of practice to learn how to navigate a new path. They do not

need assistance with travel training, only the ability to practice without financial hardship.

The CNIB and other agencies that represent those with vision loss have reasonable concerns that should be addressed before ceasing a program in place longer than many of us have been alive.

To understand how the voluntary pay program came about, we need to provide a little history. In the late 1990's, the HSR purchased a small number of low floor buses to begin making the service accessible. At the time, the technology only allowed for installation at the back door and the HSR designed the layout accordingly. The HSR has been designing their buses to have the back door as the primary access point ever since. This raised a big problem however, where do they pay if they are entering from the back door? At the time, it was determined that it would cost too much to install a secondary fare box and felt it was cheaper to let people with mobility devices ride for free. This is still a problem today which the HSR has not addressed.

When the *Accessibility for Ontarians with Disabilities Act (AODA)* was passed in 2005, one of the rules for conventional transit was that two wheelchair seats be provided as close to the primary access point as possible. For most cities, they use the front door as the primary access and the two wheelchair seats are up front on either side. The City of Hamilton continued to use the back door design with the two wheelchair spots closest to the rear entrance and still does to this day. If the HSR wants to switch to the front door as the primary access, they will need to change the design of the buses or they would be violating the AODA's section 49(2): The priority seating for persons with disabilities shall be located as close as practicable to the entrance door of the vehicle.

If the HSR wants persons with mobility devices to pay fare, they will need to provide an accessible means of paying at the rear door or as we have also suggested, provide a portable Presto scanner for each driver.

Other points of concern are:

- The lack of appropriate grab bars surrounding the fare box. People that use walkers and rollators will need to be able to transfer their weight off of their mobility device onto the grab bar so they can swipe their card

safely. The box should have rounded grab bars available on either side; flush or of slight prominence to the fare box.

- Powerchairs have another problem using the front scanners, the control box of the chair blocks access and you have to strain and reach around to scan the card.
- Only some designs of mobility scooters and powerchairs are able to maneuver through the front door. Mobility Scooters with wide wheel bases as well as powerchairs with large footplates and high backs or tilt seating require the back door.

ACPD would be remiss if for not pointing out that a large number of people with disabilities live in deep poverty and cannot afford internet access or smartphones. This digital divide gets wider each day and we must remember that we are not operating on a level playing field. Presto is not very accessible to many people.

A financial argument can also be made that it actually saves the City money to allow a passenger to ride the bus for free than it does for a passenger to pay fare on a DARTS trip. It incentivizes using transit over paratransit. Classifying both programs as temporary was to ensure that they didn't affect DARTS, not that they were in place as a stop gap measure.

The ACPD was consulted on the Fare Assist Program in May of 2023 and raised these concerns with staff at that time and that information is not in the final staff report. Instead, the relevant consultation only states that some members felt there would be a problem using Presto.

ACPD supports the implementation of the Fare Assist Program, however, asks that the HSR pause their plan to cancel both temporary programs until they can better accommodate the needs of people with disabilities.