



**City of Hamilton**  
**ACCESSIBILITY COMMITTEE FOR PERSONS WITH**  
**DISABILITIES REVISED**

**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

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**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
- \*a. Accessible Transportation Services Eligibility Appeal Policy and Procedure 39

## 9. CONSENT ITEMS

- 9.1 Built Environment Working Group Update
- a. Built Environment Working Group Meeting Notes - March 5, 2024 47
- 9.2 Housing Issues Working Group Update
- a. Housing Issues Working Group Meeting Notes - February 20, 2024 51
- \*b. Housing Issues Working Group Update - March 19, 2024 55
- 9.3 Outreach Working Group Update



## 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

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**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

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**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  
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Phone: 905-546-2424 | Fax: 905-679-7305  
Website: [hamilton.ca/hsr](http://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](mailto: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.

## 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 77

## 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 77

## 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 77

## 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

<b>Accessible Transportation Services (ATS) Eligibility Appeal Policy</b>		Issue Date: April 2024
Transit Division		Version: Initial Release
Document No: PW-TR-ATS-Y-002-006		Page 1 of 2

## ***Accessible Transportation Services (ATS) Eligibility Appeal Policy***

<b>POLICY STATEMENT</b>	The ATS Eligibility Appeal Policy ensures Transit Division compliance with the Accessibility for Ontarians with Disabilities Act (AODA) requirement to provide an independent appeal process for applicants to Accessible Transportation Services.
<b>PURPOSE</b>	The purpose of this policy is to comply with the Integrated Accessibility Standards Regulation of the AODA which addresses appeals for applicants to specialized transit as provided by ATS (O. Reg. 191/11, s. 64 (5)).
<b>SCOPE</b>	This policy and the related procedure apply to work done by ATS staff to process applications, and work done by ATS Eligibility Appeal Panel members.
<b>PRINCIPLES</b>	The following principles apply to this Policy: <ol style="list-style-type: none"> <li>1. Those persons who experience barriers to using the HSR (conventional transit) due to disability should have access to specialized transit to remove barriers and enhance their quality of life.</li> <li>2. Decisions about eligibility of applicants for specialized transit are made in an objective, consistent and fair manner.</li> </ol>
<b>TERMS &amp; CONDITIONS</b>	The following terms and conditions apply to this Policy: <ol style="list-style-type: none"> <li>1. Appeals shall be reviewed at hearings conducted by the ATS Eligibility Appeal Panel, which shall be comprised of a member of the City's Accessibility Committee for Persons with Disabilities (ACPD), an Occupational Therapist or Orientation and Mobility Specialist, and a staff member of the City's Talent and Diversity section.</li> <li>2. The decision of the ATS Eligibility Appeal Panel shall be final. If there is new or updated information to consider after a final decision is rendered, the Applicant shall submit a new application for service.</li> </ol>
<b>COMPLIANCE</b>	In accordance with the AODA, decisions on appeal shall be made within 30 calendar days after receiving the completed

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*Note: Text highlighted in **turquoise blue** indicate changes made since the last released revision.*

<b>Accessible Transportation Services (ATS) Eligibility Appeal Policy</b>		Issue Date: April 2024
Transit Division		Version: Initial Release
Document No: PW-TR-ATS-Y-002-006		Page 2 of 2

	<p>appeal application.</p> <p>Where the decision is not made within 30 calendar days, temporary eligibility shall be granted to the Applicant until the final appeal decision is made.</p>
<b>RELATED DOCUMENTS</b>	<p>The following related documents are referenced in this Policy:</p> <ol style="list-style-type: none"> <li>1. PW-TR-ATS-P-006-006 Accessible Transportation Services Eligibility Appeals Procedure; and</li> <li>2. <a href="#">Accessibility for Ontarians with Disabilities Act Integrated Accessibility Standards Regulation (O. Reg. 191/11)</a>.</li> </ol>
<b>HISTORY</b>	<p>The following stakeholders were consulted in the creation or revisions made to this Policy:</p> <p>Accessibility Committee for Persons with Disabilities; City of Hamilton Transit Leadership Team; City of Hamilton Talent and Diversity Division; and City of Hamilton Legal Services.</p> <p>This Policy, in conjunction with the related procedure, replaces the former ATS Eligibility Appeal Panel Terms of Reference dated November 19, 2012.</p>

<b>Approved By</b>	<b>Date of Approval</b>
Vicki Schweyer-Querney, ATS Supervisor	March 26, 2024
Michelle Martin, Manager of ATS	March 26, 2024
Maureen Cosyn Heath, Director of Transit	April 5, 2024

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<b>Title:</b>	<b>Accessible Transportation Services Eligibility Appeal Procedure</b>		
<b>Document #:</b>	<b>PW-TR-ATS-P-006-006</b>	<b>Document Level:</b>	<b>Level IV</b>
<b>Issue #:</b>	<b>1.0</b>	<b>Issue Date:</b>	<b>April 2024</b>

## 1 PURPOSE

The Accessible Transportation Services (ATS) Eligibility Appeal Procedure (the “Procedure”) addresses the work of Eligibility Appeal Panel members and the work of ATS staff to accomplish referrals to the Eligibility Appeal Panel, as outlined below.

ATS provides specialized transportation to people with disabilities or health conditions who are unable to use conventional public transit. Eligibility for accessible transportation is considered on a case-by-case basis, according to an individual’s functional abilities.

The ATS Eligibility Appeal Panel (the “Eligibility Appeal Panel”) shall ensure that those persons who require specialized transit have access to this service, to enhance quality of life and remove barriers for persons with disabilities.

## 2 SCOPE

This ATS Eligibility Appeal Procedure applies to ATS staff, Applicants, and Eligibility Appeal Panel members, and replaces all previous procedural documents related to this topic.

## 3 DEFINITIONS

<b>Term</b>	<b>Definition</b>
<b>AODA</b>	Accessibility for Ontarians with Disabilities Act.
<b>Applicant</b>	Person applying for Accessible Transportation Services.
<b>ATS</b>	Accessible Transportation Services: the section of the City of Hamilton Transit Division responsible for the administration of specialized transportation services.
<b>Health Care Professional</b>	The regulated professional who can sign the relevant portion of the ATS Application, from the regulated professions listed on the form (see ATS Application Form – General and ATS Application Form – Residents of Long-Term Care).
<b>MFIPPA</b>	Municipal Freedom of Information and Protection of Privacy Act.
<b>PHIPA</b>	Personal Health Information Protection Act.
<b>Third Party Assessor</b>	The external agency contracted by ATS to provide in-person functional assessments of Applicants, where external health care professional expertise is required to assist with

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<b>Issue #:</b>	<b>1.0</b>	<b>Issue Date:</b>	<b>April 2024</b>

<b>Term</b>	<b>Definition</b>
	determinations of eligibility for ATS.

## **4 RESPONSIBILITY**

### **4.1 ATS Manager**

The ATS Manager shall:

- ensure training is provided to Eligibility Appeal Panel members as outlined in Section 5.3.1 of this Procedure;
- contact the Eligibility Appeal Panel members to set a hearing date for any Applicant who has submitted an appeal; and
- forward all relevant ATS Applicant records to the Eligibility Appeal Panel for review, using secure means for transmission acceptable to the City of Hamilton Information Technology Division and the Office of the City Clerk.

### **4.2 ATS Supervisor**

The ATS Supervisor shall:

- ensure all ATS staff have been trained on and understand this Procedure;
- send the Applicant the ATS Eligibility Appeal form;
- upon receipt of a completed ATS Eligibility Appeal form, contact the Applicant who has filed an appeal to invite them to participate in a functional assessment with the ATS third-party assessor (if such an assessment has not yet been performed);
- if the above invitation is refused, or if any additional information provided with the ATS Eligibility Appeal form or a functional assessment has not changed the original eligibility decision, immediately inform the ATS Manager that an Eligibility Appeal Panel hearing will be required;
- notify the Applicant of the Eligibility Appeal hearing date by phone and by letter;
- communicate the Eligibility Appeal outcome to the Applicant by phone and by letter;
- communicate the Eligibility Appeal outcome to ATS staff so the client profile can be amended, as necessary; and
- ensure temporary eligibility is provided to Applicants whose appeal will not be processed within the legislated 30 calendar-day turnaround from receipt of the completed ATS Eligibility Appeal form.

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<b>Title:</b>	<b>Accessible Transportation Services Eligibility Appeal Procedure</b>		
<b>Document #:</b>	<b>PW-TR-ATS-P-006-006</b>	<b>Document Level:</b>	<b>Level IV</b>
<b>Issue #:</b>	<b>1.0</b>	<b>Issue Date:</b>	<b>April 2024</b>

### 4.3 ATS Eligibility Appeal Panel Members

The Eligibility Appeal Panel shall:

- complete all required training outlined in Section 5.3.1 of this Procedure;
- communicate the Eligibility Appeal Panel's decision to the ATS Manager within the AODA-legislated period of 30 calendar days from the date the appeal was filed;
- notify the ATS Manager immediately where the aforementioned 30 calendar-day period will not be met, so that the ATS Manager can apply temporary eligibility for the Applicant pending the outcome of the appeal (pursuant to O. Reg. 191/11, s. 64 (6)); and
- adhere to all City of Hamilton policies concerning privacy and confidentiality in all communications with ATS staff and among Eligibility Appeal Panel members, including but not limited to the City of Hamilton Email Guidelines and Protection of Privacy Policy, to ensure compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Health Information Protection Act (PHIPA).

### 4.4 ATS Staff

ATS Staff shall:

- comply with all training requirements outlined in Section 5.3.2 of this Procedure.

## 5 PROCEDURE

### 5.1 Categories of Eligibility for Service

Pursuant to the AODA (O. Reg. 191/11, s. 63 (2)), ATS categorizes eligibility for specialized transportation services as follows:

- Unconditional eligibility: person has a disability that prevents them from using conventional transportation services, therefore they are eligible for all trips on ATS;
- Temporary eligibility: person has a temporary disability that prevents them from using conventional transportation services, therefore they are eligible for all trips on ATS for a defined period; and
- Conditional eligibility: person is unable to use ATS under certain environmental or physical conditions and is therefore eligible for some trips on ATS.

Eligibility for accessible transportation services will be denied where ATS finds that there are no barriers to the use of conventional transit by the Applicant (O. Reg. 191/11, s. 63 (3)).

All letters sent to notify Applicants of ATS eligibility decisions shall include instructions

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about how to file an appeal if the Applicant disagrees with the eligibility decision.

## 5.2 Independent Appeal Panel

Pursuant to the AODA (O. Reg. 191/11, s. 64 (5)), ATS has established an independent appeal process to review eligibility decisions through an independent Eligibility Appeal Panel. The Eligibility Appeal Panel shall consist of a maximum of three (3) members and shall be composed as follows:

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

### 5.2.1 Appeal Panel Decisions

The Eligibility Appeal Panel shall review all relevant information to render a final decision within 30 calendar days of ATS receiving a completed Eligibility Appeal form:

- When the Eligibility Appeal Panel finds the Applicant to be eligible for service or eligible for a higher level of service, ATS shall inform the Applicant and immediately update the Applicant profile to ensure the Applicant can book all eligible ATS trips.
- When the Eligibility Appeal Panel finds the Applicant ineligible for service or eligible for a lower level of service, ATS shall inform the Applicant of the option to re-apply for service if there is new or updated information to consider.
- If the appeal decision is not rendered within 30 calendar days, ATS shall provide temporary eligibility to the Applicant until the final appeal decision is made.

## 5.3 Training

### 5.3.1 Appeal Panel Training

Working with the City of Hamilton Talent and Diversity Division, the ATS Manager shall ensure training for Eligibility Appeal Panel members, including but not limited to the following topics:

- the ATS application process;
- functional barriers on transit;
- relevant AODA sections;
- privacy and confidentiality; and
- ethics, including conflicts of interest etc.



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### 5.3.2 ATS Staff Training

Staff performing work under this Procedure are responsible for reviewing and understanding this Procedure and any subsequent updates provided by ATS management and will direct any questions they have to the ATS Supervisor.

## 6 ASSOCIATED DOCUMENTS

[Accessibility for Ontarians with Disabilities Act](#)

[Municipal Freedom of Information and Protection of Privacy Act](#)

[Personal Health Information Protection Act](#)

City of Hamilton Email Guidelines

City of Hamilton Protection of Privacy Policy

Eligibility Appeal Policy (PW-TR-ATS-Y-002-006)

ATS Application – General (PW-TR-ATS-F-001-001)

ATS Application – Residents of Long-Term Care (PW-TR-ATS-F-001-002)

ATS Eligibility Appeal Form (PW-TR-ATS-F-001-015)

ATS Appeal Hearing Notice Letter (PW-TR-ATS-F-001-032)

ATS Appeal Hearing Notice Authorized Representative (PW-TR-ATS-F-001-033)

ATS Appeal – Decision Upheld Letter (PW-TR-ATS-F-001-034)

ATS Appeal – Decision Amended Letter (PW-TR-ATS-F-001-035)

## 7 REVISION HISTORY

Rev. No	Rev. Date	Description of Change(s)	Process Owner
1	March 20, 2024	Initial Release	Michelle Martin, Manager of ATS

## 8 APPROVAL

Approved By	Date of Approval
Vicki Schweyer-Querney, ATS Supervisor	March 26, 2024
Michelle Martin, Manager of ATS	March 26, 2024
Maureen Cosyn Heath, Director of Transit	April 5, 2024

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## 9.1(a)

### ACPD's Built Environment Working Group Meeting Notes

March 5<sup>th</sup>, 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 5<sup>th</sup> 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 20<sup>th</sup>, 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**

## 9.2(b)

### ACPD's Housing Working Group Meeting Notes

March 19<sup>th</sup>, 2024

Virtual Teams Meeting

10:00AM – 12:00PM

**Members in Attendance:** Lance Dingman, Robert Westbrook, James Kemp, Paula Kilburn, Hargun Kaur

**Members Absent:** Ben Cullimore

#### 1. Welcome and Introductions

**2. Approval of March 19<sup>th</sup> Agenda:** Agenda was approved with the addition of the Housing Guide Review in Other Business.

**3. Approval of February 20<sup>th</sup> Meeting Notes:** Meeting Notes were approved.

**4. Nomination of Vice-Chair:** We discussed one of the new members becoming Vice Chair with the eventual goal of taking over housing within the year. Chair was asked to prepare a brief description of the duties of a

## 9.2(b)

Housing Chair. We will discuss again at a future meeting.

**5. Review of 2024 HWG Work Plan:** We reviewed the changes made to the work plan. Chair removed all references to equality and replaced it with equity. Agreed that Vision Statement is fine as is. Removed the word “Issues” from the working group title. We discussed adding a reference to the four pillars of IDEA in the mandate. Robert suggested adding a section on shelters and homeless as it directly relates to people with disabilities and the Chair will come up with something. Hargun asked to see the word safe added to the Mission Statement. We will review the updates at the next meeting.

**6. Review Outstanding Business List:** We reviewed the current outstanding business list for the benefit of new members. Robert mentioned that he is connected to Indwell and may be able to get someone to come and speak to us about their approach to Housing. When we got to transitional housing, Hargun mentioned that she is connected with individuals that do transitional housing in Toronto. While it won't be quite the same as in Hamilton, it may give us purchase to approach equivalents here. She has offered to connect us and we accepted.



## 9.2(b)

**7. Discuss RCF Action Plan:** We began this discussion with the Chair giving the members a brief overview of the RCF system. We then highlighted the five major areas that need to be addressed: Personal Needs Allowance, Air Conditioning, Privacy, Recreation and Internet Connectivity and Job Training/Avenue to Leave. Chair mentioned putting forth a delegation to Council as a reminder of the forgotten people.

**8. Other Business:** Chair brought up the Housing Guide Review and explained that in the previous term, we began this review and quickly discovered that the Housing Guide is flawed. It seems to be more focused on explaining disabilities to people that have no experience with them than helping those with disabilities find housing. We will do a major overhaul and probably split the current guide into two separate sections.

**9. Adjournment**



## 9.3(a)

### ACPD's Outreach Working Group Meeting Notes

February 20<sup>th</sup>, 2024

Virtual Teams Meeting

4:00PM – 6:00PM

**Members in Attendance:** Anthony Frisina, Hope Bonenfant, Ben Cullimore, Mark McNeil, Paula Kilburn, James Kemp

**Also in Attendance:** Rebecca Banky

**Members Absent:** Robert Westbrook

**\*\* We had technical difficulties connecting a member to the meeting, limiting their participation to just listening. We will try to resolve the issue as quickly as possible.**

#### 1. Welcome and Introductions

**2. Nomination of Chair:** James offered to serve as Chair of Outreach for the next year, ensuring that there is a smooth transition between terms and that the Fair and Awards program aren't affected. Paula wanted to discuss splitting the Awards off into its own group, but that is a discussion for another time after

## 9.3(a)

we meet with Lisa Maychak on what our next steps should be. James also suggested that next month, the group nominates a Vice-Chair that can not only assist the Chair, but learn how to be a Chair in their own right and prepare to take over in the future. The group agreed that this was a sensible course of action without putting too much pressure on new members.

**3. Approval of February 20<sup>th</sup> Agenda:** Agenda was approved.

**4. Note Taking Discussion:** Chair began by asking people to consider rotating on note taking, thereby reducing the strain on any one person. Ben connected us to something called Otter AI through Teams that seems to take minutes with some accuracy. We shall investigate further.

**5. OWG Work Plan Discussion:** Chair began by saying that the OWG doesn't have a work plan and we should develop one soon. Currently we have objectives of exploring partnership opportunities with other community agencies and organizations, organizing the Fair, keeping the pamphlet current, managing the website, setting up the awards program.

## 9.3(a)

**6. Review Outstanding Business List:** Chair reviewed the Outstanding Business List in detail. Began by describing an example of successful collaboration with HDEN as they assisted getting the word out and helping the day of the event.

Discussed the calendar project that still needs to be finished if anyone wants to make it into a web linked page.

We reviewed the Fair and Awards both this year and in the future. We also set the last week of September as the week of the event, either the 24<sup>th</sup> or the 26<sup>th</sup> so as not to interfere with Council business.

We spoke about approaching Mohawk's event planning program to see if we could utilize some of their expertise in exchange for work experience.

Chair's son has volunteered to help with graphic and web design as he is in that program at Mohawk.

Discussed planning for next year's fair concurrently with this year to ensure we have more options in the future. Paula reviewed the venues she researched to see what the price range for another location would be. Cheapest was Ancaster Fair Grounds and the most expensive was Michelangelo's. Anthony suggested collaborating with other groups to share the costs and the Chair responded that it is what we are eventually aiming for.

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We spoke about the website and our plans for it in the future, not just to advertise the Fair and Awards, but to provide educational material, like urban braille.

There will be a nominal fee to attend this year which will align us with other events. This will ensure we can provide things like lunch to the exhibitors.

We then discussed updating the pamphlet with the new name and potentially redesigning it to align with the new advertising colour scheme for the fair and awards.

We also discussed the name change process in general as we should keep account of how much the changes will cost. This will be reported to Council as they have agreed to cover the costs of the process.

Rebecca mentioned that she was available to assist with any of the event planning for both the fair and awards.

We discussed wheelchair/scooter breakdown and Paula informed us that the staff report has been pushed back yet again.

**7. Media Update Due to Name Change:** We discussed this issue when reviewing the OBL.

**8. ACPD Canva Account:** Considering the large quantity of media produced by the OWG, it would be beneficial to have access to the full program. We can

## **9.3(a)**

purchase a shared account much like Jocelyn's department has done; it just means that all members will be able to see everyone's work in progress. Chair will present motion at the next ACPD meeting.

**9. Accessibility Fair Discussion:** We actually discussed the Fair while reviewing the OBL.

**10. Accessibility Awards Discussion:** We discussed the Awards while reviewing the OBL

**11. Other Business**





## **9.3(b)**

### **ACPD's Outreach Working Group Meeting Notes**

**March 20<sup>th</sup>, 2024**

**Virtual Teams Meeting**

**4:00PM – 6:00PM**

**Members in Attendance:** Robert Westbrook, Paula Kilburn, James Kemp, Mark McNeil, Anthony Frisina

**Also in Attendance:** Rebecca Banky, Lisa Maychak

**Members Absent:** Ben Cullimore, Hope Bonenfant

#### **1. Welcome and Introductions**

**2. Approval of March 20<sup>th</sup> Agenda:** Agenda was approved

**3. Approval of February 20<sup>th</sup> Meeting Notes:** Meeting notes were approved.

#### **4. Accessibility Awards Program Initiation and Long Term Fair Planning Discussion with Lisa**

**Maychak:** Lisa came and explained the process with which they operate the Senior Of The Year awards. It is complicated and has many moving parts. Start with

## 9.3(b)

the nomination phase, develop a criteria and advertising to put out the word and inform the public. We can modify already established documents from the other awards. We need to get the nomination notification/processes out first as the public needs time to respond. We should work closely with Communications to develop print and media advertisements, Engage Hamilton, print ads, social media. Should be ready by June.

We discussed the judging panel, Lisa explained that they have a panel of seven judges, usually four from SAC, but it can vary. Judges are also pooled from community members, funding partners, and even staff members. Lisa mentioned that she liked to ask the previous year's SOTY to return and judge.

We need to create a unified advertisement and colour scheme as we can promote them both together. Will be working more closely with communications and Chair's son is a graphic/web design student and will assist in the website's update. Note, we are now up to WCAG 2.2.

We need to create an evaluation tool for the judges to use and score the nominees. Again, we can reuse and adapt already existing scoring sheets.

We discussed the award itself and Lisa suggested that making some sort of sculpture or trophy isn't totally unreasonable and would be much nicer than

**9.3(b)**

just a certificate. She explained how she gets a local artist to create glass sculptures in the shape of the SOTY award's heart logo and that costs her roughly one thousand. We then discussed reaching out to the local artist community about creating said awards. Tourism Hamilton, local secondary schools, Dundas Arts School and others were suggested as good avenues to approach. We will have to come up with criteria for judging on this item as well as set aside a small honorarium as a reward to the artist chosen. We discussed locations and venues for consideration, Michaelangelos, David Braley Centre, Ancaster Fairgrounds, and inside City Hall proper were among those discussed. Of those four, only the David Braley Centre would be suitable for cost, and space given our current finances and public awareness. We then discussed the difference of an indoor and outdoor event. It is still more advantageous for us to hold an outdoor event in full view of passersby and easily accessible. It allows us freedom when creating activity stations. Chair mentioned that if we move it indoors, it will be expected that we change the format to allow for presentations and our budget wouldn't allow for that yet; requiring telecasting and ASL just to name two issues that can become very expensive. We discussed long term planning of events and inquired about the way SAC is constructed with both

## 9.3(b)

working groups and sub-committees. Lisa explained that event planning takes place in separate subcommittees because it is planned with other groups, for example, the Senior's Kick off isn't run by SAC, they are only a partner in its planning and execution. We briefly discussed the possible future of this at ACPD, but we are far from there yet.

Lisa invited us to attend the Senior's Kickoff at Michaelangelo's on June 10<sup>th</sup> so we have enough time to put the motion in.

Lisa also mentioned that we need to develop a logo strictly to represent the award. This wasn't considered before and the Chair asked all members to come up with a few design ideas each and we will narrow them down next meeting. Lisa gave the example of SOTY logo being a heart to represent the heart of Hamilton.

**5. Other Business:** After Lisa left, we discussed our next steps. As soon as Lisa sends us all the documents packages, the Chair will give one to each member for them to review and update to reflect our needs. Chair will file the SEAT Application and reserve the Banner spot now that we have set a date of September 26th. Mark suggested that we meet in two weeks so we can get a jump on things and the other members agreed it was prudent. It was also suggested that we might want to hold a special ACPD

**9.3(b)**

meeting in the summer to discuss the awards and the fair as a whole. We briefly discussed the workload and how it will require a group effort and members will be assigned tasks as needed. Rebecca again reaffirmed that she would be happy to assist with anything required to operate both events. Mark suggested that we mention that any member of the APCD can assist in the fair planning and execution in an effort to utilize our resources.

**6. 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.