



City of Hamilton
ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES AGENDA

Meeting #: 24-003
Date: April 9, 2024
Time: 4:00 p.m.
Location: YouTube Channel Streaming for
Virtual Meetings
All electronic meetings can be
viewed at:
City's YouTube Channel:
<https://www.youtube.com/user/InsideCityofHamilton>

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

Pages

1. CEREMONIAL ACTIVITIES

2. APPROVAL OF AGENDA

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

3. DECLARATIONS OF INTEREST

4. APPROVAL OF MINUTES OF PREVIOUS MEETING

4.1 February 13, 2024

5

5. COMMUNICATIONS

- 5.1 Correspondence from Maureen Cosyn Heath, Director, Transit Division, Public Works, respecting HSR Fare Assist Program and the Cancellation of the Temporary No Pay Program and the Temporary Voluntary Pay Program 13

Recommendation: Be received.

6. DELEGATION REQUESTS

7. DELEGATIONS

8. STAFF PRESENTATIONS

- 8.1 E-Scooter Pilot Program Update (no copy)
- 8.2 Accessible Transportation Services Eligibility Appeal Policy - PRESENTATION 17

9. CONSENT ITEMS

- 9.1 Built Environment Working Group Update
- a. Built Environment Working Group Meeting Notes - March 5, 2024 39
- 9.2 Housing Issues Working Group Update
- a. Housing Issues Working Group Meeting Notes - February 20, 2024 43
- 9.3 Outreach Working Group Update
- a. Outreach Working Group Meeting Notes - February 20, 2024
- b. Outreach Working Group Meeting Notes - March 20, 2024

9.4 Transportation Working Group Update

- a. Transportation Working Group Meetings Notes - February 27, 2024 47

9.5 Strategic Planning Working Group Update (no copy)

9.6 Accessible Open Spaces and Parklands Working Group Update

- a. Accessible Open Spaces and Parklands Working Group Meeting Notes - February 28, 2024 51

10. PUBLIC HEARINGS

11. DISCUSSION ITEMS

12. MOTIONS

- 12.1 Purchase of an Annual Canva Account for the Accessibility Committee for Persons with Disabilities 53

13. NOTICES OF MOTION

14. GENERAL INFORMATION / OTHER BUSINESS

15. PRIVATE AND CONFIDENTIAL

16. ADJOURNMENT



Hamilton

**ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES**

MINUTES 24-002

4:00 p.m.

Tuesday, February 13, 2024

Room 192/193, 1st Floor Hamilton City Hall

71 Main Street West

Present: Councillor M. Tadeson, J. Kemp (Chair),
P. Kilburn (Vice Chair), B. Cullimore
L. Dingman, A. Frisina, C. Hernould,
L. Janosi, L. Johanson, H. Kaur, J. Maurice,
M. McNeil, T. Murphy, K. Nolan, T. Nolan,
M. Opoku-Forfieh, R. Westbrook

Absent

with Regrets: H. Bonefant and S. Dunford

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

- 1. Accessibility Committee for Persons with
Disabilities – Terms of Reference (Item 11.1)**

(Kilburn/Dingman)

That the Terms of Reference for the Accessibility Committee for Persons with Disabilities attached as Appendix "A" be approved, as presented.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 2)

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

(Kilburn/Dingman)

That the Agenda for the February 13, 2024, meeting of the Accessibility 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) January 9, 2024 (Item 4.1)

(McNeil/Janosi)

That the January 9, 2024, minutes of the Advisory Committee for Persons with Disabilities meeting, be approved, as presented.

CARRIED**(d) STAFF PRESENTATIONS (Item 8)****(i) Accessible Transportation Services
Performance Review - Q3, 2024 (Item 8.1)**

Michelle Martin, Manager of Accessible Transportation Services, addressed Committee respecting the Accessible Transportation Services Performance Review for Q3, 2024, with the aid of a PowerPoint presentation.

(Murphy/Dingman)

That the presentation from Michelle Martin, Manager of Accessible Transportation Services, respecting the Accessible Transportation Services Performance Review – Q3, 2024, be received.

CARRIED**(Kilburn/Tadeson)**

That the Report respecting the Accessible Transportation Service Performance Review – Q3, 2024, be received.

CARRIED

**(ii) Accessible Transportation Services Road Map
(Item 8.2)**

Michelle Martin, Manager of Accessible Transportation Services, addressed Committee respecting the Accessible Transportation Services Road Map, with the aid of a PowerPoint presentation.

(Murphy/Janosi)

That the presentation from Michelle Martin, Manager of Accessible Transportation Services, be received.

CARRIED

(e) CONSENT ITEMS (Item 9)

**(i) Safety Concerns respecting City Hall Stairs
(Item 9.1)**

Jocelyn Strutt, Senior Project Manager - Public Engagement, provided an update respecting Safety Concerns respecting City Hall Stairs.

(Kilburn/Dingman)

That the update from Jocelyn Strutt, Senior Project Manager - Public Engagement, respecting Safety Concerns respecting City Hall Stairs, be received.

CARRIED

(f) DISCUSSION ITEMS (Item 11)**(a) Accessibility Committee for Persons with Disabilities Working Group Review (Item 11.2)****(i) (Kaur/Hernould)**

(a) That the following Working Groups be established for the 2022-2026 Term of Council:

- (1) Built Environment Working Group
- (2) Housing Issues Working Group
- (3) Outreach Working Group
- (4) Transportation Working Group
- (5) Strategic Planning Working Group
- (6) Accessible Open Spaces and Parklands Working Group

CARRIED

(ii) (Opoku-Forfieh/Westbrook)

(a) That the following members be appointed to the Accessibility Committee for Persons with Disabilities Working Group:

(1) Built Environment Working Group:

- (i) James Kemp
- (ii) Lance Dingman
- (iii) Cara Hernould
- (iv) Michael Opoku-Forfieh
- (v) Anthony Frisina

- (vi) Levi Janosi
- (vii) Hargun Kaur

(2) Housing Issues Working Group:

- (i) Paula Kilburn
- (ii) Ben Cullimore
- (iii) Hargun Kaur
- (iv) Robert Westbrook
- (v) Lance Dingman
- (vi) James Kemp
- (vii) Anthony Frisina

(3) Outreach Working Group:

- (i) James Kemp
- (ii) Paul Kilburn
- (iii) Anthony Frisina
- (iv) Hope Bonenfant
- (v) Robert Westbrook
- (vi) Mark McNeil
- (vii) Ben Cullimore

4. Transportation Working Group:

- (i) Paula Kilburn
- (ii) Tim Murphy
- (iii) Jake Maurice
- (iv) Mark McNeil
- (v) Anthony Frisina
- (vi) Kim Nolan

- (vii) Tim Nolan
- (viii) James Kemp

5. Strategic Planning Working Group:

- (i) James Kemp
- (ii) Hargun Kaur
- (iii) Paula Kilburn
- (iv) Mark McNeil
- (v) Tim Nolan
- (vi) Kim Nolan

6. Accessible Open Spaces and
Parklands Working Group:

- (i) Cara Hernould
- (ii) Mark McNeil
- (iii) Tim Nolan
- (iv) Kim Nolan
- (v) Paula Kilburn
- (vi) James Kemp

CARRIED

**3. Hamilton Strategic Road Safety Committee
Representative (Item 11.3)**

(Janosi/Opoku-Forfieh)

- (a) That Cara Hernould be appointed as the Accessibility Committee for Persons with Disabilities' representative on the Hamilton Strategic Road Safety Committee; and

- (b) That Hargun Kaur be appointed as the alternate representative on the Hamilton Strategic Road Safety Committee.

CARRIED

(g) ADJOURNMENT (Item 16)

(Murphy/McNeil)

That there being no further business, the Accessibility Committee for Persons with Disabilities, be adjourned at 5:25 p.m.

CARRIED

Respectfully submitted,

James Kemp, Chair
Accessibility Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk



Transit Division (HSR)
Public Works, City of Hamilton
2200 Upper James St., Mount Hope, ON L0R 1W0
Phone: 905-546-2424 | Fax: 905-679-7305
Website: hamilton.ca/hsr | Twitter: @hsr

February 21, 2024

James Kemp
Chair
Advisory Committee for Persons with Disabilities
City of Hamilton
City Hall, 71 Main Street West
Hamilton, ON L8P 4Y5

BY EMAIL: [REDACTED]

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

Dear James,

The letter from the Advisory Committee for Persons with Disabilities (ACPD) to City Council, dated December 15, 2023, regarding the HSR Fare Assist Program, was referred to me for response through the General Manager, Public Works. We acknowledge the concerns outlined in the letter, viewing community feedback as crucial for the City of Hamilton's Transit Division (HSR) to deliver a safe, accessible, and efficient public transportation system.

The Fare Assist Program was first introduced on April 3, 2023, with public consultation taking place until May 31, 2023, and was unanimously approved by Council on July 12, 2023. At its meeting on December 13, 2023, Council agreed to a six-month grace period ending June 30, 2024, for customers currently accessing the Temporary Transit Special Fare Program. This allows customers an additional six months to apply and transition to the new program. Staff will report back to Council in September 2024 regarding this transition and at varying intervals throughout the 30-month pilot.

The new Fare Assist program now requires that all customers pay a fare, and we acknowledge this as a change from the former "voluntary pay" option. Hamilton is the only transit agency that has offered a voluntary pay program for persons using a mobility device (wheelchair, walker, scooter), and while some agencies allow CNIB cardholders to ride without fare, it is not consistent. Most municipal transit agencies require all passengers to pay a fare and board through the front door, where the farebox is located.

There is nothing definitive in legislation or the City of Hamilton's policies and procedures that explicitly states where a person using a mobility device boards the bus, and the normative practice throughout the Province and beyond, is front door boarding.

We appreciate that change requires transition, and we are committed to supporting customers through the change to the new Fare Assist Program. Transit is providing in-person training, and training materials are being made available to support customers through the change of using the front door, including accessible videos which will be posted in the coming weeks.

The PRESTO payment system is owned and operated by Metrolinx and is used by transit agencies across the province. The PRESTO fare reader is in service on buses, rail lines, subways, and streetcars operated by GO Transit, the UP Express, Hamilton (HSR), Burlington Transit, Oakville Transit, Mississauga (MiWay), Brampton Transit, York Region Transit, Toronto (TTC), Durham Region Transit (DRT), Ottawa's OC Transpo, and is used by millions of riders each day. Metrolinx's PRESTO website invites feedback on accessibility for people with disabilities at accessibility@metrolinx.com. Customers are encouraged to contact Metrolinx for support and assistance as required.

Importantly, the Metrolinx Accessibility Advisory Committee members provided user testing feedback during PRESTO development. PRESTO offers various payment options which include physical payment cards that may be loaded at multiple locations or online, or an app for those with smartphones. Accessibility features for visually impaired customers include the following:

- The device provides audio feedback to let the customer know when their tap has been accepted or declined.
- The device decals and text have high color contrast.
- A Braille letter "P" on PRESTO cards to help distinguish it from other cards in a wallet.
- The PRESTO card reader has a raised circular outline for tactile feedback.
- The barcode reader has a raised rectangular outline for tactile feedback.

In addition, the location and positioning of the PRESTO devices on transit buses are based on installation manuals that cover the accessibility requirements for height and access to the devices, which have been followed.

Please note that the City's Transit Division fully meets the legislative requirements outlined in the AODA transportation standard. The front door is fully accessible for mobility devices, and the buses meet the AODA requirement for sizes outlined in O. Reg. 191/11, s. 55.

In 2021, the Transit Division was subject to a desk audit by the Ontario Ministry for Seniors and Accessibility and was found to be compliant based on documentation provided, including the Fares, Fare Parity and Fare, Support Persons sections (S. 38.(1), 46.(1,2), 66.(1,3,5,6)), and General Responsibilities (S. 44.(1,2)) of the Integrated Accessibility Standards Regulation.

We recognize that there may still be individuals who require accommodation to utilize conventional transit, and we will work with individuals to review possible accommodation options when they make their needs known to the Transit Division by contacting HSR's Customer Service line at 905-528-4200 option 2 to book an individual training session with an experienced Transit Instructor and to make a request for reasonable accommodation on a case-by-case basis.

The City of Hamilton continues to offer Accessible Transportation Services (ATS) to people with physical or functional limitations or health conditions who are unable to use the regular HSR bus. ATS service is delivered by a contractor and subcontractors.

Eighty percent of trips taken on specialized service are by individuals who do not use mobility devices, and the contractor has increased the number of Promasters in the fleet, which will better serve both people with and without PMDs and provide more flexibility. In addition, enforcing late cancellations and no shows in early 2024 is expected to improve vehicle productivity and help improve both cost per trip and the trip denial rate, which remains within the 2004 Ontario Human Rights Commission decision guideline. What remains unknown at this point is what factors will influence customer choice to use specialized versus conventional transit when fares are equally discounted, and this will be monitored to determine impact. As always, the City of Hamilton continually reviews opportunities to improve the efficiency of both conventional and specialized transit services and uphold all legislative requirements.

The City's Transit Division is confident that with support, customers will become increasingly comfortable using the front door. We continue to welcome feedback and suggestions and encourage customers to contact HSR customer service at 905-528-4200 option 2 to report any concerns so that appropriate action can be taken.

With thanks,



Maureen Cosyn Heath
Director, Transit Division
Public Works, City of Hamilton

cc: Carlyle Khan, General Manager, Public Works, City of Hamilton



Hamilton

**Eligibility for Accessible
Transportation Services
Accessibility Committee for Persons
with Disabilities
April 9, 2024**

Objectives

- Part of the multiyear roadmap outlining critical steps to reform service delivery (Appendix “B” to Report PW24005, also Item 8.2. ACPD meeting 24-002)
- Under the roadmap category of Eligibility for Accessible Transportation Services, improvements include updating the Accessible Transportation Services Eligibility Appeal policy as per recommendations in key reports:
 - Accessible Transportation Services Eligibility Audit (Appendix “B” to AUD20009, December 7, 2020)
 - Dillon Consulting Report (Appendix “A” to PW21055, Consultant Report to Accessible Transportation Service, October 7, 2021, funded by Provincial Audit and Accountability Fund)

Eligibility for Accessible Transportation Services

Eligibility Appeal Policy

- Policy for appealing eligibility decisions and establishment of an appeals committee process update. **Target: end of 2023 (in progress, was awaiting internal review). Now complete.**

Reporting history: Recommendation 7 in Appendix “B” to AUD20009; Appeals policy discussed at ACPD Transportation Working Group January 2023, March 2023 (no notes tabled from working group, ATS records only), and July 2023 (no notes tabled from working group, ATS records only).



Eligibility for Accessible Transportation Services

How Eligibility is Determined

- two versions of the application are available as PDFs online, or by mail if requested: one general version, and one shorter one for applicants who reside in long-term care
- portion of the application needs to be completed by a regulated health professional (physician, nurse practitioner, registered nurse (RN), physiotherapist, occupational therapist, regulated/licensed MSW; for residents of long-term care, a registered practical nurse (RPN) can sign)



Eligibility for Accessible Transportation Services

Categories of Eligibility

- **Unconditional:** not able to use HSR transportation, but can use DARTS service safely; can use DARTS for all trips
- **Conditional:** able to use HSR buses under certain conditions: seasonal eligibility (November 1 to April 30) or trip-by-trip eligibility (can use DARTS to approved locations only)
- **Temporary:** not able to use HSR buses due to a condition that is expected to improve; can use DARTS temporarily for all trips



Accessible Transportation Services

Eligibility Appeal Policy - current

Policy as currently posted:

If you disagree with the ATS decision regarding eligibility, complete the Accessible Transportation Services (ATS) Eligibility Appeal Form and send it to ATS by mail, fax or email.

Your appeal will be reviewed by the Eligibility Appeal Panel, that will make a final decision about your eligibility. You will be told the date of your hearing. You and another person may attend the hearing to discuss your appeal. If you have additional materials you want to share you must bring at least 3 copies. You must arrange your own transportation to the appeal hearing.



Accessible Transportation Services Eligibility Appeal Process - updated

Items added as part of a robust comprehensive process:

- Accessible Transportation Services Policy document and related Procedure document for ATS and for Appeal Panel members
- Updated Eligibility Appeal Form
- Updated Eligibility Appeal Notice of Hearing
- Additional Hearing Notice enclosure for authorized representative, should applicant wish to engage one
- Two Appeal Hearing outcome letters:
 - increased eligibility
 - no change from original determination



Accessible Transportation Services Eligibility Appeal Policy

Summary of Policy to be posted on City of Hamilton web page:

ATS provides specialized transportation for people with disabilities or health conditions who can't use the HSR. Eligibility for ATS is based on each person's functional ability to use the HSR. If you disagree with an eligibility decision, then you have the right to appeal the decision. An independent Eligibility Appeal Panel reviews decisions that are appealed. If you decide to appeal an eligibility decision, please call ATS at 905-529-1212. The ATS Supervisor will be notified of your appeal request. They will provide you with an ATS Eligibility Appeal form.



Accessible Transportation Services

Eligibility Appeal Policy

Summary of Policy to be posted on City of Hamilton web page (continued):

If you complete and submit an appeal form, then the ATS Supervisor will contact you soon after. With your appeal form, you can also submit additional relevant information from your healthcare provider. When you appeal, if you have not had an assessment, then you can ask ATS to arrange for a third-party assessor who may be able to supply additional relevant information to be used as part of your appeal.



Accessible Transportation Services

Eligibility Appeal Policy

Summary of Policy to be posted on City of Hamilton web page (continued):

If you choose not to provide additional relevant information, then the Eligibility Appeal Panel will only review the existing ATS records about your eligibility for service.

The Eligibility Appeal Panel is made up of three (3) members:

- a member of the City's Accessibility Committee for Persons with Disabilities (ACPD);
- an Orientation and Mobility Specialist or Occupational Therapist; and
- a staff member of the City's Talent and Diversity section.

Accessible Transportation Services

Eligibility Appeal Policy

Summary of Policy to be posted on City of Hamilton web page (continued):

You will be invited to attend your appeal hearing. If you do choose to attend, you will need to arrange your own transportation to the appeal hearing. You may choose to bring or send a representative. You do not have to attend the hearing.

The panel will review your application information and any other information you provide. The panel will decide if you are eligible for ATS. The panel's decision is final.

ATS will let you know of the panel's final decision. You should be sent the decision within 30 calendar days of ATS receiving your completed appeal form.



Accessible Transportation Services Page 28 of 53

Eligibility Appeal Policy

Summary of Policy to be posted on City of Hamilton web page (continued):

If the final decision is not made within 30 calendar days, ATS will provide temporary eligibility until the final appeal decision is made.

If your transportation needs change or you have new information about your disability or health condition you may submit a new ATS Application Form.

- **AODA and relevant City Policy and Procedure document numbers will be cited at the end of the posted policy**
- **Plain language document will be included in Appeal Form mailout**



Accessible Transportation Services Page 29 of 53

Eligibility Appeal Form

Form elements:

- Applicant name, ATS ID number and contact information
- Disclaimer regarding use of email to correspond, if email is provided
- Reason for appealing decision
- Appointment of representative (optional)
- Authorization for the release of personal information and personal information collection notice
- Signature of applicant or substitute decision maker

Accessible Transportation Services Page 30 of 53

Eligibility Appeal Form

Form edits specific to ACPD Transportation Working Group comments:

- Clarified use of information communicated from/ to any authorized representative
- Removed check boxes re: “wish to/ do not wish to attend hearing”
- Replaced the word “agent” with Representative, for anyone acting on the applicant’s behalf
- Will be mailed out with a copy of the plain language policy as an enclosure, to provide more detail regarding possible options (e.g., providing more medical info prior to appeal hearing)

Accessible Transportation Services

Eligibility Appeal Hearing Notice

Form elements:

- Applicant name, ATS ID number and contact information
- Hearing date, time, and location
- Informs applicant that they may bring another person to the hearing, may bring written materials to distribute, that they must make their own transportation arrangements to the hearing, and to contact ATS to make alternative arrangements if they cannot attend but wish to

Form edits specific to ACPD Transportation Working Group comments:

- Signed by ATS Supervisor and contact information provided

Eligibility Appeal Enclosure for Authorized Representative

Form elements:

- Representative name and contact information as provided by the applicant
- Informs person they have been named representative, that their contact information was provided to ATS by the applicant for this purpose, and includes a personal information collection notice
- Signed by ATS Supervisor and contact information provided
- To be enclosed with Appeal Hearing Notice sent to any authorized representative

Eligibility Appeal Outcome Letters

In response to ACPD Transportation Working Group comments concerning clarity regarding steps taken in each case, there are two letter templates:

- **ATS Appeal – Decision Upheld Letter:** restates date that hearing was held, informs applicant that the original eligibility decision remains in place, and includes the sentence, “If there is any change in your disability or any new or updated information for ATS to consider, please contact ATS to reapply for services.” It is signed by ATS Supervisor and contact information is provided.



Accessible Transportation Services

Eligibility Appeal Outcome Letters

(continued)

- **ATS Appeal – Decision Amended Letter:** restates date that hearing was held, informs applicant that the original eligibility decision has been changed to an increase in eligibility and lists enclosures being sent with the letter: ATS User Guide and Taxi Scrip program information, HSR fares information, and their ATS Certification Letter. It is signed by the ATS Supervisor, and contact information is provided.



Accessible Transportation Services

Eligibility Appeal Procedure

Elements of the Eligibility Appeal Procedure:

- Purpose and scope defined: addresses the work of ATS staff to accomplish referrals to the ATS Eligibility Panel to ensure those persons who require specialized transit have access to it.
- Definition of terms: AODA, applicant, ATS, Health Care Professional, MFIPPA, PHIPA
- Responsibilities of the ATS Supervisor, ATS Manager and ATS Appeal Panel members
- Categories of eligibility
- Appeal Panel membership and how their decisions are communicated to applicants



Accessible Transportation Services

Eligibility Appeal Procedure

Procedure edits specific to ACPD Transportation Working Group comments:

- Additional forms and letters listed (see above)
- Section that is specific to Appeal Panel Training, to cover the ATS application process, functional barriers on transit, relevant AODA sections (O. Reg. 191/11), privacy and confidentiality, and ethics (e.g., conflict of interest)



Accessible Transportation Services

Eligibility Appeal Next Steps

Work with ACPD, City of Hamilton Talent and Diversity Division, and other City divisions as needed to:

- Update the Eligibility Appeal Panel Terms of Reference
- Support the ACPD to provide one panel member as required for hearings
- Develop training for panel members
- Ensure anyone participating as a panel member receives the necessary training
- Revise Policy, Procedure and Forms as needed, if/when edits are flagged during the above steps or when used



Thank You

9.1(a)

ACPD's Built Environment Working Group Meeting Notes

March 5th, 2024

Virtual Teams Meeting

4:00PM – 6:00PM

Members in Attendance: Lance Dingman, James Kemp, Hargun Kaur, Cara Hernould, Levi Janosi, Anthony Frisina

Members Absent: Michael Opoku-Forfieh

1. Welcome and Introductions

2. Nomination of Chair: We began by James offering to serve as Chair for the next three or four months in order to get the BEWG up and running as quickly as possible due to the fact that the group is full of new members. We then discussed nominating a Vice-Chair (or Vice-Chairs) at the next meeting that would learn from James on the basic operations of Built during this transitional period and would take over as Chair from then on. It was agreed that this was a sensible way of moving forward without putting undue

9.1(a)

pressure on new members while they get up to speed.

3. Approval of the March 5th Agenda: The agenda was approved.

4. Review of Outstanding Business List: Chair reviewed the list with the group, explaining all the business in detail while providing history on the previous term's efforts and difficulties. This was an excellent opportunity to discuss what Built does and how each member can contribute to the committee over the next term. Chair will refine the OBL and add more explanatory information before handoff.

5. Review of BEWG Work Plan: We reviewed the most recent copy of BEWG's Work Plan which was never approved by Council. Chair will try to find out if we need to resubmit or revise. While going through it, we noticed some redundancies, especially with the additions to the most recent ACPD TOR. This will be a topic for discussion at a future meeting.

6. Municipal Infrastructure and Capital Projects List Discussion for New Members: This whole meeting was mainly an information session due to the high number of new members. Throughout the OBL and

9.1(a)

Work Plan review, we discussed municipal infrastructure like Urban Braille, APS signal buttons, bus stops, curb cuts, bypasses, park upgrades, snow removal and so on. We also discussed reviewing Capital Projects through meetings with staff, architects and engineers and touring municipally funded facilities to assess its actual accessibility. We also reviewed the process in which members can raise issues of concern to them and how we can request the appropriate staff to speak to said issues. The Chair briefly touched on the AODA, IASR, OBC and BFDG, but we will discuss them in much more detail in the future.

7. Other Business: There was no other business.

8. Adjournment

9.2(a)

ACPD's Housing Working Group Meeting Notes

February 20th, 2024

Virtual Teams Meeting

10:00AM – 12:00PM

Members in Attendance: Lance Dingman, James Kemp, Robert Westbrook, Paula Kilburn, Ben Cullimore

Members Absent: Hargun Kaur

** Due to technical difficulties, Robert and Ben were unable to fully participate in the meeting.

1. Welcome and Introductions

2. Approval of February 20th Agenda: Agenda was approved

3. Nomination of Chair: James suggested that he Chair the group for the first 6 months or so, to ensure a smooth transition and handover. James asked the other members to consider being Vice-Chair so he can bring them up to speed on the group's activities and prepare to take over after that time. This was

9.2(a)

approved by the other members. We will nominate a Vice-Chair at the next meeting

- 4. Note Taking Discussion:** Chair wanted to discuss note taking as it is unfair to always put it on one member. He suggested rotating turns with other members. Ben, while unable to communicate, sent out links to Otter AI which seemed to do a fairly good job at taking minutes for us to work from. We will investigate this software more in the future across all the groups.
- 5. Review of HWG's Work Plan:** We reviewed the HWG's Work Plan in an effort to update it. Chair pointed out that he would like to see us lose the Issues from our official name, as we are officially the Housing Issues Working Group. As everything dealt with at all WG meetings are essentially "issues", it is redundant to have it in the name. We also discussed changing all references to equality with equity as that is more accurate. It was also suggested that we add a reference to the four pillars of IDEA into either the mandate or the mission statement.
- 6. Review of Outstanding Business List:** Chair began going through the list item by item to give the new members some explanation of the work done before.

9.2(a)

Unfortunately, due to the technical difficulties experienced by some, they left the meeting around this time. As that left only three members still in attendance and they all were familiar with the OBL, we decided to do this on another day.

7. Update from Public Health's Extreme Heat

Working Group: Chair provided an update from the EHWG. RCF AC survey failed to provide the results they were hoping for due to lack of responses and so they are adding it to the annual inspections to determine the percentage of the facility's AC and in what areas it is in. DARTS is still not being consulted about creating a flying squad in the event of a heat emergency, but we have been assured that these discussions will be held soon. 2024 emergency heat response will be presented to Council soon and while it doesn't address all that we want it to, the process is underway and should be added to for 2025.

8. Special Supports Air Conditioner Program

Expansion Advocacy Letter to the Province and Association of Municipalities of Ontario: This was discussed at the end of the previous term of HWG. We agreed to be the point people on this advocacy work. The Hamilton Community Legal Clinic has offered to work with us by providing research for our

9.2(a)

letter asking for the province to lower the criteria for receiving an air conditioner. We would also like to ask for operating costs as they can dwarf the expense of the AC unit. When we have put our letter forward, the City will also put forward an advocacy letter to combine with ours. Chair will try to have Clare Freeman attend a future meeting of the HWG.

9. Other Business: Chair mentioned that there is some effort to revive the RCF coalition and may have more information soon.

10. Adjournment

Transportation Working Group
February 27, 2024

1. James introduced everyone present , Tim N. Anthony, Jake, Mark and Kim.
2. Nominations for chair, James nominated Paula, all in favor. Paula nominated Tim N. as vice chair.
3. Agenda with two additions, LRT and Main St. west construction.
4. Snow removal from bus stops. As there has not been much snow we didn't have much to say about how it had worked this winter. Will make sure that we keep snow removal in mind for later in the year.
5. HSR front door boarding policy changes. Lots of discussion about the disadvantages of this policy, safety, inconvenience and problems with swiping the presto card. There was some conversation about the disadvantages of front door boarding as well as back door boarding and deboarding..
6. Design of bus is not conducive to front door boarding for those with mobility devices. Still need to discuss with city staff. A lot of talk about the design of buses and why they ask us for our input and don't make any changes.

7. HSR response to ACPD letter. Will discuss at next meeting.
8. ATS road map. Will discuss a later meeting.
9. Accessible taxis. Lack of taxis, used to have around 50 accessible taxis on road maybe only 10 at this time. Need to talk to Licensing and bylaw and also would like to talk to Hamilton cab and Blue line to see what they know about the situation.
10. DARTS review. Will still have Michell to give her review from ATS and will invite Kathy from DARTS to talk about the service.
11. LRT. We want to ask Metrolinx to come and talk about the design and construction of LRT. We also need to ask the LRT team in Hamilto to come and talk to us about their part in the project. James said they had found some of the documents from the last go around of the LRT.
12. Main St. W. construction. This road is going to be turned into a two way road and it would be an advantage to talk about what disruption the construction will make to those with disabilities. Will find out who is the staff person to talk to. Invite to future meeting.

13. Adjournment.

9.6(a)

**Accessible Open Spaces and Parklands Working
Group Meeting
Wednesday, February 28, 2024
1:30 pm.
Via MS Teams**

1. Introductions and Welcome

Attending were Paula Kilburn, Kim Nolan, James Kemp, Meghan Stewart and Tim Nolan.

2. Review agenda

All good. Not enough time to review all agenda attachments even though many have been viewed before.

3. Selection of chair and second chair

Tim as chair. Paula as vice but willing to hand over to another.

4. Review terms (work plan) including taking notes attachment

Deferred to next meeting.

5. Review list of amenities – attachment

Some discussion but deferred to next meeting for any additions.

9.6(a)

6. Student OT project- attachment

Some discussion about when students will begin work and time devoted including work plan. Meghan advised she has sent some documents to the students in advance of their work beginning. Again, discuss next meeting.

7. Outdoor dining guidelines for accessibility – attachment

Deferred to next meeting after folks have time to review the City's current recommendations and other guidelines from CNIB, etc.

8. Regular meeting schedule – discussion

Will meet fourth Wednesday each month 1:30 – 3:30 pm

9. Adjournment

CITY OF HAMILTON

MOTION

Accessibility Committee for Persons with Disabilities: April 9, 2024

MOVED BY J. KEMP

SECONDED BY

Purchase of an Annual Canva Account for the Accessibility Committee for Persons with Disabilities

WHEREAS, the Accessibility Committee for Persons with Disabilities' Outreach Working Group uses Canva to produce media for the Committee in the form of posters, presentations, pamphlets, flyers, web design, name tags, banners, etc.;

WHEREAS, the free version of Canva is difficult to utilize as the service is very restricted; and

WHEREAS, a single user account for Canva can be purchased at a cost of \$167.49, to be shared among all members of the Committee.

THEREFORE, BE IT RESOLVED:

That the cost of \$167.49 from the Accessibility Committee for Persons with Disabilities 2024 Budget to purchase an annual Canva account, be approved.