



City of Hamilton
ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES REVISED

Meeting #: 25-004
Date: April 8, 2025
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. CALL TO ORDER

2. CEREMONIAL ACTIVITIES

3. APPROVAL OF AGENDA

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

4. DECLARATIONS OF INTEREST

5. APPROVAL OF MINUTES OF PREVIOUS MEETING

5.1 ACPD 25-003

5

March 18, 2025

6. DELEGATIONS

7. ITEMS FOR INFORMATION

7.1 Built Environment Working Group Update (no copy)

7.2 Housing Working Group Update

- a. Housing Working Group Meeting Notes - March 18, 2025 21

7.3 Outreach Working Group Update

- a. Outreach Working Group Meeting Notes - February 18, 2025 27
- b. Outreach Working Group Meeting Notes - March 25, 2025 31

7.4 Strategic Planning Working Group Update (no copy)

7.5 Transportation Working Group Update (no copy)

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

7.7 PW25020 35

Correction to Delegation Information on Fare Assist Program Eligibility

- *a. Correspondence from Brad Evoy, Disability Justice Network of Ontario, respecting Item 7.7 - Memorandum PW25020, Correction to Delegation Information on Fare Assist Program Eligibility 37

*7.8 PW25021 39

Accessible Transportation Services Request for Information – Transportation Network Company

8. ITEMS FOR CONSIDERATION

9. MOTIONS

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

- | | | |
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| 9.1 | Attendance at the Seniors Kick-off - Information and Wellness Fair | 43 |
| 9.2 | Accessibility Fair Reserve Transfer | 45 |
| 9.3 | “Ability First” Annual Accessibility Fair – September 4, 2025 | 47 |

10. NOTICE OF MOTIONS

11. PRIVATE AND CONFIDENTIAL

12. ADJOURNMENT



ACCESSIBILITY COMMITTEE FOR PERSONS WITH DISABILITIES

MINUTES ACPD 25-003

4:00 p.m.

March 18, 2025

Room 264, 2nd Floor Hamilton City Hall (Hybrid)
71 Main Street West, Hamilton, Ontario

Present: Councillor M. Tadeson (virtually), J. Kemp (Chair), H. Kaur (virtually), L. Dingman, L. Janosi (virtually), M. McNeil (virtually), C. Hernould (virtually), L. Johanson, J. Maurice and T. Nolan (virtually)

Absent with

Regrets: P. Kilburn (Vice Chair), H. Bonenfant, K. Nolan

1. CALL TO ORDER

Chair J. Kemp called the meeting to order at 4:00 p.m.

2. CEREMONIAL ACTIVITIES

The Legislative Coordinator read the Land Acknowledgement.

3. APPROVAL OF AGENDA

(Dingman/Hernould)

That the agenda for the March 18, 2025, Accessibility Committee for Persons with Disabilities meeting, be approved, as presented.

CARRIED

4. DECLARATIONS OF INTEREST

There were no Declarations of Interest.

5. APPROVAL OF MINUTES OF PREVIOUS MEETING

5.1 February 11, 2025

(Janosi/Dingman)

That the minutes of the February 11, 2025, Accessibility Committee for Persons with Disabilities, be adopted, as presented.

CARRIED

6. DELEGATIONS

6.1 Tom Cooper, Hamilton Roundtable for Poverty Reduction, respecting a potential partnership with the Accessibility Committee for Persons with Disabilities to develop outreach and education material to inform about the upcoming Canada Disability Benefit

Tom Cooper, Hamilton Roundtable for Poverty Reduction, addressed Committee respecting a

potential partnership with the Accessibility Committee for Persons with Disabilities to develop outreach and education material to inform about the upcoming Canada Disability Benefit.

6.2 Brad Evoy, Disability Justice Network of Ontario, respecting a Request for Endorsement of Community Recommendations for a New Disability-Centred Fare Program

Brad Evoy, Disability Justice Network of Ontario, addressed Committee respecting a Request for Endorsement of Community Recommendations for a New Disability-Centred Fare Program.

6.3 Tim Nolan, Accessibility Hamilton Alliance, respecting Transit Discussion

Tim Nolan, Accessibility Hamilton Alliance, respecting addressed Committee respecting Transit.

6.4 Brad Evoy, Disability Justice Network of Ontario, respecting Item 9.2, Consultation with Staff to Review Policy that Affects Unhoused Persons with Disabilities and Tour Shelter Facilities to Provide Recommendations to Make Them a Safer and More Inviting Space for All

Brad Evoy, Disability Justice Network of Ontario, addressed Committee respecting Item 9.2, Consultation with Staff to Review Policy that

Affects Unhoused Persons with Disabilities and
Tour Shelter Facilities to Provide
Recommendations to Make Them a Safer and
More Inviting Space for All.

6.5 Karl Andrus respecting Changing to the Existing Fare Program for a more Disability Justice Focus – WITHDRAWN

Karl Andrus withdrew their delegation respecting
Changing to the Existing Fare Program for a more
Disability Justice Focus.

(a) (Dingman/McNeil)

That the Delegation from Tim Nolan, Accessibility
Hamilton Alliance, respecting Transit Discussion
(Item 6.3), be received.

CARRIED

(b) (Maurice/Hernould)

That the following Delegations be received:

6.1 Tom Cooper, Hamilton Roundtable for Poverty
Reduction, respecting a potential partnership
with the Accessibility Committee for persons
with Disabilities to develop outreach and
education material to inform about the
upcoming Canada Disability Benefit;

6.2 Brad Evoy, Disability Justice Network of
Ontario, respecting a Request for
Endorsement of Community

Recommendations for a New Disability-Centred Fare Program; and

- 6.4 Brad Evoy, Disability Justice Network of Ontario, respecting Item 9.2, Consultation with Staff to Review Policy that Affects Unhoused Persons with Disabilities and Tour Shelter Facilities to Provide Recommendations to Make Them a Safer and More Inviting Space for All.

CARRIED

7. ITEMS FOR INFORMATION

7.1 Accessibility for Entertainment in the City (no copy) - WITHDRAWN

7.2 2023 Annual Accessibility Report - WITHDRAWN

**7.3 PW25009
Accessible Transportation Services
Performance Report – REVISED**

Michelle Martin, Manager of Accessible Transportation Services, addressed Committee respecting Memorandum PW25009, Accessible Transportation Services Performance Report.

(Janosi/Hernould)

That Memorandum PW25009, respecting Accessible Transportation Services Performance Report, be received.

CARRIED

J. Kemp relinquished the Chair to C. Hernould in order to provide the Built Environment Working Group Update (Item 7.4), the Housing Working Group Update (Item 7.5) and the Outreach Working Group Update (Item 7.6).

7.4 Built Environment Working Group Update

- (a) Built Environment Working Group Meeting Notes - March 4, 2025 - REVISED

7.5 Housing Working Group Update

- (a) Housing Working Group Meeting Notes – March 4, 2025

7.6 Outreach Working Group Update

- (a) J. Kemp provided a verbal update.

7.7 Strategic Planning Working Group Update

No update.

7.8 Transportation Working Group Update

No update.

7.9 Open Spaces and Parklands Working Group Update

No update.

(McNeil/Hernould)

That the following Items for Information, be received:

7.4 Built Environment Working Group Update

7.4(a) Built Environment Working Group Meeting
Notes – March 4, 2025 – REVISED

7.5 Housing Working Group Update

7.5(a) Housing Working Group Meeting Notes –
March 4, 2025

7.6 Outreach Working Group Update

CARRIED

J. Kemp assumed the Chair.

8. ITEMS FOR CONSIDERATION

There were no Items for Consideration.

9. MOTIONS

J. Kemp relinquished the Chair to C. Hernould to introduce the following Motions:

9.1 Further Investigation of Light Rail Transit (LRT) Systems in Neighbouring Municipalities by Members of the Accessibility Committee for Persons with Disabilities

(Kemp/Dingman)

WHEREAS, the Accessibility Committee for Persons with Disabilities (ACPD) has concerns about the accessibility of Hamilton's Light Rail Transit project and would like to tour Metrolinx's most current accessibility features on the Finch Light Rail Transit Project in Toronto;

WHEREAS, members of ACPD have visited the Kitchener Waterloo Grand River ION and raised many concerns about its accessibility for all disabilities and would like to compare the two projects to confirm that Metrolinx is learning from past projects and is incorporating better accessibility;

WHEREAS, this will be a joint trip between the Transportation Working Group and the Built Environment Working Group; and

WHEREAS, this will allow the Accessibility Committee for Persons with Disabilities to provide more current and accurate recommendations to the Light Rail Transit Sub-Committee and Light Rail Transit Project planners.

THEREFORE, BE IT RESOLVED:

- (a) That the Accessibility Committee for Persons with Disabilities approve members to travel to review and identify accessibility barriers of Light Rail Transit (LRT) Systems in neighbouring municipalities like Toronto, and make recommendations respecting barrier removal and prevention in compliance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code;
- (b) That the transportation costs be funded from the Accessibility Committee for Persons with Disabilities 2025 approved budget for conferences and related travel expenses, Account Number 300030, to an upset limit of \$1,000; and
- (c) That up to seven members of the Accessibility Committee for Persons Disabilities be permitted to travel to review the Finch Light Rail Transit Project in Toronto, including but not limited to the following individuals:
 - (i) James Kemp
 - (ii) Jake Maurice
 - (iii) Mark McNeil
 - (iv) Hargun Kaur

CARRIED

9.2 Consultation with Staff to Review Policy that Affects Unhoused Persons with Disabilities and Tour Shelter Facilities to Provide Recommendations to Make Them a Safer and More Inviting Space for All

(i) (Kemp/McNeil)

WHEREAS, there is housing crisis and persons with disabilities are disproportionately represented among the unhoused population of the City of Hamilton and that these persons represent a wide variety of different types of disabilities;

WHEREAS, the current shelter system is considered to be low-barrier access, this is not to be confused with fully accessible. Shelter spaces are accessible to visit, but that does not mean they are accessible to reside there for any amount of time.

WHEREAS, there is no ability to accommodate on an individual basis nor is there an opportunity to offer isolated space even if it is essential for the individual's safety and those around them;

WHEREAS, the definition of safe accommodation can vary depending on a person's needs and disabilities and we must do what we can to ensure that shelters are

able to provide safe spaces above and beyond protection from the elements;

WHEREAS, there is not an available accessibility plan for the Barton-Tiffany micro shelter site and the Accessibility Committee for Persons with Disabilities would like to review the site and make recommendations to make it a more complete and accommodating space for persons with disabilities; and

WHEREAS, the encampment protocol has been discontinued and by-law officers and police will now be forcing relocations of anyone still living rough and in violation of current by-laws, we must find ways of making shelters better so that persons with disabilities will choose to use them over living in tents and encampments.

THEREFORE, BE IT RESOLVED:

- (a) That the Accessibility Committee for Persons with Disabilities approves the Housing Working Group's request to work with the Housing Services Division and the Housing Secretariat in order to understand the shelter system as it currently operates so we may better offer recommendations to improve their accessibility for persons with disabilities; and

(b) That the Accessibility Committee for Persons with Disabilities approves the Housing Working Group's request to tour shelter facilities as well as the micro cabin site on the Barton-Tiffany lands in order that we may better understand the challenges in operating a shelter system as well as offer suggestions for change.

(ii) (T. Nolan/McNeil)

That the motion ***be amended*** by adding a new sub-section (c), as follows:

(c) That the Disability Justice Network of Ontario be invited to participate in the Housing Working Group's tours of shelter facilities, including those on the Barton-Tiffany lands.

Amendment CARRIED

(iii) Main Motion, ***As Amended***, to read as follows:

WHEREAS, there is housing crisis and persons with disabilities are disproportionately represented among the unhoused population of the City of Hamilton and that these persons represent a wide variety of different types of disabilities;

WHEREAS, the current shelter system is considered to be low-barrier access, this is not

to be confused with fully accessible. Shelter spaces are accessible to visit, but that does not mean they are accessible to reside there for any amount of time. There is no ability to accommodate on an individual basis nor is there an opportunity to offer isolated space even if it is essential for the individual's safety and those around them;

WHEREAS, the definition of safe accommodation can vary depending on a person's needs and disabilities and we must do what we can to ensure that shelters are able to provide safe spaces above and beyond protection from the elements;

WHEREAS, there is not an available accessibility plan for the Barton-Tiffany micro shelter site and the Accessibility Committee for Persons with Disabilities would like to review the site and make recommendations to make it a more complete and accommodating space for persons with disabilities; and

WHEREAS, the encampment protocol has been discontinued and by-law officers and police will now be forcing relocations of anyone still living rough and in violation of current by-laws, we must find ways of making shelters better so that persons with disabilities will choose to use them over living in tents and encampments.

THEREFORE, BE IT RESOLVED:

- (a) That the Accessibility Committee for Persons with Disabilities approves the Housing Working Group's request to work with the Housing Services Division and the Housing Secretariat in order to understand the shelter system as it currently operates so we may better offer recommendations to improve their accessibility for persons with disabilities; and
- (b) That the Accessibility Committee for Persons with Disabilities approves the Housing Working Group's request to tour shelter facilities as well as the micro cabin site on the Barton-Tiffany lands in order that we may better understand the challenges in operating a shelter system as well as offer suggestions for change.
- (c) ***That the Disability Justice Network of Ontario be invited to participate in the Housing Working Group's tours of shelter facilities, including those on the Barton-Tiffany lands.***

MAIN MOTION, As Amended, CARRIED

J. Kemp assumed the Chair.

10. NOTICE OF MOTIONS

There were no Notice of Motions.

11. GENERAL INFORMATION / OTHER BUSINESS

There were no Items for General Information / Other Business.

12. ADJOURNMENT

There being no further business, the Accessibility Committee for Disabilities was adjourned at 5:08 p.m.

Respectfully submitted,

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

James Kemp
Chair, Accessibility
Committee for Persons with
Disabilities

ACPD's Housing Working Group Meeting Notes

March 18th, 2025

Virtual Teams Meeting

10:00AM – 12:00PM

Members in Attendance: James Kemp

Also in Attendance: Amanda Warren-Ritchie, Adrian McKenzie

Members Absent: Paula Kilburn, Lance Dingman, Benjamin Cullimore, Hargun Kaur, Robert Westbrook

1. Welcome and Introductions

2. Approval of March 18th Agenda: Agenda was reduced to meeting with CityHousing Staff due to lack of member attendance.

3. CityHousing Accessibility Update w/ Amanda Warren-Ritchie and Adrian McKenzie: Chair began the discussion by noting that when we last spoke, CityHousing was making training its first priority in improving accessibility; he then asked how that process was going. Adrian responded with a

breakdown of work so far. He developed accessibility training for staff on the basis of improving customer service. Training has been completed with regular staff and is now being done with building attendants. Adrian explained how he began the process with Brave Space vs. Safe Space training to which the Chair asked him to expand on that. In a Safe Space it is customary to not broach difficult or uncomfortable equity issues so as not to alienate anyone. A Brave Space recognizes that to find answers and improve equity issues, uncomfortable and often difficult discussions need to be had so everyone understands all points of view. The difference being that all people in the discussion understand it is done in order to make the world a more equitable place for us all to live in and any discomfort felt by anyone is unfortunate, but not done with intent or malice. Adrian then went on to explain how he is working with staff to be more empathic and understanding when dealing with tenants and their issues. That's not to say they weren't before, but just in ways that they may not have thought of. Chair asked if there is any special training for contractors being prepared and Amanda responded that there is not, that contractors are required to have read the AODA only. Adrian went on to explain that it will be two training modules; one on IDEA and another on human rights. They should be

up and running by June or July. Accessibility training will now be refreshed every three or four years.

Chair then asked about Adrian's touring of CityHousing facilities to assess accessibility issues at each property. Adrian responded that he has toured around ten percent to twenty percent of CityHousing's portfolio, but they are developing some communications with tenants and they are consulting their tenant advisory group as well. Adrian went on to explain the difficulty in updating the properties and how each property manager has to put in individual requests based on how much work is required in respective buildings and whether it is internal or external.

Chair asked about the tenants advisory group as he was unaware there was currently one in operation. Amanda responded that it has been meeting since last year and has begun working with staff inside CityHousing now that its governance had been decided upon. Amanda went on to explain how they meet and that they have reviewed their first presentation on CityHousing's new twenty year initiative called Connecting CH. She used this as an example of how they are trying to be as inclusive as possible seeking input from any and every quarter.

We then discussed snow removal as it was especially bad this year. Chair began by explaining how he had to complain this year about snow. Amanda responded that this year was unprecedented with the sheer amount of snow needing removal and that though they employed additional contractors, there weren't many to be had. Chair expressed that he understood the unusual nature this year, but why he brought it up at this meeting is to address snow removal plans in general. He went on to explain that in the decade plus he has lived in a CityHousing building there have been many different contractors and they all seem to clear the same disconnected sections and never the complete sidewalk. Amanda explained that they have site maps that show clearing areas and they probably need to be updated. She also recognized that there is much work to do and ask for our patience as they try to improve as there are many properties to address.

Chair then asked whether there had been any progress updating information to the website or improving the complaints process. Amanda explained that they were probably going to move to their own website in the near future they are not ready yet by far. They do have a staff member going through all forms of communications and trying to improve them

with regards to accessibility standards and hope to have more information on that soon.

Chair asked about any progress to laundry room accessibility and Amanda and Adrian explained some of the problems they are having there. They don't own most of the machines; they are having issue with heat pumps interfering with washing machines; there are different designs of equipment at all buildings; there are different needs in each building. Currently they are addressing issues on a case by case basis and ask for patience.

Chair closed by thanking Amanda and Adrian for taking the time to give us an update, it was very detailed and progress has been made.

4. Adjournment

ACPD's Outreach Working Group Meeting Notes

February 18th, 2025

Virtual Teams Meeting

4:00PM – 6:00PM

Members in Attendance: James Kemp, Paula Kilburn

Also in Attendance: Sunil Angrish

Members Absent: Hope Bonenfant, Robert Westbrook, Mark McNeil, Benjamin Cullimore, Jake Maurice

***There were technical issues with Teams that affected some member's ability to log on today at both HWG and OWG.**

1. Welcome and Introductions

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

3. Approval of January 21st Meeting Notes: Meeting notes were approved.

4. Approval of February 5th Meeting Notes: Meeting notes were approved.

5. Accessibility Award/Fair Discussion: As members had difficulty logging on, Sunil and Chair discussed what needed to be done over the next month. Sunil would look after the Comms plan and advertising as well as updating the awards page. Chair would complete the SEAT application and inquire about correct insurance for Guide Dog demonstrations as well as reserve the banner space.

6. Climate Justice Framework Application Update: Chair provided an update on our climate justice framework application. The application was completed and submitted on time, but we were informed that day that we are disqualified from participating as we are not a non-profit. Even though we were approached to do this work, we shouldn't have been. Beatrice has said she will find another way for our committee to participate and Brad Evoy said he would welcome our participation in whatever the DJNO was planning. It is unfortunate as a considerable amount of effort went into completing this application. Will update more when new information presents itself.

7. Other Business: There was no other business.

8. Adjournment

ACPD's Outreach Working Group Meeting Notes

March 25th, 2025

Virtual Teams Meeting

4:00PM – 6:00PM

Members in Attendance: Mark McNeil, James Kemp, Robert Westbrook, Hope Bonenfant, Jake Maurice

Also in Attendance: Camila Gullón, Sunil Angrish

Members Absent: Paula Kilburn, Benjamin Cullimore

1. Welcome and Introductions

2. Approval of March 25th Agenda: Robert requested we speak about parking for health care workers, we added it to other business

3. Approval of February 18th Meeting Notes: Meeting notes were approved

4. Accessibility Fair Planning:

- **Activities:** We discussed guide dogs again, Mark offered to work with Lion's Club and Jake offered to ask K9 if they would have a demonstration again.

Chair explained the issue last year regarding insurance and agreed to figure out what was required. We will explore an art demonstration again. We discussed doing a sensory box activity or something with special lenses. Chair explained the issue with the white cane event from the first year. Will continue to grow the haptic station.

- **Budget:** We reviewed the budget and went over some of the changes from last year, for example, we paid far less for equipment rental last year and so reallocated that money to activities and advertising. Budget was approved.
- **Advertising:** We had a robust discussion on advertising. We will expand our Spectator advertising as well as in other local papers. Radio was discussed, but Chair explained some of the issues with that in the past. Hope offered to organize a group of volunteers to put up posters around Hamilton and Chair asked if she could write up a brief plan. Camila offered to be our social media person with emphasis on Instagram. Chair suggested not worrying about X as they erased our stuff already. Chair will ensure proper permissions are obtained for campus posters at Mac and Mohawk.
- **Website:** Chair explained some of the issues he has been having presenting a web design to committee and Council without actually building it first. He explained that he has been using a wireframer that

draws a stick figure of a website, but that his trial period is up before he could finish. Money was set aside for this purpose, but it is doubtful it will be approved in time. We may have to make do, once again, with the same design, despite its flaws.

5. Senior's Kick-Off: Chair mentioned that the Senior's Kick-Off is coming soon and we need to put in a motion for it. Will be at next ACPD.

6. Other Business: Hope asked about the Climate Justice Framework proposal and Chair told her that we were disqualified at the last minute due to not being a non-profit. Climate Change will find some other way for us to participate.

We then discussed Robert's question about parking. Robert asked if delivery drivers were exempt from paying for parking while they are out on deliveries by displaying a sign, couldn't health care workers do the same when making house calls? Chair said he would ask and get back to him.

7. Adjournment



City of Hamilton Memorandum

To: Chair and Members of Accessibility Committee for Persons with Disabilities

Date: April 8, 2025

Report No: PW25020

Subject/Title: Correction to Delegation Information on Fare Assist Program Eligibility

Ward(s) Affected: City Wide

Information

The purpose of this memo is to clarify information about Fare Assist Program eligibility shared by a Delegate to the Accessibility Committee for Persons with Disabilities, item 6.2 at Meeting #25-003 on March 18, 2025.

The Delegate, Brad Evoy, Executive Director of Disability Justice Network of Ontario, presented a request for the endorsement of a community recommendation for a sibling program to the Fare Assist Program that would expand eligibility to those excluded from the Fare Assist Program. The Delegate stated that the Fare Assist Program excludes people receiving benefits or support from the following programs:

- Canada Pension Plan (CPP)
- Workplace Safety and Insurance Board (WSIB)
- Canadian National Institute for the Blind (CNIB)
- Members of service programs

We write to you to clarify that the Fare Assist Program is open to all Hamilton residents with household income below the Statistics Canada Low-Income Measure and that eligibility is based on total household income, *regardless of income source*. This includes individuals and families with employment income, as well as those receiving support payments such as Ontario Works (OW), the Ontario Disability Support Program (ODSP), the Canada Pension Plan disability benefit (CPP Disability), Employment Insurance (EI), or the payments from Workplace Safety and Insurance Board (WSIB).

Applicants should refer to line 23600 on their most recent Notice of Assessment from Revenue Canada Agency. Recent refugees, newcomers to Canada, and individuals aged 18 or 19 who have not yet filed a tax return may also qualify.

The Fare Assist Program is a Council-approved 36-month pilot program for the period of January 1, 2024 to June 30, 2026. The program offers a 30% Fare Assist discount on single-ride PRESTO fares for individuals and their family. The overall goal of the Fare Assist Program is to have one program that is easier to use that offers affordable transit to those in need regardless of age or ability.

In order to improve clarity on Fare Assist Program eligibility, the City of Hamilton's Transit Division has updated the website and other communication materials.

Consultation

Not applicable.

Appendices and Schedules Attached

Not applicable.

Prepared by: Nancy Purser, Manager
Public Works, Transit / Support Services

Submitted and recommended by: Nancy Purser, Manager
Public Works, Transit/Support Services

Apr 2, 2025

RE: Memorandum on Item PW25020: Correction to Delegation Information on Fare Assist Program Eligibility

Dear Chairperson Kemp and Committee Members,

I'm writing to you today in response to the memorandum provided by Manager Nancy Purser regarding my previous delegation on Fare Assist Program Eligibility. This memorandum purports to be a correction to my delegation—however, I wish to provide further clarification to my own remarks and to question the nature of this correction.

The memorandum remarks that my statements are essentially false as the current program relies on a notice of assessment from the Canada Revenue Agency to illustrate income which purportedly makes “Fare Assist Program [...] open to all Hamilton residents with household income below the Statistics Canada Low-Income Measure” regardless of income source.

This misrepresents a fundamental issue that we take with this program. First, let us be clear: being *technically* eligible *if* you fit other criteria or provide other paperwork is not the same as simply being eligible by right for being part of one of these social assistance or membership programs—which was the core of my commentary to you all on this specific point.

Using inclusion in these programs as a measure or path to eligibility rather than *just* requiring the production of a notice of assessment is very much what we're getting at with our proposal for a sibling program. Disabled communities, particularly Indigenous, Black, and racialized disabled communities have long spoken to barriers with using the CRA as a means of assessment—particularly when inclusion in social assistance and employment insurance programs are already arduous for our community members. This is a piece of context that I know members of our disabled communities understand, but clearly members of HSR staff do not.

For a related example, I would ask members to consider the similar barriers that these eligibility requirements create to those found in the Canada Disability Benefit. Our recommendations are informed by parallel thinking on these barriers through the use of the income tax system.

Daniel Béland and Samuel Ragot have [described](#) the core point on CDB eligibility as:

...many organizations had suggested that people benefiting from provincial or territorial disability-specific financial assistance plans should automatically qualify. This idea was intended to avoid potentially eligible people from having to fill out a new series of forms, relying instead on the exchange of information between governments.

DJNO is one such organization that has made this very criticism of the CDB. This issue is mirrored in the implementation in Fare Assist and creates an eligibility barrier, particularly to those who have not been included in public facing promotions (CPP-D, WSIB, and other recipients). Updating information on the Fare Assist website or other materials, does not resolve this barrier and, in our view, this remains a fundamental concern. While we also believe

that other programs that are not income-based should be part of discussion on eligibility (like CNIB membership), the fact is that income tax-based assessment is not sufficient to ensure *actual*, practical access to this program. Proof of enrollment in these social assistance and support programs should simply be enough—that is the point of the discussion for a sibling program.

Further, for Black, Indigenous, and racialized disabled communities, there are clear intersecting barriers to filing taxes *in general* that have led some to call for limited automatic or assisted filing services from the CRA (as in this article from [the National Observer \[link\]](#)). We know that Black, Indigenous, and racialized disabled communities are not often given needed focus when developing program eligibility criteria and known barriers to communities are often left to the wayside—as they have been through the development of Fare Assist and as we would seek to correct with any new programs.

Finally, having additional—and not removing this route to eligibility—pathways to eligibility is something that we are only asking for a further exploration for future programs in consultation with disabled communities in Hamilton. We do not believe that these issues are resolved by one-size-fits-all solutions and require deeper examination with HSR and with the community together.

Issuing a ‘correction’, as presented by Manager Purser in this memo, misses the mark of our ongoing criticism of eligibility of existing programs and lacks the deeper context—from both policy and lived experience perspectives—that my comments come from. Again: being *technically* eligible *if* you fit other criteria or provide other paperwork is not the same as simply being eligible by right for being part of one of these social assistance or membership programs—which was the core of our commentary. It remains necessary to rethink how we understand one-size-fits-all approaches like is being suggested with Fare Assist’s eligibility criteria. Until people in these programs can access Fare Assist or new sibling programs without additional barriers, this criticism and recommendation for change will remain.

Thank you all for your time.

With kind regards,



Brad Evoy

Executive Director,

Disability Justice Network of Ontario



City of Hamilton Memorandum

To: Chair and Members of
Accessibility Committee for Persons with Disabilities

Date: April 8, 2025

Report No: PW25021

Subject/Title: Accessible Transportation Services Request for
Information – Transportation Network Company

Ward(s) Affected: (City Wide)

Information

Accessible Transportation Services (ATS) has informed Council regarding the release of a Request for Information (RFI) for a transportation network company. A transportation network company has a network of available fleet who can respond to on-demand calls for service and includes providers like taxi companies or ride-share services. The Communications Update (HSR2501) was provided to Council on March 27, 2025, and is attached to this memo as Appendix "A" to PW25021.

The goal of this process is to gather information from potential service providers regarding their ability to provide door-to-door transportation options for Accessible Transportation Services customers. This will help us to determine if there are enough interested vendors to justify a formal procurement process to enhance or complement services currently provided.

It is important to remember that this is an information-gathering process only. As we consider new ways to deliver trips and improve the customer experience for eligible clients, we are informing the Accessibility Committee for Persons with Disabilities in the spirit of cooperation.

Information gathered through this process will assist us in responding to both Office of the Auditor General recommendations (see AUD22007 and AUD22009), and feedback from the recent customer survey and journey mapping work. Once the information is gathered, we will provide a summary to the Accessibility Committee for Persons with Disabilities.

Consultation

N/A

Appendices and Schedules Attached

Appendix A: Communication Update – (HSR2501) (City Wide) ATS RFI
for Transportation Network Company

Prepared by: Michelle Martin, Manager
Public Works, Transit/ Accessible Transportation Services

**Submitted and
recommended by:** Michelle Martin, Manager
Public Works, Transit/ Accessible Transportation Services



COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	March 27, 2025
SUBJECT:	Accessible Transportation Services Request for Information – Transportation Network Company (City Wide) (HSR2501)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Maureen Cosyn Heath Director, Transit Public Works Department
SIGNATURE:	

The Transit Division’s Accessible Transportation Services section has been considering solutions to improve the customer experience for those who use specialized transportation, provided to persons with disabilities whose needs may not be met by conventional transit. Accessible Transportation Services staff have worked with the City’s Procurement Division to prepare a Request for Information to gather information from the market of possible transportation network companies regarding their interest and ability to provide door-to-door transportation options. This process is the first step that will assist staff to determine if there are enough interested vendors to justify a formal procurement process such as a request for proposals or tender to enhance or complement services currently provided.

Staff will follow the City’s procurement policy throughout the process. It is important to remember that this is simply an information-gathering process only, and there is no obligation on the part of the City to take further action.

Further updates will be provided once staff have had a thoughtful review of the information learned through the request for information process. This is a crucial step in re-envisioning alternative solutions to improve the customer experience for clients of Accessible Transportation Services.

**SUBJECT: Accessible Transportation Services Request for Information –
Transportation Network Company (City Wide) (HSR2501) - Page 2 of 2**

What is a Transportation Network Company?

A transportation network company like a taxicab company or a ride-share service, has a network of available fleet who can respond to on-demand calls for transit.

Why is Accessible Transportation Services releasing this Request for Information?

We remain committed to looking for new and innovative ways to meet demand and improve the customer experience for persons who rely on specialized transportation. We already know, through customer surveys and journey mapping work, that there is an interest in having service solutions which allow for more spontaneous travel and less restrictive booking window. This process will help us determine what other solutions may be possible.

This process is also a critical step towards addressing other concerns raised by the Office of the Auditor General, specifically:

- Planning for contingencies in the event of any circumstances preventing the current contractor from meeting trip demand (AUD22007).
- Finding alternatives to the current Taxi Scrip program in a manner that allows for greater oversight (AUD22009).

Information gathered through this process will assist staff in responding to feedback collected through recent customer surveys. It may also help staff form future recommendations about service delivery options for specialized transit, as outlined in the Accessible Transportation Services Road Map.

Accessible Transportation Services will inform the Accessibility Committee for Persons with Disabilities (ACPD) of the upcoming process and will share general information learned with them. Staff will continue to engage with the Committee and consult on future options.

For further information, please contact Maureen Cosyn Heath, Director, Transit, at Maureen.CosynHeath@hamilton.ca or (905) 546-2424 ext. 1860.

APPENDICES AND SCHEDULES ATTACHED

N/A

9.1

CITY OF HAMILTON

M O T I O N

**Accessibility Committee for Persons with Disabilities:
April 8, 2025**

MOVED BY J. KEMP

SECONDED BY

Attendance at the Seniors Kick-off - Information and Wellness Fair

WHEREAS, the Seniors Kick-off – Information and Wellness Fair is being held on June 4, 2025 at Michelangelo’s Event and Conference Centre from 10:00 a.m. until 3:00 p.m.;

WHEREAS, the Accessibility Committee for Persons with Disabilities’ Outreach Working Group’s main objective is to explore opportunities with other community agencies and organizations and attending this event falls in line with that goal;

WHEREAS, the Seniors Kick-off is a good opportunity to meet with the public and answer their questions and concerns; and

WHEREAS, the Outreach Working Group is organizing the Annual “Ability First” Accessibility Fair and attending events like the Seniors Kick-off is a good place to network with other groups.

THEREFORE BE IT RESOLVED:

- (a) That the Accessibility Committee for Persons with Disabilities approves two members of the Outreach Working Group to attend the Seniors Kick-Off Information and Wellness Fair on June 4, 2025; and
- (b) That the registration fee of \$50 be funded from Account 300303.

9.2

CITY OF HAMILTON

MOTION

**Accessibility Committee for Persons with Disabilities:
April 8, 2025**

MOVED BY J. KEMP.....

SECONDED BY.....

Accessibility Fair Reserve Transfer

WHEREAS, there was an invoicing error respecting the Accessibility Committee for Persons with Disabilities' Accessibility Fair that resulted in an invoice going unpaid until 2025 for rental equipment at a cost of \$1500; and

WHEREAS, payment of the invoice will result in a budget shortfall for the 2025 Accessibility Fair.

THEREFORE, BE IT RESOLVED:

That the Accessibility Committee for Persons with Disabilities approves \$1500 to be transferred from Reserve Account # 112212 to Account #300030 in order to ensure the 2025 Accessibility Fair budget is fully funded.

9.3

CITY OF HAMILTON

MOTION

**Accessibility Committee for Persons with Disabilities:
April 8, 2025**

MOVED BY J. KEMP.....

SECONDED BY.....

“Ability First” Annual Accessibility Fair – September 4, 2025

WHEREAS, the Accessibility Committee for Persons with Disabilities holds an Annual Accessibility Fair – “Ability First” - that will be taking place on Thursday, September 4, on the Forecourt of City Hall from 11:00 a.m. until 3:00 p.m.;

WHEREAS, the Accessibility Awards will be presented during the “Ability First” Accessibility Fair highlighting Accessibility Trailblazers making a difference in our community;

WHEREAS, to ensure robust attendance and proper advertising, the Accessibility Committee for Persons with Disabilities’ Outreach Working Group needs to reach out to members of the public, community groups, local stakeholders and media agencies in order to invite, organize and promote the event; and

9.3

WHEREAS, the budget, attached as Appendix “A”, for the “Ability First” Accessibility Fair and Accessibility Awards, requires approval from the Committee.

THEREFORE, BE IT RESOLVED:

- (a) That Council approve the Accessibility Committee for Persons with Disabilities’ to speak to local agencies and the media for the purposes of organizing, inviting and promoting the “Ability First” Annual Accessibility Fair taking place on Thursday, September 4, 2025 on the Forecourt of City Hall from 11:00 a.m. until 3:00 p.m.; and
- (b) That the Accessibility Committee for Persons with Disabilities approves the 2025 “Ability First” Accessibility Fair and Awards Budget, attached as Appendix “A”.

Appendix "A"**ACPD Accessibility Fair and Accessibility Award
Budget****March 25, 2025****Accessibility Awards \$9000 total**

Advertising	\$5000
ASL	\$1000
Award costs	\$1500
Equipment	\$500
Honourarium	\$250
Contingency Fund	\$750

Accessibility Fair \$8000 Total

Equipment Rental	\$2000
Lunch	\$1000
Advertising	\$1500
Activities Budget	\$1500
Parking Fees	\$170
Banner space	\$450

Appendix “A”

Website and Email Costs	\$600
PPE Equipment Approx.	\$500
Contingency Fund	\$280

Any unspent money should be reallocated to contingency funding. Whatever is not spent will return to the Accessibility Committee for Persons with Disabilities Reserve Account.