



City of Hamilton
ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES AGENDA

Meeting #: 24-006
Date: July 9, 2024
Time: 4:00 p.m.
Location: Room 264, 2nd Floor, City Hall
(hybrid) (RM)
71 Main Street West

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

Pages

1. 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 June 11, 2024

5

5. COMMUNICATIONS

6. DELEGATION REQUESTS

7. DELEGATIONS

- 7.1 Delegation from Tim Nolan, Accessibility Hamilton Alliance, respecting a Request for Support (Virtually) (Approved June 11, 2024)

8. STAFF PRESENTATIONS

- 8.1 Accessible Transportation Services Performance Review - Q1 2024 13

9. CONSENT ITEMS

9.1 Built Environment Working Group Update

- a. Built Environment Working Group Meeting Notes - June 4, 2024 37
- b. Built Environment Working Group Meeting Notes - July 2, 2024

9.2 Housing Working Group Update (no copy)

9.3 Outreach Working Group Update

- a. Outreach Working Group Meeting Notes - June 18, 2024 43

9.4 Transportation Working Group Update 47

9.5 Strategic Planning Working Group Update

- a. Strategic Planning Working Group Meeting Notes - June 7, 2024 55

9.6 Open Spaces and Parklands Working Group Update (no copy)

10. PUBLIC HEARINGS

11. DISCUSSION ITEMS

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

11.1	Accessibility Awards Briefing Note	59
11.2	Accessibility Awards Rubric	61
11.3	Implementing and Cost of A Quiet Space Tent at Festivals	63

12. MOTIONS

12.1	Reimbursement for the Purchase of Candy for the Senior's Month Kick-off Event	75
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13. NOTICES OF MOTION

14. GENERAL INFORMATION / OTHER BUSINESS

15. PRIVATE AND CONFIDENTIAL

16. ADJOURNMENT



Hamilton

**ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES
MINUTES 24-005**

4:00 p.m.

Tuesday, June 11, 2024

Room 264, 2nd Floor Hamilton City Hall
71 Main Street West

Present: Councillor M. Tadeson, J. Kemp (Chair),
P. Kilburn (Vice-Chair), H. Bonenfant,
B. Cullimore, L. Dingman, L. Janosi,
L. Johanson, J. Maurice, M. McNeil, K. Nolan,
T. Nolan and M. Opoku-Forfieh

Absent with

Regrets: S. Dunford, C. Hernould A. Frisina, H. Kaur,
T. Murphy and R. Westbrook

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

(a) CHANGES TO THE AGENDA (Item 2)

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

(Janosi/Opoku-Forfieh)

That the Agenda for the June 11, 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) May 14, 2024 (Item 4.1)

(Kilburn/McNeil)

That the minutes of the May 14, 2024 Accessibility Committee for Persons with Disabilities meeting, be approved, as presented.

CARRIED

(d) COMMUNICATIONS (Item 5)

- (i) Correspondence from Michelle Martin, Manager of Accessible Transportation Services, respecting Review of Accessible Transportation Services Policies with the Accessibility Committee for Persons with Disabilities (Item 5.1)**

(Janosi/Bonenfant)

That the Correspondence from Michelle Martin, Manager of Accessible Transportation Services, respecting Review of Accessible Transportation Services Policies with the Accessibility Committee for Persons with Disabilities, be received.

CARRIED

(e) DELEGATION REQUESTS (Item 6)

- (i) Delegation Request from Tim Nolan, Accessibility Hamilton Alliance, respecting a Request for Support (Virtually) (For a future meeting) (Item 6.1)**

(Kilburn/K. Nolan)

That the Delegation Request from Tim Nolan, Accessibility Hamilton Alliance, respecting a Request for Support, be approved.

CARRIED

(f) PRESENTATIONS (Item 8)

- (i) Light Rail Transit Project Update (no copy) (Item 8.1)**

Abdul Shaikh, Director of the LRT Project Office, and Chris Mccafferty, Manager of Design – LRT, addressed Committee respecting the Light Rail Transit Project Update, with the aid of a PowerPoint presentation.

(Kilburn/Opoku-Forfieh)

That the presentation from Abdul Shaikh, Director of the LRT Project Office, and Chris Mccafferty, Manager of Design – LRT, respecting the Light Rail Transit Project Update, be received.

CARRIED

(f) CONSENT ITEMS (Item 9)

J. Kemp relinquished the Chair to P. Kilburn in order to provide the Built Environment Working Group Update (Item 9.1), Housing Issues Working Group Update (Item 9.2), and the Outreach Working Group Update (Item 9.3).

(K. Nolan/McNeil)

(i) That the following Consent Items, be received:

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

J. Kemp provided a verbal update respecting the Built Environment Working Group.

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

(a) Housing Issues Working Group Meeting Notes – May 21, 2024 (Item 9.2(a))

3) Outreach Working Group Update (Item 9.3)

- (a) Outreach Working Group Meeting Notes –
May 21, 2024 – (Item 9.3(a))

**(4) Transportation Working Group Update
(Item 9.4)**

P. Kilburn provided a verbal update respecting
the Transportation Working Group.

**(5) Strategic Planning Working Group Update
(no copy) (Item 9.5)**

No update.

**(6) Accessible Open Spaces and Parklands
Working Group Update (Item 9.6)**

T. Nolan provided a verbal update respecting
the Accessible Open Spaces and Parklands
Working Group.

CARRIED

J. Kemp assumed the Chair after he had provided the
Committee with the respective updates.

(g) MOTIONS (Item 12)

J. Kemp relinquished the Chair to P. Kilburn in order to
introduce the following motions:

(i) Reimbursement of Costs for an Accessibility Committee for Persons with Disabilities Table Banner (Item 12.1)

(Kemp/McNeil)

WHEREAS, the Accessibility Committee for Persons with Disabilities needs to replace their table banner due to the recent name change from Advisory to Accessibility; and

WHEREAS, a table banner was purchased by Paula Kilburn and James Kemp at a cost of \$183.10.

THEREFORE, BE IT RESOLVED:

That reimbursement to Paula Kilburn in the amount of \$150 and to James Kemp in the amount of \$33.10, the receipt for which is attached as Appendix "A", for the cost of a table banner for the Accessibility Committee for Persons with Disabilities, from account 300303, be approved.

CARRIED

(ii) Housing Issues Working Group Name Change (Added Item 12.2)

(Kemp/McNeil)

That the Housing Issues Working Group of the Accessibility Committee for Persons with

Disabilities be renamed the Housing Working Group.

CARRIED

(iii) Accessible Open Spaces and Parklands Working Group Name Change (Added Item 12.3)

(Kemp/Janosi)

That the Accessible Open Spaces and Parklands Working Group of the Accessibility Committee for Persons with Disabilities be renamed the Open Spaces and Parklands Working Group.

CARRIED

J. Kemp assumed the Chair.

(h) ADJOURNMENT (Item 16)

(McNeil/Bonenfant)

That there being no further business, the Accessibility Committee for Persons with Disabilities, be adjourned at 5:18 p.m.

CARRIED

Respectfully submitted,

James Kemp, Chair
Accessibility Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

City of Hamilton
Accessible Transportation Services Performance Review
Q1 2024

Michelle Martin
Manager, Accessible Transportation Services
Transit Division
Public Works Department
July 9, 2024

This information report provides a summary of key statistical data and performance indicators for Q1 of 2024 (January to March). The City is obligated to provide statistical reports to the Accessibility Committee for Persons with Disabilities (ACPD) to meet the terms of the City's 2004 settlement with the Ontario Human Rights Commission (OHRC) and complainants under the Code.

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

Please note, as the City of Hamilton continues to recover from the recent 2024 City of Hamilton cybersecurity incident, some total Taxi Scrip trip numbers and customer contact counts are not currently available. The specific data that is not currently available is noted in the appropriate sections. The relevant totals will be updated in cumulative 2024 reporting once the information is available.

TRIPS REQUESTED AND PROVIDED

Table 1: System Requested and Delivered Passengers Q1 2024

DEMAND	Q1 2024
DARTS: Number of Total Trips Requested	199,533
DARTS: Number of Total Trips Delivered	140,504
TAXI SCRIP: Number of Total Trips Delivered	Not available
ATS: Number of Total Trips Requested, All Modes	Not available
ATS: Number of Total Trips Delivered, All Modes	Not available
ATS % Of Total Trips Delivered vs. Requested, All Modes	Not available

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

DEMAND BY MODE	Q1 2024 %
DARTS	Not Available
TAXI SCRIP	Not Available
ATS: All Modes	Not Available

In Q1 2024, ATS delivered a total of 140,504 trips through DARTS. The total number of requested trips on DARTS includes client cancellations and no shows. For Q1 of 2024, DARTS completed trip counts are at approximately 72% of 2019 numbers for the same period (pre-COVID), and at approximately 104% of budgeted service up to end of Q1 2024. Total trips requested and delivered for all modes is not included, as Taxi Scrip trip totals are currently unavailable.

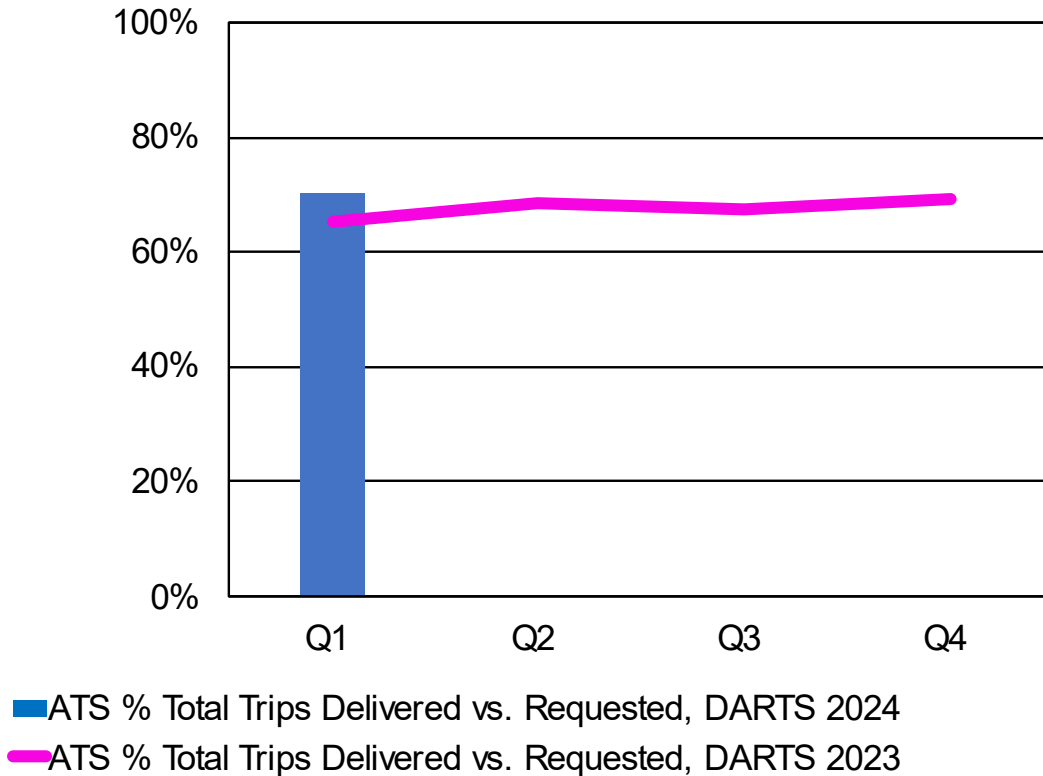


Figure 1: Demand: Count of ATS Trips Delivered versus Requested, DARTS

Alternate text for Figure 1: The graph in Figure 1 (above) compares total ATS trips requested on DARTS to total number of ATS trips delivered on DARTS. The blue vertical column shows the percentage of trips provided out of the total number of trips requested for Q1 2024. The pink line graph above the column shows the trend across all of 2023. At 70%, the percentage of trips delivered versus requested is slightly higher than it was in any quarter during 2023 (2023 included Taxi Scrip trips; Q1 2024 does not at this time). The total number of requested trips also includes trips booked but not taken, i.e., cancelled trips and passenger no show trips (see also Table 1, above).

RATE OF DENIED SYSTEM TRIPS

Table 3: Rate of Denied Trips: ATS All Modes

Rate of Denied Trips: ATS All Modes	Q1 2024
ATS Total Number of Trips Requested	Not Available
ATS Total Number of Trips Denied	Not Available
% of Trips Denied	Not Available

Overall system trip denial rates (Table 3, above) will be reported once ATS regains access to the Taxi Scrip data needed. The DARTS denial rate (Table 4, below) sits at 1.7%, well below the 5% goal established by the City's 2004 settlement with the OHRC. The industry best practice is 0% (Canadian Urban Transit Association (CUTA) Specialized Transit Services Industry Practices Review, 2016). The DARTS denial rate has dropped from the overall 2023 rate of 2.6% but is up very slightly (less than half a percent) from the previous quarter.

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 4: Contractor (DARTS) Trip Dispositions

Contractor Trip Dispositions	Q1 2023
Total Trips Requested	199,533
Total Trips Provided	140,504
Total Trips Denied	3,423
% of Total Trips Denied	1.7%

Contractor Denied Trip

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

Contractor Call Centre

Table 5: Contractor (DARTS) Call Centre Queue Productivity

Queue Productivity	Q1 2024
Inbound Calls	101,651
Calls Handled by Agents	84,671
Calls Abandoned by Clients	16,980
Transfer Rate	83.3%
Abandoned Rate	16.70%
Abandoned > 30 Seconds	13,387
Abandoned > 30 Seconds Rate	13.17%
Service Level	70.99%
Minimum Wait Time	00:00:00
Maximum Wait Time	02:12:46
Average Wait Time	00:03:59
Average Abandoned Wait Time	00:02:45

DARTS call centre data (Table 5, above) is included to capture concerns expressed by the ACPD about calls abandoned by clients who are attempting to book trips, which would not be captured in the trip denial rate in Table 3. The service level, which is calculated using the number of calls that are abandoned after the acceptable wait time of five minutes, demonstrated steady improvement over 2023, and the trend continues, with an increase to about 71% in Q1 over 62% at the end of December 2023. Call Centre terms are defined in Appendix 1 to this report.

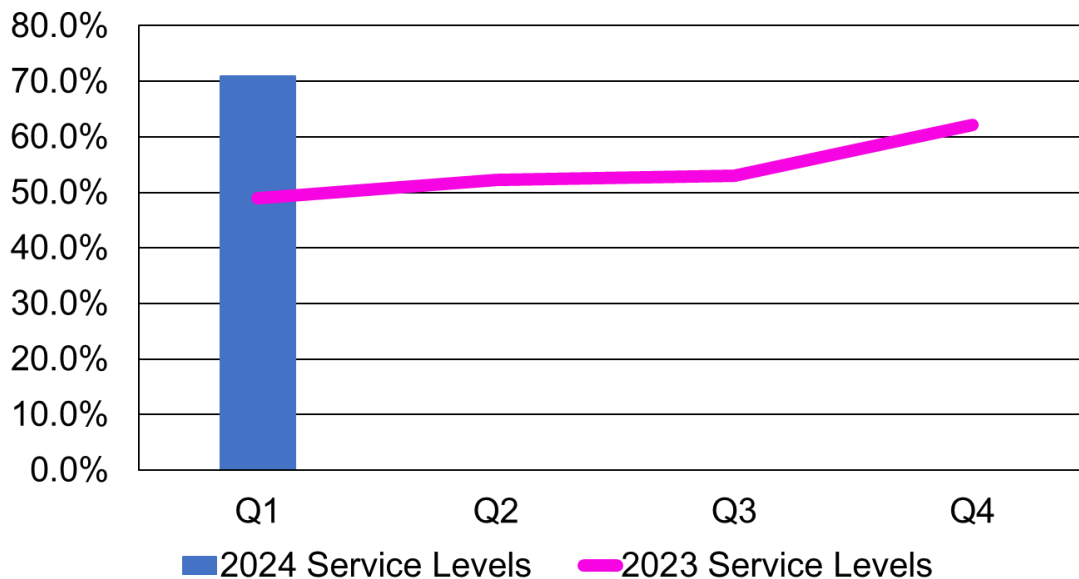


Figure 2: Contractor (DARTS) Call Centre Queue Calls Answered within Five Minutes

Alternate text for Figure 2: the graph in Figure 2 (above) compares call centre service levels across 2023 with service levels for Q1 of 2024. The vertical blue column shows the service level of calls answered in Q1 2024, compared to the trend across each quarter in 2023, which is shown by the pink line above it. At almost 71% the service level has increased from Q4 of 2023 (see also Table 5 in the report).

Table 6: Client Trip Disposition - DARTS

Client Trip Disposition	Q1 2024
Total Trips Cancelled On Time	22,937
% of Total Trips Cancelled on Time	11.5%
Total Trips Cancelled Late	25,519
% of Total Trips Cancelled Late	12.8%
Total No Show/Cancelled at Door	7,023
% of Total No Show/Cancelled at Door	3.5%
Total Trips Refused	127
% of Total Trips Refused	0.1%

Client Trip Cancelled On Time

A trip cancelled on time has been cancelled by the client by 4:30 PM of the day prior to service. Trips that are cancelled on time provide the opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner.

Table 6 (above) on-time cancellations in Q1 2024 has decreased to 11.5% of trips requested on DARTS from 2023 rate of 14%. The average on-time cancellation reported by CUTA in 2016 is 20.76% for large systems (agencies that serve a population higher than 150,000) (CUTA Specialized Transit Services Industry Practices Review, 2016), while the industry best practice is an on-time cancellation rate of no more than 10%.

Client Trip Cancelled Late

A late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pickup time. Late cancellations rarely provide opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner. Table 6 shows the late cancellation rate currently sits at almost 12.8% at the end of Q1 2024, up slightly from the 2023 rate of 12.2%. Late cancellations reduce the opportunity to re-allocate unused trips to other passengers.

Client No-Show/ Cancelled at Door

A “no show” trip occurs when a client books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips “cancelled at door”, where the client refuses a trip at the door that is within the pickup window and/ or within thirty minutes after the negotiated pickup time. No shows leave no opportunity to accommodate any outstanding trip request or wait list trips. Table 6 shows the no-show rate sits at 3.5% of requested DARTS trips year to date Q1 2024. This is up slightly from 3.4% for 2023 but still lower than the 2016 average of 3.68% for larger systems reported by CUTA. However, it continues to exceed the industry best practice of less than 1%. No shows result in both lost revenue and lost service efficiency (CUTA Specialized Transit Services Industry Practices Review, 2016).

HSR is currently working with the contractor for specialized transit, DARTS, and the software provider, Trapeze, to install an updated service infraction application to track late cancellations and no shows according to the points system outlined in PW21055(a). User acceptance testing with ATS

staff has been completed, however, final installation is delayed due to continued recovery from the recent 2024 City of Hamilton cybersecurity incident. ATS will provide general communication well ahead of implementing the updated late cancellation and no-show policy received by Public Works Committee in 2022 (PW21055(a)). The updated software will make it easier for ATS to avoid penalizing customers whose late cancel or no show was due to extenuating circumstances, including any investigation result showing that DARTS was in error.

Client Refused Trip

A refused trip occurs when a client does not accept the travel times provided at the time of booking. The refused trip rate continues to be extremely low, at only 0.1% at the end of Q1 2024.

DARTS ON-TIME PERFORMANCE

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

In 2023, DARTS ended the year with a 97.8% on-time performance rate, and in Q1 2024 we see on-time performance increased to 98.8%: better than the target established in the OHRC settlement agreement at the upper end of the industry benchmark. As shown in Table 7 (below), on time performance has improved since Q1 and is well within the 2004 OHRC guideline.

Table 7: Contractor (DARTS) On-Time Performance

Service Metrics	Q1 2024
Total Trips Provided	140,504
Total Number of Late Trips	1,748
% of Trips Completed on Time	98.8%

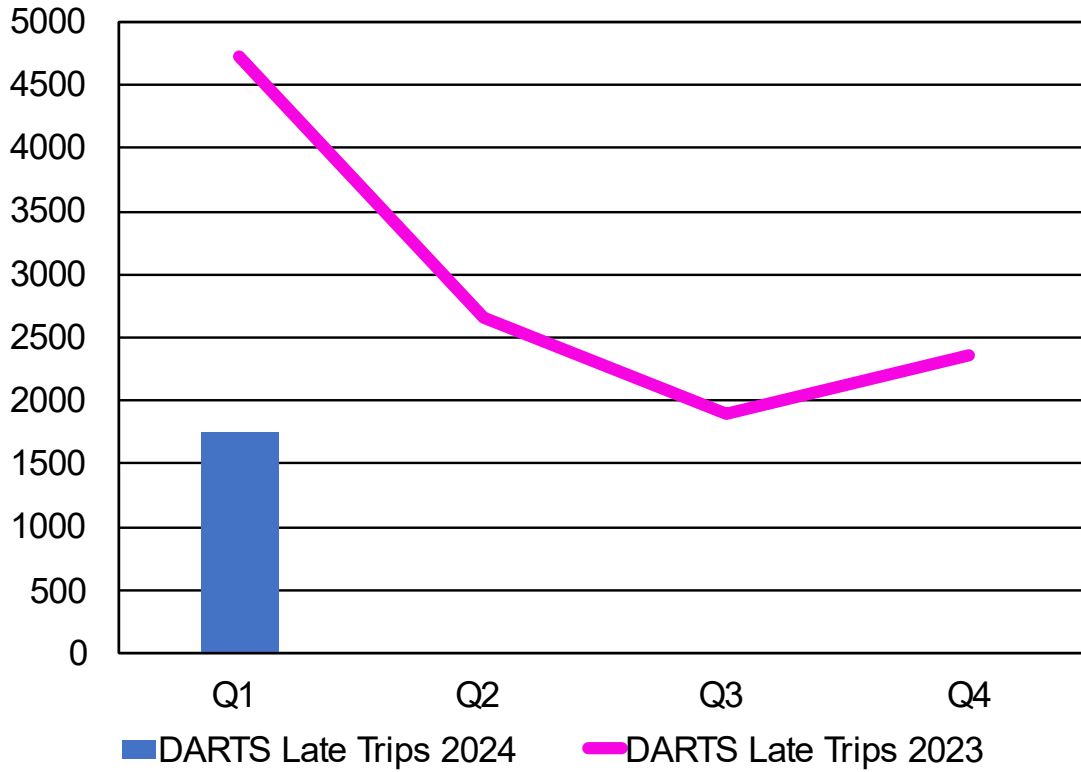


Figure 3: DARTS Late Trips

Alternate text for Figure 3: In Figure 3 (above), the vertical blue column shows the number of late trips to date in Q1 2024, compared to the trend across each quarter in 2023, which is shown by the pink line above it. At 1,748, the number of late trips has decreased from 2,366 in Q4 of 2023 (see also Table 7, above).

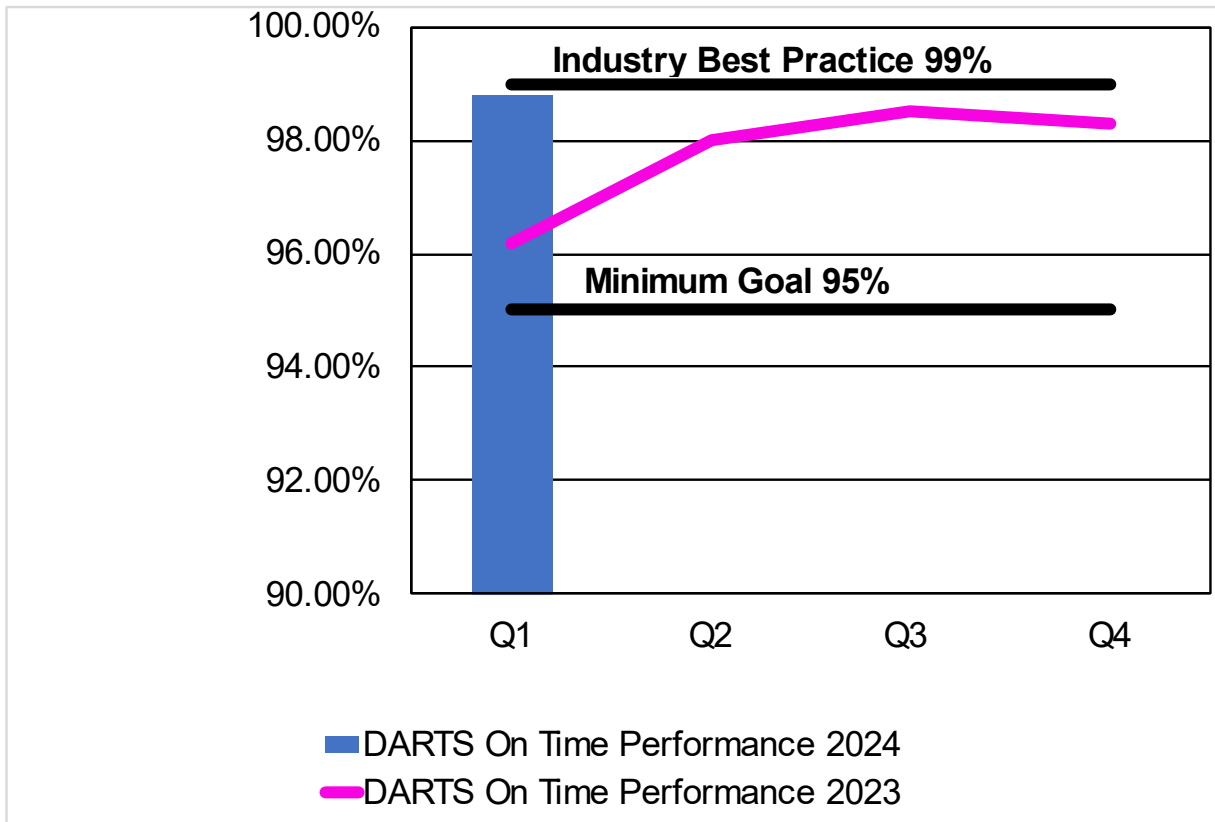


Figure 4: DARTS On Time Performance

Alternate text for Figure 4: Figure 4 (above) graphs DARTS on-time performance. The solid pink line shows the DARTS on-time performance trend across all quarters of 2023. The black line at the 99% level illustrates the industry best practice, and the black line at the 95% level shows the goal as directed by the OHRC in 2004. The pink line shows improvement in DARTS on-time performance from Q1 to Q4 of 2023 to just over 98%. The vertical blue bars show that on-time performance in Q1 2024 is approaching 99%, or almost 4% above the OHRC goal of 95% and almost attaining the industry standard (see also Table 7, above).

COMPLAINTS

Table 8: Complaints per Thousand Trips

Year	Complaints per Thousand ATS Trips, All Modes	ATS and DARTS Complaints per Thousand DARTS Trips
2024 Q1	Not Available	Not available

Complaints are those customer contacts in which a customer submits an objection to the planning or provision of service. Due to ongoing recovery from the recent 2024 City of Hamilton City of Hamilton cybersecurity incident, the data necessary to determine the rate of complaint for Q1 is not currently available and will be added to the aggregate table above in a future report.

The industry best practice is 1.0 complaints per 1,000 trips. The 2016 CUTA average for large systems is 2.1 complaints per 1,000 trips. (CUTA Specialized Transit Services Industry Practices

Review, 2016). The 2023 complaint level per thousand DARTS trips improved by the end of Q4 but was still at double the industry 2016 average for large systems at 4.5 complaints per thousand trips.

Table 9: Total Complaints Received by Complaint Type: ATS and DARTS

Complaint Type	March 21 – April 30, 2024
Service Performance	109
Staff Performance	60
Service Sufficiency	21
TOTAL	190

Once all the data is again available to ATS, Table 9 (above) will break down the number of complaints for inclusion in the aggregate across quarters in a future performance report. However, to provide a sense of current trends, using the data reported in Appendix 2, the complaints logged from March 21 – April 30, 2024, are broken down in Table 9 according to these categories:

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

COMMENDATIONS

Table 10: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
Q1 2024	Not Available	Not Available

Due to ongoing recovery from the recent 2024 City of Hamilton City of Hamilton cybersecurity incident, the data necessary to determine the rate of commendation for Q1 is not currently available and will be added to the aggregate table above (Table 10) in a future report.

The industry best practice is 1 commendation per 1,000 trips. The 2016 CUTA average for large system is 0.36 commendations per 1,000 trips. Commendations for all of 2023 were just over the industry best practice of 1 commendation per thousand trips, and above the 2016 CUTA average (CUTA Specialized Transit Services Industry Practices Review, 2016).

In Appendix 2, below, commendation details for March and April 2024 are listed ahead of the Q2 performance report, to at least provide an indication of recent trends.

VALIDATED COMPLAINTS FOR DARTS AND DARTS SUBCONTRACTORS**Table 11: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors**

Provider	Number of Trips Q1 2024	Number of Validated Complaints Q1 2024	Validated Complaints per Thousand Trips Q1 2024
DARTS	62,150	Not Available	Not Available
VETS	31,637	Not Available	Not Available
Hamilton Rising	46,197	Not Available	Not Available
Hamilton Cab	520	Not Available	Not Available
TOTAL	140,504	Not Available	Not Available

DARTS and subcontractor complaints are processed to DARTS for investigation. Where these complaints are deemed unfounded by DARTS, and if ATS concurs with this outcome, these complaints are not included in the count of validated complaints. Complaints against DARTS also include DARTS reservations, dispatch, scheduling, and on-street service. Complaints against subcontractors include on-street service only. Due to ongoing recovery from the recent City of Hamilton City of Hamilton cybersecurity incident, the above totals are not currently available, but will be reported in the aggregate in a future performance report. Appendix 2 of this report, below, includes details from contacts logged in March and April 2024, according to provider.

To date in 2024, 520 trips have been delivered by demand taxi, when appropriate for ATS individual client travel needs, to meet the service standard.

Table 12: Service Kilometres and Service Hours for DARTS and Subcontractors

Provider	Number of Trips Q1 2024	Number of Service KM Q1 2024	Number of Service Hours Q1 2024
DARTS	62,150	669,468	31,613
VETS	31,637	351,761	14,126
Hamilton Rising	46,197	507,518	21,376
Hamilton Cab	520	10,531	696
TOTAL	140,504	1,539,278	67,811

Table 12 (above) breaks down service hours and kilometres for DARTS and its subcontractors, as requested by the ACPD.

APPENDIX 1 Definition of terms

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

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

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

Trips Denied: a denied trip occurs when

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

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

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

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

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

APPENDIX 1 Definition of terms (continued)

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

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

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

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

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

Inbound calls: incoming calls entering call system queue.

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

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

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

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

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

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

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

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

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

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

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

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

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

APPENDIX 2 Customer Contacts Logged March 21 – April 30, 2024: Detail

SERVICE PROVIDER	Count
ATS Customer Service	6
INVALID	1
COMPLAINT	1
Staff Conduct	1
VALID	5
COMMENDATION	2
Staff Conduct	2
COMPLAINT	3
Miscellaneous	1
Staff Conduct	1
Taxi Scrip	1
DARTS Dispatch	19
INVALID	3
COMPLAINT	3
Miscellaneous	1
Staff Conduct	2
VALID	16
COMMENDATION	8
Staff Conduct	8
COMPLAINT	8
Error Address/ Date	3
On hold/ can't connect	1
Staff Conduct	4

APPENDIX 2 Customer Contacts Logged March 21 – April 30, 2024: Detail (continued)

SERVICE PROVIDER	Count
DARTS On Street	43
INVALID	9
COMPLAINT	9
Damaged Property	1
Driving Habits	1
Error Address/ Date	1
No Show	4
Staff Conduct	2
VALID	29
COMMENDATION	12
Staff Conduct	12
COMPLAINT	16
Error Address/ Date	1
No Door To Door	3
No Show	1
Policies	1
Pickup/Dropoff Outside Window	1
Staff Conduct	9
REQUEST	1
Fares	1
UNDER INVESTIGATION	5
COMPLAINT	5
Damaged Property	1
Error Address/ Date	1
Injured Passenger	1
Staff Conduct	1
Trip Missed	1
DARTS Reservations	23
INVALID	6
COMPLAINT	6
Error Address/ Date	1
On hold/ can't connect	3
Staff Conduct	2
VALID	17
COMMENDATION	13
Staff Conduct	13
COMPLAINT	4
On hold/ can't connect	2
Policies	1
Staff Conduct	1

APPENDIX 2 Customer Contacts Logged March 21 – April 30, 2024: Detail (continued)

SERVICE PROVIDER	Count
DARTS Scheduling	94
INVALID	12
COMPLAINT	12
Error Address/ Date	2
Pickup/Dropoff Outside Window	3
Subscriptions	4
Trip Notification	3
VALID	80
COMMENDATION	4
Miscellaneous	1
Staff Conduct	3
COMPLAINT	74
Can't book required time	1
Error Address/ Date	6
No Show	1
Pickup/Dropoff Outside Window	40
Scheduled On Board Time	17
Subscriptions	1
Trip Missed	2
Trip Notification	2
Wait List	4
REQUEST	1
Miscellaneous	1
SUGGESTION	1
Miscellaneous	1
UNDER INVESTIGATION	2
COMPLAINT	2
Trip Missed	2

APPENDIX 2 Customer Contacts Logged March 21 – April 30, 2024: Detail (continued)

SERVICE PROVIDER	Count
Hamilton Rising	33
INVALID	6
COMPLAINT	6
Error Address/ Date	1
Fares	1
Injured Passenger	1
No Door To Door	1
No Show	1
Staff Conduct	1
VALID	24
COMMENDATION	9
Staff Conduct	9
COMPLAINT	15
Driving Habits	2
Error Address/ Date	2
No Door To Door	1
No Show	1
Pickup/Dropoff Outside Window	1
Staff Conduct	7
Trip Missed	1
UNDER INVESTIGATION	3
COMPLAINT	3
Damaged Property	1
No Show	1
Staff Conduct	1
Taxi	3
VALID	2
COMPLAINT	2
No Show	2
UNDER INVESTIGATION	1
COMPLAINT	1
Trip Missed	1

APPENDIX 2 Customer Contacts Logged March 21 – April 30, 2024: Detail (continued)

SERVICE PROVIDER	Count
VETS	26
INVALID	3
COMPLAINT	3
Driving Habits	1
No Door To Door	1
Trip Missed	1
VALID	17
COMMENDATION	6
Staff Conduct	6
COMPLAINT	11
Driving Habits	3
Fares	2
No Door To Door	1
No Show	1
Pickup/Dropoff Outside Window	1
Staff Conduct	2
Trip Missed	1
UNDER INVESTIGATION	6
COMPLAINT	6
Driving Habits	1
No Door To Door	1
No Show	1
Staff Conduct	3
Grand Total	247

Slide 1



ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW
Q1 2024
ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES
JULY 9, 2024

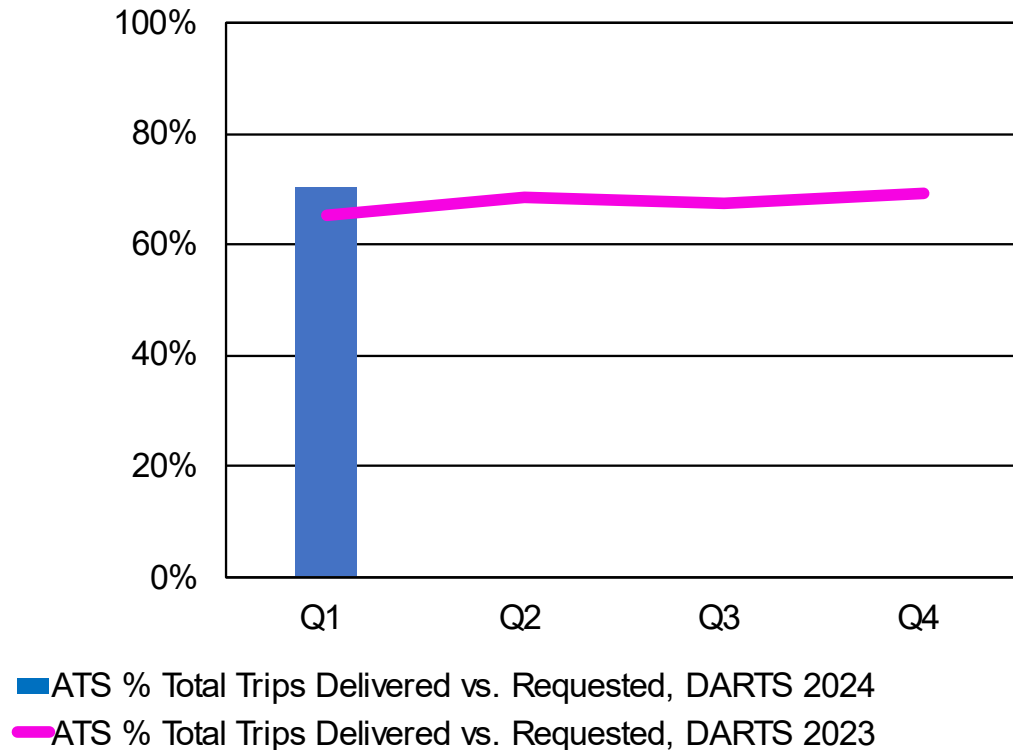
PUBLIC WORKS DEPARTMENT
TRANSIT DIVISION

Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q1 2024, Accessibility Committee for Persons with Disabilities, July 9, 2024; Public Works Department, Transit Division.

Slide 2

FIGURE 1: DEMAND: COUNT OF DARTS TRIPS DELIVERED vs REQUESTED



De

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

The graph in Figure 1 (above) compares total ATS trips requested on DARTS to total number of ATS trips delivered on DARTS. The blue vertical column shows the percentage of trips provided out of the total number of trips requested for Q1 2024. The pink line graph above the column shows the trend across all of 2023. At 70%, the percentage of trips delivered versus requested is slightly higher than it was in any quarter during 2023. The total number of requested trips also includes trips booked but not taken, i.e., cancelled trips and passenger no show trips (see also Table 1 in the report).

Slide 3

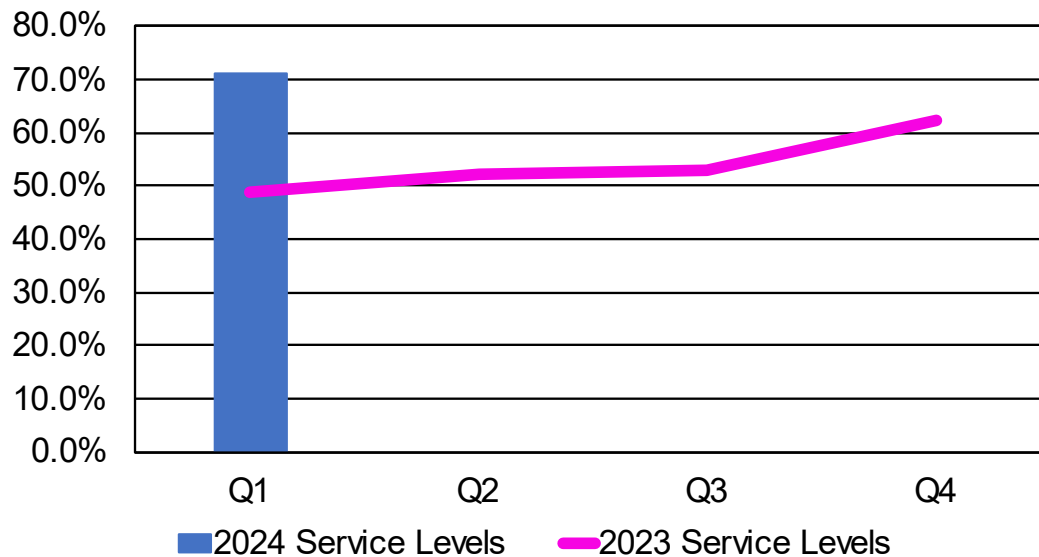
FIGURE 2: CONTRACTOR (DARTS) CALL CENTRE QUEUE CALLS ANSWERED WITHIN FIVE MINUTES

Figure 2: Contractor (DARTS) Call Centre Queue Calls Answered within Five Minutes

In Figure 2 (above), the vertical blue column shows the service level of calls answered in Q1 2024, compared to the trend across each quarter in 2023, which is shown by the pink line above it. At almost 71% the service level has increased from Q4 of 2023 (see also Table 5 in the report).

Slide 4

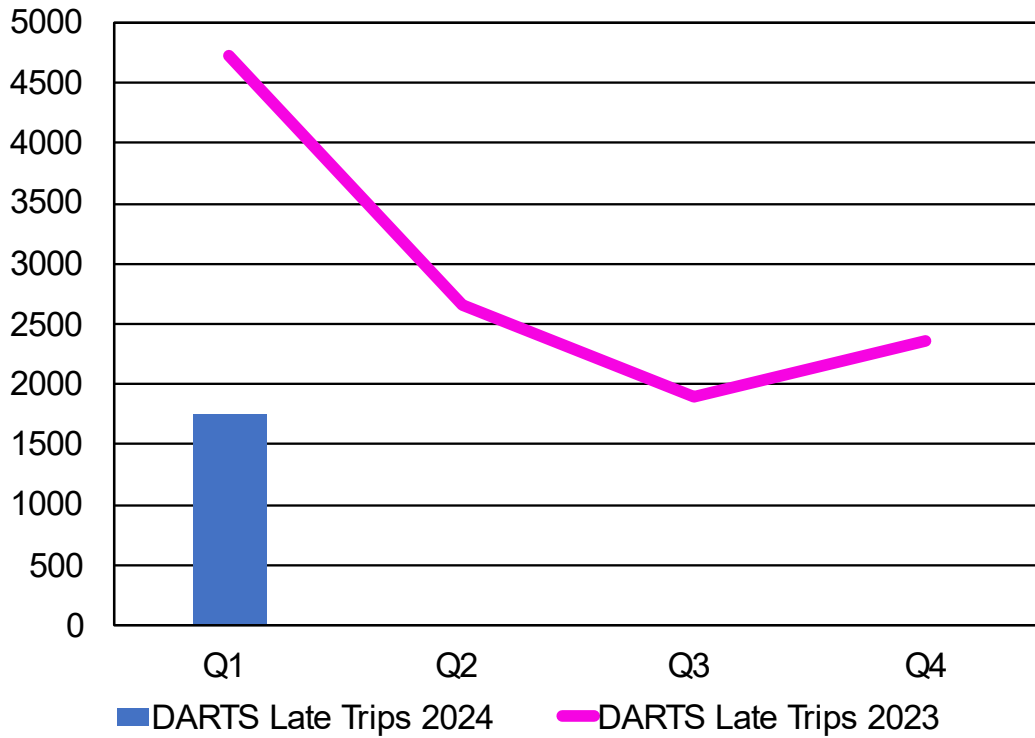
FIGURE 3: DARTS LATE TRIPS

Figure 3: DARTS Late Trips

In Figure 3 (above), the vertical blue column shows the number of late trips to date in Q1 2024, compared to the trend across each quarter in 2023, which is shown by the pink line above it. At 1,748, the number of late trips has decreased from 2,366 Q4 of 2023 (see also Table 7 in the report).

Slide 5

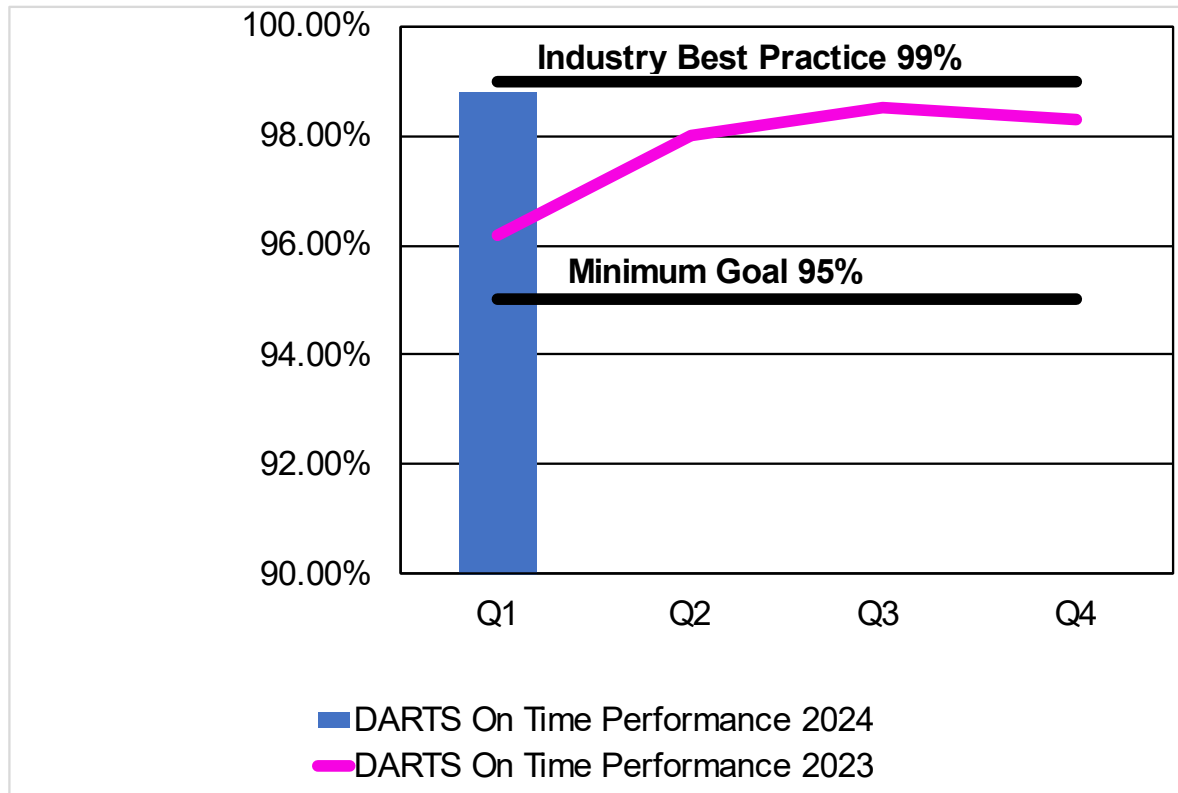
FIGURE 4: DARTS ON TIME PERFORMANCE

Figure 4: DARTS On Time Performance

Figure 4 (above) graphs DARTS on-time performance. The solid pink line shows the DARTS on-time performance trend across all quarters of 2023. The black line at the 99% level illustrates the industry best practice, and the black line at the 95% level shows the goal as directed by the OHRC in 2004. The pink line shows improvement in DARTS on-time performance from Q1 to Q4 of 2023 to just over 98%. The vertical blue bars show that on-time performance in Q1 2024 is approaching 99%, or almost 4% above the OHRC goal of 95% and almost attaining the industry standard (see also Table 7 in report).

Slide 6



THANK YOU



Slide 6: Thank You.

ACPD's Built Environment Working Group Meeting Notes

June 4th, 2024

Virtual Teams Meeting

4:00PM – 6:00PM

Members in Attendance: James Kemp, Lance Dingman, Levi Janosi, Cara Hernould, Paula Kilburn, Hargun Kaur

Also in Attendance: Jessica Bowen, Rebecca Banky

Members Absent: Michael Opuku-Forfieh, Anthony Frisina

1. Welcome and Introductions

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

3. Discussion w/Jessica Bowen Regarding Issues

Discussed at Last Meeting: Jessica informed us that she is awaiting a response regarding the First Ontario Centre and issues raised at the previous meeting. She is hopeful we can have them in attendance in the

future to discuss renovations at the other two facilities.

We reviewed the motion passed in 2020 regarding urban braille and the Barrier Free Design Guidelines. Jessica asked us what we were looking for with regards to reviewing the Barrier Free Design Guidelines specifically in respect to urban braille. Before we could answer Jessica's Question, Chair asked the group what exactly we meant by fully enacting urban braille. He explained how the urban braille wayfinding and warning pads are spreading out to the feeder and side street intersection corners. There is also urban braille being installed at new bus stops as well as during rebuilds. Chair asked if we are slowly seeing it spread out, what is the end result to look like? Paula responded that it needed to be consistent throughout. Having it stop and start doesn't help anyone. Parkdale also came up as an example of going too far and creating an information overload. Jessica wanted clarity on whether we are asking for a small review of sidewalk curb cuts and urban braille designs for the BFDG or were we looking for a larger review under this motion. We asked if this motion could cover the larger review and it was posited that it could and would be useful for assisting in moving a

larger review forward. The group agreed this was a prudent course of action.

We then asked if we could speak to the group looking after urban braille design as we had questions on the different materials and patterns we are seeing across the city. Lance raised concerns with them potentially tripping up people with mobility issues and we explained that the patterned concrete is less invasive than other options and shouldn't affect mobility.

A question was raised on why a motion put forth four years ago is being acted on now. Jessica explained how somethings can get bumped from one department to another before finding its home and during the periods of upheaval we have experienced, sometimes things get missed.

We discussed the shortcomings of current legislation and Chair pointed out that the BFDG is really our only avenue to suggest change. Chair also pointed out that it is in our handbook that our recommendations should exceed current minimum standards.

We then discussed the Capital Projects list. Levi explained what he was looking for with regards to reviewing new projects with respect to hearing loss. Levi gave us a brief history on the current standards of Hamilton public spaces and the requirements for hearing assistance. Levi also explained hearing loop technology and gave some examples of where and

how it would work. Jessica suggested sending in a motion encapsulating the request to review upcoming projects. Chair asked if Levi could look into that and report back.

We briefly discussed APS and a list of priority placement.

Chair then reviewed a series of images of issues he encountered in his travels with BEWG and Jessica. The issues ranged from holes in sidewalks, deeply grooved sidewalk installation, obstructing signs in the throughway, No contrast bike racks, construction fencing impeding travel, design flaws in the built environment negating any accessibility improvements. Jessica explained the complaint process and how MLE is responsible for some issues but corridors is responsible for more. A member asked if we can use 311 for this service and Jessica explained that we do not use it.

Lance raised issues with gravel and debris around construction areas and described the difficulties he had navigating through it.

4. Sidewalk Bypasses: Chair mentioned that we are having Cristina Geissler at our next meeting and he wanted people to keep an eye out for sidewalk

bypasses and review if there are any issues with them.

5. BEWG Vice-Chair Nomination: Chair reminded everyone that he is still looking for someone to accept the Vice Chair role and perhaps one day take over the BEWG. There were questions and concerns about availability and being able to follow through. We will continue to discuss.

6. Other Business: There was no other business.

7. Adjournment

ACPD's Outreach Working Group Meeting Notes

June 18th, 2024

Virtual Teams Meeting

4:00PM – 6:00PM

Members in Attendance: James Kemp, Hope Bonenfant, Mark McNeil, Jake Maurice, Paula Kilburn

Also in Attendance: Rebecca Banky

Members Absent: Robert Westbrook, Benjamin Cullimore

1. Welcome and Introductions
2. Approval of June 18th Agenda: Agenda was approved
3. Approval of May 21st Meeting Notes: Meeting Notes were approved
4. Judging Rubric and Nomination Package Discussion: Rebecca prepared a judging rubric for us to review. It contained four questions each with five possible categories. We went through it completely and suggested only minimal revision. Next step is to use

the rubric to explain what is required for the nomination process.

5. Schedule of Events: We discussed the schedule of events. Currently there are only four scheduled events. Soft opening at 11:00am, opening address with the Mayor at 12:00pm, Award Ceremony at 1:30pm hosted hopefully by Councillor Tadeson and closing at 3:00pm.

6. Art Show Discussion: Chair and Paula presented our findings in our discussions with some members of the art community. We were given two radically different possibilities. Centre3 has pitched us a show with three artists run and managed by Centre3 at a cost of \$1250 at current Carfac rates. Hamilton Arts Council suggested we put out an open call for artists to provide art but then we would be on the hook paying Carfac rates to an unknown number of artists and we would have to run the show ourselves. The group all agreed that the Centre3 pitch was much more reasonable and a safer bet. We will have Yvonne attend the next OWG meeting and provide us with artist's bios and explain how this will all work. We have only budgeted \$500 for this so far, but there is enough cushion still in the budget to make it work.

7. Safe Space Tent Report Discussion: Hope put together an excellent report on safe spaces. In it was the rationale, equipment and personnel requirement, suggestions for its operation and a quick costing. We reviewed it and agreed it is good to move forward, but Chair and Rebecca will investigate the cost and see if there is a better way to go about it, for example, it will probably be cheaper and easier to rent a tent for a day than to purchase one and have to store it. As well as hearing protection and fidget devices, we will also provide a sharps container and have someone monitoring the space at all times.
8. Activities Discussion: We reviewed the activities list and checked in on member's progress in securing participation. Guide dogs seem likely if puppies are available at the time of the event. Mark and Paula are working on it from different angles, but Jake has also offered to assist from his end if needed. Chair will be reaching out to mobility device providers and others to confirm their participation.
9. Website Review: Due to technical difficulties, we were unable to review but will at the next meeting.
10. Other Business: We have tried to invite an indigenous representative to the event for the past

two years without success, but we have asked Jake if he may be able to connect us with someone to at least discuss it with. He will see what he can do.

11. Adjournment

Transportation Working Group
Meeting Notes
May 28, 2024

Absent: Tim M, Anthony F.

1. Received agenda.

2. Mike Fields talked to us about the Main St. W. two way conversion.

- Council approved plan to expedite conversion of Main Street before LRT construction begins.
- Detailed design of project will take about a year and a bit to complete.
- The corridor reconstruction project will take 2 years to complete, with engineering services hiring a consultant for detailed design.
- Consultant will lead detailed design with input from staff, considering detour routing and accommodations for motorists, pedestrians, and cyclists.
- Engineering is responsible for the project, but the control of the traffic network has been reduced due to a cyber attack.
- James asks for the name of the person responsible for the project, but engineering is still investigating the issue.

Traffic changes in Hamilton, including two-way streets and LRT construction.

- The city is planning to convert one-way streets to two-way streets, with a phased approach to help people adjust to the change.
- The city experiences resistance to changes in traffic patterns, and soft conversions are used to gradually introduce new traffic flow.
- Mike explains how two-way transit will operate on Main Street despite LRT construction.

Impact of Main Street two-way conversion on bus routes and pedestrian safety.

- Mike explains that busses will continue to run on King Street until it's closed off for LRT construction.
- Tim asks if the number one bus will run on both King Street and Main Street simultaneously, and Mike replies that it will.
- Discuss details of Main Street reconstruction, including pedestrian enhancements.
- Discuss Main Street two-way conversion, prioritizing pedestrian and cyclist safety while balancing motorist concerns.

Construction impacts on roads, sidewalks, and transit stops.

- Mike explains engineering services' considerations for accommodating transit stops during construction.
- Stakeholders and parties impacted by construction will be consulted and accommodated during project.

3. Michelle, Marco and Liz discussed the appeal panel and do not leave unattended policy.

ATS Eligibility Appeal Panel:

- a. ATS reminded TWG of presentation of Appeal Policy provided at ACPD April 9, 2024
- b. Draft update for Council is pending Director review; once approved, website updates will be posted and ATS will await TWG feedback on web access to documents
- c. RFQ for the clinical member on panel is in process; once the contract is established this will dictate timing for appeal panel training; Michelle and Jessica Bowen have met to begin working on contents of training
- d. Posting the appeal policy publicly will at least allow applicants to understand they have recourse to temporary eligibility until appeal panel is established; appeals are currently very rare
- e. Due to timeline for training in late October/ early November 2024, there is time for ACPD to consider what their participation on the appeal panel will look like; it is up to ACPD and TWG on how they want their appeal panel members to be chosen from the committee
- f. Question raised of monetary compensation for person with lived experience versus payment of health care professional for clinical expertise

- g. Michelle understood that ACPD members cannot receive monetary compensation for their participation; it was discussed whether the layperson has to be a member of ACPD or someone endorsed/ recommended by ACPD who could then receive some compensation
- h. Tim Nolan feels it is a matter of justice to compensate the layperson for their time; Michelle thanked him for raising this and will look into the matter further if this is the wish of TWG
- i. ATS can train numerous panel members and alternates; it has been previously discussed with ACPD that once a robust training program and materials are produced, it can be housed somewhere so it is accessible on an ongoing basis
- j. Michelle agreed to provide an update at the June 25 TWG meeting with respect to possibilities that are in accordance with procedures for ACPD members/ members of the community with lived experience to participate

Do Not Leave Unattended Policy (DNLU)

- a. Currently housed as DARTS passenger-facing policy PS 4.1.2 which was last reviewed at TWG in 2013; its related DARTS operational policy was last reviewed in 2018
- b. ATS wishes to prioritise this policy for review as client lack of understanding of the process impacts

- service and causes delays, and there is also the issue of managing risk and liability
- c. Need to ensure clear communication to families, guardians, programs or group homes regarding the level of independence that is required on board the vehicle for safe travel and exactly what support will and will not be provided by DARTS operators
 - d. ATS also needs to manage liability when DNLU is only applied to one leg of the trip and client can be left unattended at home, e.g., clients with intellectual disability or seniors with early stage dementia who live at home independently with other supports in place
 - e. Historically, ATS has allowed one-sided DNLU because insisting on two-sided DNLU in the above cases can cause hardship to caregivers
 - f. The above reasons are why ATS is prioritising the policy for review: to make sure that it's communicated properly, that everybody's safe, and that we are managing liability and risk as well
 - g. Current policy was read aloud for the benefit of all present; some discussion took place of what happens when no one is home to meet a DNLU client under current DARTS operational policy
 - h. Question was raised re: what taxi drivers do on school runs for vulnerable students in similar circumstances, presumably this costs money on the metre

- i. Suggestion was made of applying a financial penalty to the family when no one is there for the handoff
- j. 2004 HRTTO decision eliminated financial penalty for late cancels and no shows and may apply to other types of infractions on transit, but Michelle can ask about this as there is no requirement under AODA to have a DNLU service
- k. Some discussion took place about eliminating the service altogether; however, many families rely on it and it works well for them
- l. Quick win is for ATS to provide an information insert to new clients with DNLU designation. This is easily done to educate new clients.
- m. ATS application form is due for updates to improve accessibility, we could take the opportunity to add mandatory section for DNLU clients – waiver to sign
- n. ATS feels the process can be managed with better tools and better communication to families that cover our own risk and liability
- o. ATS has provided TWG with the document, and hopes TWG will review it and send back their comments, thoughts and suggestions for further review before or at the next TWG meeting on June 25th
- p. Once reviewed, ATS will draft the clean and updated policy including any related tools and forms and send it all to Legal for review

4. TWG working plan. Tim asked if we could leave it until the next term. Will keep it on the agenda for a while.

5. Adjournment.

Strategic Planning Working Group Meeting Notes

June 7th, 2024

Virtual Teams Meeting

2:00PM – 4:00PM

Those in Attendance: Tim Nolan, Kim Nolan, Paula Kilburn, James Kemp, Mark McNeil, Hargun Kaur

1. Welcome and Introductions
2. Approval of June 7th Agenda: Agenda was approved
3. Staff Support Discussion: Chair began the discussion on staff support by asking the group if the ACPD ever put forth a direct motion asking for staff support at the working group level. Tim and Paula responded that we had asked specifically for support and it was denied. Tim gave us some background on how staff support worked before and explained that it wasn't the clerk's office that provided the support, but staff from supporting departments; i.e.,: HSR staff helping at TWG, Housing Services helping at HWG, etc. It was mentioned that we aren't even allowed to hire a student to take notes for us. Frustration was

expressed on the inability to convey our needs accurately or with any sort of impact.

Chair then asked if hitting this issue head on hasn't worked, is there a way of coming at this from the side. Tim suggested inviting the new City Clerk when they have settled in a little. It was also suggested that we ask to speak about a variety of issues. Accessibility of the Municipal elections, upholding the pillars of IDEA and improving the accessibility of the City Website was also suggested as possible topics of discussion with the new Head Clerk. Chair asked if it would be beneficial to ask for a report on what staff support would cost. The consensus of the discussion ended up that we will wait until the next SPWG meeting late Q2/Early Q3 to discuss with hopefully the Head Clerk.

4. Working Group Project Allocation Review: No one raised any issues with the current project allocation.

5. Other Business: We discussed to current state of urban braille in the City of Hamilton. Is it only in the BIAs or is it spreading out? Chair mentioned the new Main St. conversion would be all urban braille up to the delta. We then discussed the efficacy of doing the work piecemeal and both Tim and Paula were adamant that it needed to be done as a whole. That

adding in the occasional feature is not helping anyone and it needs consistency.

Tim discussed AHA and his group delegating to ACPD about the Disability History Month being held in September highlighting the history of accessibility progress. Tim also outlined the plans for an Accessibility Film Festival to be held at the Westdale Theatre in the same month. He mentioned that he has a number of students working with him and they wish to present at the next ACPD meeting and explain all of this in detail. Tim also suggested that the ACPD could endorse the programs. Chair will check with staff if this is allowable and respond.

We then discussed the accessibility issues of television and film and the benefits and reasons for providing ASL over captioning.

We reviewed the contents of the heat kits in detail before the presentation at the Kickoff on Monday.

6. Adjournment

Briefing Note – ACPD Accessibility Awards

GOVERNMENT RELATIONS AND COMMUNITY ENGAGEMENT DIVISION



Hamilton

Overview: Accessibility Awards

2024 marks the first year for Hamilton’s new Accessibility Awards! The awards will recognize achievements that an individual, group, or organization has made or is making towards improving access for persons with disabilities. Hamilton has a large community of people living with disabilities, and our commitment to being “the best place to live, work, and age successfully” means it is important to support and recognise this community and their achievements. Join us as we present the award winners and learn more about accessibility and accommodation:

Accessibility Awards at the Accessibility Fair
September 26th, 2024 – 11:00am – 3:00pm
City Hall Forecourt

Strategic Background

Hamilton established the Accessibility Awards and will be awarding our first awards at this year’s Accessibility Fair to honour, celebrate, and recognise achievements made by those furthering the cause of accessibility in the City.

In February of 2022, the Accessibility Committee for Persons with Disabilities (ACPD) requested Council to consider the establishment of an Accessibility Award Program for individuals, businesses, community organizations and groups in Hamilton that have made a significant contribution beyond legislative requirements, towards improving access for persons with disabilities. In June of 2023 Council approved an Awards program to be conferred annually at the Accessibility Fair.

Key Facts and Stats

- Hamilton has a disproportionately large community of people living with disabilities – 27.7% when compared to an Ontario average of 24% and a national average of 22%.
- ACPD will be involved in the selection and adjudication of Awards.
- It remains important to raise awareness of accessibility and universal design.

Conclusion

It is important to meaningfully demonstrate the commitment of Award recipients to the cause of accessibility and to highlight their achievements to the broader community. We will be awarding the Accessibility Trailblazer award and framed certificate in a ceremony to be held at the Accessibility Fair on September 26th.

Contact: Rebecca Banky (she/her)
Project Manager, Community Inclusion and Equity
City Manager’s Office, City of Hamilton
Phone: 289-556-7094| E-mail: Rebecca.Banky@hamilton.ca

Accessibility Awards Rubric	1	2	3	4	5
Has the applicant made positive change through social action?	<i>May have had impact, but it's unclear or short lived; low to no community connection</i>	<i>Some clear change, but may be operating with minimal community support</i>	<i>Effected positive change, but might be small in scale or depth; working with others</i>	<i>Notable change through organized community action; scale of impact may be unclear, but seems significant</i>	<i>Significant and far-reaching change, with a large impact on the community</i>
Has the applicant been involved in a specific area of accessibility improvement in the City of Hamilton?	<i>Minimal to no connection to local Hamilton needs or issues OR work not focused on accessibility at all</i>	<i>Meets accessibility needs clearly, but no demonstrated local impact OR clear local impact, but little accessibility focus</i>	<i>Local impact and accessibility lens both present, but significant gaps exist in scale or approach</i>	<i>Clear local impact, changes that have potential for significant growth, accessibility focus obvious</i>	<i>Wide-reaching local impact, lasting changes to the landscape of accessibility in Hamilton</i>
Has the applicant worked with others to create change?	<i>Minimal engagement with others; working in a silo, no testimonials</i>	<i>A few examples or working collaboratively; one or more supporting testimonials</i>	<i>Part of a group or small collaborative, has testimonials that show some support</i>	<i>Clear emerging community roots, but may lack history, supporting testimonials</i>	<i>Deep community roots and connections; strong testimonials supporting work</i>
Does the applicant embody the City of Hamilton's values of IDEA (Inclusion, Diversity, Equity, and Accessibility)?	<i>Might have an accessibility lens, but lacks awareness of diversity and equity concepts, no attention to intersectionality of issues</i>	<i>May represent a marginalized group beyond accessibility considerations, but no clear link to the work being done</i>	<i>May work with other equity groups or connect with other equity ideas, but has significant gaps in implementation</i>	<i>Clear IDEA implementation with minimal gaps or issues; platforms others</i>	<i>Intersectional work that recognizes accessibility as one form of limit among many; works with other equity communities</i>

Implementing and Cost of A Quiet Space

Tent at Festivals

Hope Bonenfant

June 2024

Introduction

When the word festival comes to mind, it typically sparks the feeling of a vibrant gathering where a community can come together to celebrate culture, music, and community. With that said, it is important to acknowledge how having a designated quiet space for those who may require respite from a sensory overload, or for those who may just need a multi-space spot for whatever reason that may be. This report is meant to help examine the advantages of integrating a quiet space tent into these types of festival environments, as well as address the possible cost, and action plan for the tent.

Mental Health and Well-being

It should be noted how academics may feel when it comes to how this tent may help to promote mental health and well-being of those who may need the space. According to a study done in the *Journal of Affective Disorders*, exposure to loud noise at festivals can help to spike stress and anxiety levels, especially in individuals who may already be predisposed to those conditions (Shepherd et al., 2015). Also, the incorporation of a space like this also is recommended by clinical psychologists like Dr. Sarah N. Wilson, who suggests that such spaces provide individuals with a vital opportunity to regulate their emotions and recharge from overwhelming stimuli (Wilson,

2019)

Accessibility and Inclusivity

Research that has been possibly conducted by Accessibility Canada, where they have a set of guidelines and recommendations that specializes in the advocating for inclusivity in live entertainment, underscores the importance of providing sensory-friendly accommodations at festivals. They suggest that a festival should consider a quiet space for rest, if your event may attract large crowds and is longer than a couple of hours (Accessibility Canada, 2016).

Rough Action Plan

Ideally, this tent would hopefully have a trained staff or volunteer stationed within the quiet space tent that could offer emotional support, and hopefully de-escalation techniques for individuals in

need. The tent itself should be enclosed when in use, but have a door open that another staff or volunteer could be at for safety purposes, as well as to help sanitize the tent after usage. Inside the tent there should be a foldable chair, or two, a table, and possibly a safe disposal bin for needles, as we can not guarantee that there would not be people who may want to use the space for drug administration, and hopefully this space would be able to also be used for that. A table may also be a good idea for inside the tent, however there should be a barrier like paper that can be replaced after each usage of the tent. It may also be a good idea to have a small bin with fidget toys, that ideally can be used for grounding an individual who may be using the space in distress.

Costs for Tent

Attached is a list of possible items needed for the space, based on prices off of Amazon Canada, with links included. The prices are also in the Canadian dollar, but do not include shipping or taxes as well. It should be noted that these items can be reused for other purposes for the outreach team and the ACPD, like possible pop up events. Some of these items may also be previously available as well, and may be able to be found for cheaper.

1. **VEVOR 10x10 FT Pop up Canopy with Removable Sidewalls, Instant Canopies Portable Gazebo & Wheeled Bag, UV Resistant Waterproof, Enclosed Canopy Tent for Outdoor**

Events, Patio, Backyard, Party, Camping - 279.99

https://www.amazon.ca/VEVOR-10x10-FT-Pop-Canopy/dp/B0C1BKP85K/ref=sr_1_20?crid=QKY9LY0WX3HQ&dib=eyJ2ljojMSJ9.BOArpkpHWWWhFMSU6wxSmTmZw7nR7WAynyHiNAsseZDfpgTYrTdVD1Wqb0Z2dccv3od9U7dsv0SZ_U4EB3Jw3b8JwnGV0OqWmRmwkdfUAepZZZVXfX1hhpmQ0K2bdjH3ojKN2wAqbXO2Jhm9pRGBhvCSxDvr0xwDYokGmRdaWnm28AcVbOEJbP4-Qls7KJurMYb1Jp-5og4JJUSdEUqQqYDVuNO_RuJFida2Rr6cll4YBW-YKsaeyk8W0VVLGvoGinaKRlraK7pY-e64uM_wDcosj9AkJCag97f2CN7wtGAM.dhfoHCpF6M-NCnVgRBCAK4rp0KH9ttJPgJ8R5e_clrU&dib_tag=se&keywords=pop+up+canopy&qid=1718411015& sprefix=pop++up%2Caps%2C105&sr=8-2

2. 4FT Camping Table Portable Folding Table Lightweight**Aluminum Picnic Table Adjustable Height Indoor Outdoor Table for BBQ RV Camping with Portable Handle - 79.88**

https://www.amazon.ca/Camping-Portable-Lightweight-Aluminum-Adjustable/dp/B097419LMK/ref=sr_1_34?crid=3IUC0226L4ID9&dib=eyJ2ljojMSJ9.zKkaFg9jxmnli_FHlzVMqzACoFLe1SVHFt6f_NoitSD2zGBMm3PT24TZ2OVVGLhb4LYCuFgv7IWAbUGaAlNHjBvFr7pEKEeuqg0sUb33RvPim_GdYLRq88E0CUqH05V_7KvOD_4mdWxvvgwL4_pf5Sf-FVOQLs9PKlj-qHIK5f

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 +up+table&qid=171841
 1253&srefix=pop+up+table%2Caps%2C113&sr=8-3

3. **FBSPORT 2 Pack Ultralight Floding Camping Chair, Compact and Heavy Duty Outdoors Portable Backpacking Chairs, for Camping, BBQ, Beach, Travel, Picnic, Festival - 73.99**

https://www.amazon.ca/FBSPORT-Ultralight-Outdoors-Portable-Backpacking/dp/B0BG81N99R/ref=sr_1_17?crid=7IW32KD2BBSI&dib=eyJ2IjoiMSJ9.RA-cJZoIGJN1e2CWLXvGGIANVfr012kODvHkAE4WfBbt4cqTxlyT9nCTLb9rmRSP7pWHRR8dR2AZyDm7qdzPdGbBKy7whxSDWHALVfGNDvvd8oic03hqN_iZ93aFNomRCXWnJon5eU6iRQhJN5F4BtEcQ312BfnnyGy-WVDQJLRMVRbHfqBEYQdOpbFm2iBSdiO3w5a0InvUxAKMpoJ8saY3MqC59ykSLueKUfi0Bq eGpmdZwdk0095jL4QIk--cNGHPaxe3JiFg5rW15sVfb-rnuPVahl8BkOQb-UnltQ.wCCm6CIRxaIAGrbhNks9NMZquSxgN6lzmLZyjRI8jkE&dib_tag=se&keywords=camping%2Bchair&qid=1718411437&srefix=camoing%2B%2Caps%2C93&sr=8-17&th=1

4. **Avalon Papers 24161 Crepe Examination Table Paper Rolls, 18" - 13.30**

https://www.amazon.ca/AVALON-PAPERS-Avalon-Crepe-Examination/dp/B078XY2KX6/ref=sr_1_1_sspa?crid=3GA4KBUL2BSI&dib=eyJ2IjoiMSJ9.7RhbcNfVb14xXgJ5PRzDnWHr6DnZcr DhPQOpL-wJLTF5YoHptLrvt84XaWEI2ey60K1ssG_6ezJYbp8ORmQINoK1yVfT0l4xhsucPnGEWS_hsG2shSEDTwMW5gNymUP8a3sixFycFjAmTBdSClwVWexE4l7OjtQ8Mgsu3uMt4Pf

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spons&sp_csd=d2lkZ2V0TmFtZT1zcF9hd_GY&psc=1](https://www.amazon.ca/Nestling-Fidget-Sensory-Fidgets-Anxiety/dp/B0BNPYGZTQ/ref=sr_1_1_6?crd=K7MYHAHU9FX5&dib=eyJ2IjoiMSJ9.ZfLbKwrGBSWCFc1UF_HvNe5j4p4wv2Xay3_wgHF-LiHaWQdTU0YcIKM1OJwkdkoBZyaEfF9uWLqgl63hmzXzG_2ERhgo1Da2zc030ahl7Y_BeTtip1m3ak_vDf_RgNDMNkvkISSJEnUOn63MVtooFEuryqAFoW76Bo7Mrx93abzwlCh9Nhj_zR8yieqw4bnwpNEbwoz56OvUvII2WYh_mPYKpFtaJxTIKfuubTJJwtkF_aeizFgYrMBXFwieH_I31ZjFQDbD1Q0CChYm_9vLmBt3jBhhIGssMz0bDHmtw6mKjl.NOKbXWwKC9qOqEdvpAo_12SjJ_pWs0AYO3bmtY7Asahc&dib_tag=se&keywords=fidget+toys&qid=1718411605&srefix=fidgi%2Caps%2C105&sr=8-16)

5. **30 Pcs Fidget Toys Pack - Party Favors Autism Sensory Toy Bulk - Adults Kids Stress Relief Stress Autistic ADHD Anxiety Fidgets Set - Carnival Classroom Treasure Box Prizes - 14.99**

https://www.amazon.ca/Nestling-Fidget-Sensory-Fidgets-Anxiety/dp/B0BNPYGZTQ/ref=sr_1_1_6?crd=K7MYHAHU9FX5&dib=eyJ2IjoiMSJ9.ZfLbKwrGBSWCFc1UF_HvNe5j4p4wv2Xay3_wgHF-LiHaWQdTU0YcIKM1OJwkdkoBZyaEfF9uWLqgl63hmzXzG_2ERhgo1Da2zc030ahl7Y_BeTtip1m3ak_vDf_RgNDMNkvkISSJEnUOn63MVtooFEuryqAFoW76Bo7Mrx93abzwlCh9Nhj_zR8yieqw4bnwpNEbwoz56OvUvII2WYh_mPYKpFtaJxTIKfuubTJJwtkF_aeizFgYrMBXFwieH_I31ZjFQDbD1Q0CChYm_9vLmBt3jBhhIGssMz0bDHmtw6mKjl.NOKbXWwKC9qOqEdvpAo_12SjJ_pWs0AYO3bmtY7Asahc&dib_tag=se&keywords=fidget+toys&qid=1718411605&srefix=fidgi%2Caps%2C105&sr=8-16

6. **Elipenico Comic Storage Box, Extra Large Storage Bin with Lid, Office Organizer Storage, Storage Chest Foldable with Handle for Files, Clothes, Towels, Books, Office Supplies (Green, 1 Pack) - 13.09**

<https://www.amazon.ca/Storage-Collapsible-Waterproof-Window-Comics/dp/B0BQYLJ5ZC/ref=>

[sr_1_23_sspa?crid=BDQCMZ5YBG1O&dib=eyJ2ljojMSJ9.LBsHCcOzL2X3-hHIDtYwWnY25](https://www.amazon.ca/sr_1_23_sspa?crid=BDQCMZ5YBG1O&dib=eyJ2ljojMSJ9.LBsHCcOzL2X3-hHIDtYwWnY25)

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7. **Zytec Germ Buster Hand Sanitizer Foam With Moisturizers -**

Clear-550ml - 6.99 [https://www.amazon.ca/zytec-Germ-Buster-](https://www.amazon.ca/zytec-Germ-Buster-Sanitizer-Moisturizers/dp/B01E3XTUTQ/ref=sr_1_1)

[Sanitizer-Moisturizers/dp/B01E3XTUTQ/ref=sr_1_1](https://www.amazon.ca/Sanitizer-Moisturizers/dp/B01E3XTUTQ/ref=sr_1_1)

[5?crid=3OS2IBY98RDW9&dib=eyJ2ljojMSJ9.twHrXSzMabTUX89Ufg](https://www.amazon.ca/5?crid=3OS2IBY98RDW9&dib=eyJ2ljojMSJ9.twHrXSzMabTUX89Ufg)

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[8411948&sprefix=sani](https://www.amazon.ca/8411948&sprefix=sani)

[%2Caps%2C95&sr=8-15](https://www.amazon.ca/%2Caps%2C95&sr=8-15)

8. **Allora Disinfectant Wipes (6 x 150-wipe tubs) - 28.90**

[https://www.amazon.ca/Allora-Disinfectant-Wipes-150-wipe-](https://www.amazon.ca/Allora-Disinfectant-Wipes-150-wipe-tubs/dp/B08XPPL7PL/ref=sr_1_3_s)

[tubs/dp/B08XPPL7PL/ref=sr_1_3_s](https://www.amazon.ca/tubs/dp/B08XPPL7PL/ref=sr_1_3_s)

[spa?crid=3G92WPK4A8C7L&dib=eyJ2ljojMSJ9.hm1fB2mpYErIRjffBh](https://www.amazon.ca/spa?crid=3G92WPK4A8C7L&dib=eyJ2ljojMSJ9.hm1fB2mpYErIRjffBh)

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 18412028&srefix=lyso l+wipes%2Caps%2C96&sr=8-3-
 spons&sp_csd=d2lkZ2V0TmFtZT1zcF9hdGY&psc=1

9. **72HRS Vinyl Disposable All Purpose Clear Gloves – 4 mil, Latex Free and Power Free,**

Food Grade Multipurpose Gloves - 12.45

https://www.amazon.ca/72HRS-Vinyl-Disposable-Purpose-Gloves/dp/B0CDQWQ6ML/ref=sr_1_8?crd=1LSKPBNA7DF2O&dib=eyJ2ljojMSJ9.kv7_ubuGT6DgMOgC0K62Jzv1Do1R2pO2LxomYo2VFc6zVyg8Xt3X7gVpUHKEEoHNX7VSayFwSBMAcL3uv8yQ3ljh19OhkR762yxjQCx4g5WjToSethLH6x13ceSs7MMUls3ehtDZoN5NNsnUVodkxGM6oY_f0T5Assyazs8ib5UBv6JyebwlsW8lbUbNnkojH8YagcmL9zFDp6kt2P5rnumrJWEgB3w444V63lh98IG0cV9IMEHf0dPIWfvQMXxs3OVMrdKjEUzhvm56_APdJqN2bKdeMVVJQ5QD5KjLV0.cMgPXebH3HYI05clu bGPHAOjzFMdbHuYsYS9NnXiMxU&dib_tag=se&keywords=clear+gloves&qid=1718412116 &srefix=clear+gloves+%2Caps%2C100&sr=8-8

10. **Waste Sharps Box Bins 1L Size, Tattoo Medical Plastic Sharps Container, Biohazard Needle Disposal Waste Box (115 x 100 x 165mm)(Yellow) - 9.54**

https://www.amazon.ca/Medical-Plastic-Container-Biohazard-Disposal/dp/B0BG92JH6L/ref=sr_1_3_sspa?crid=1624BQ7DDILX7&dib=eyJ2IjoiMSJ9.1bvRCU3mnuGg56ZCckFPvAUOmXb_1Ao0uP-hbGQWKdleAg7Y3_O5D9pMPz5PwvbQM2e1yX9Bfj_JIBYVmW-_lmanWC-_vOrELJLDTXIkIIEBPxL5FjdHRVsuJx5e5wdDaWo-EnsubDfs3eqeJKeKmspaQXRnhfJMvFkOk_OObRrBBT2Hf3TLqfyXEJit6-AvyWUDz2sk_pPTDZvbhXx5u3nP01_nadxnKUgCjIB-YoTB1PZrDzm7bTVGYPAMV9TQnuVIBt3LI90ZoSm4Jhby69HS6pABcwhE-1izOljw5Gk.5hG8vTYG9_fmRcrUy12mapmmBc-fqaa2SOczZksmBhs&dib_tag=se&keywords=medical%2Bdisposable%2Bbin%2C94&sr=8-3-spons&sp_n&qid=1718412205&sprefix=medical%2Bdisposable%2Bbin%2Caps%2C94&sr=8-3-spons&sp_csd=d2lkZ2V0TmFtZT1zcF9hdGY&th=1

Total Proposed Cost without Taxes and Shipping - 533.23

Sources

- Ontario (2016) Guide to Accessible Festivals & Outdoor Events

- Shepherd, D., Heinonen-Guzejev, M., Hautus, M. J., & Heikkilä, K. (2015).

Environmental noise and sleep disturbance: Research in central, eastern and south-eastern Europe and newly independent states. *Noise & Health*, 17(76), 1–7.

- Wilson, S. N. (2019). Personal communication.

CITY OF HAMILTON

M O T I O N

**ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES: July 9, 2024**

MOVED BY J. KEMP.....

SECONDED BY

**Reimbursement for the Purchase of Candy for the
Senior’s Month Kick-off Event**

WHEREAS, members of the Accessibility Committee for Persons with Disabilities’ Outreach Working Group represented the Committee at the Senior’s Month Kick-Off Event on June 10, 2024; and

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

THEREFORE, BE IT RESOLVED:

That reimbursement to James Kemp in the amount of \$52.71, including HST, attached as Appendix “A”, for the cost of sugar free candies from the Bulk Barn, handed out

12.1

by the Outreach Working Group on behalf of the Accessibility Committee for Persons with Disabilities at the June 10, 2024, Senior's Month Kick-off Event, from account 300303, be approved.

BulkBarn*

Bulk Barn # 674
1187 Barton Street East
Hamilton, Ont.
(905) 547-8911
HST# 100689256RT0001

Lane: 001 Cashier: 116
Date: 06/09/2024 Time: 15:20
Transaction: 67411003944

NO SUGAR ADDED ASST. \$46.65 HD
1.210 kg @ \$38.55 /kg
Net: 1.210 kg Gross: 1.245 kg

Sub-Total: \$46.65
 HST \$6.06
Total Amount: \$52.71
 DEBIT \$52.71
Total Tendered: \$52.71

Items Sold: 1

CITY OF HAMILTON

M O T I O N

**ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES: July 9, 2024**

MOVED BY J. KEMP.....

SECONDED BY

**Accessibility Committee for Persons with Disabilities
Membership**

WHEREAS, Skylar Dunford has not attended a meeting of the Accessibility Committee for Persons with Disabilities since their appointment;

WHEREAS, Skylar Dunford has not provided any explanation to their absences;

WHEREAS, the Procedural Handbook for Citizen Appointees to City of Hamilton Local Boards, states that when a member misses more than three (3) consecutive meetings during their term, the Chair, after hearing and considering any explanation provided by the member, may ask the member to resign, or request that Council remove the member; and

WHEREAS, this creates a vacancy on the Accessibility Committee for Persons with Disabilities.

THEREFORE, BE IT RESOLVED:

- (a) That Council be requested to remove Skylar Dunford from the Accessibility Committee for Persons with Disabilities' membership effective immediately, given their absences from meetings since their appointment; and
- (b) That the Selection Committee for Agencies, Boards and Sub-Committees be requested to fill the citizen appointee vacancy on the Accessibility Committee for Persons with Disabilities.