



Hamilton

Advisory Committee for Persons with Disabilities

Minutes

4:00 p.m.

Tuesday, August 21, 2012

Room 192/193 City Hall

71 Main Street West

Present:

Councillor B. Morelli
A. Mallett (Chair), T. Nolan (Vice-Chair)
R. Semkow, M. Smithson, R. Thompson,
T. Wallis, T. Manuk, K. Nolan, P. Killburn,
T. Murphy, B. Lane

**Absent with
Regrets:**

D. Maraj, R. Hirji-Khalfan, P. Cameron, R. Cameron

Also Present:

J. Lee, M. Carter, J. Hayat, Customer Service, Access
and Equity
G. Goguen, Hamilton Police Service
D. Levy, Office of the Mayor
M. Agro, A. Leadbetter, Human Resources
Andy Grozelle, Legislative Co-ordinator, Clerks Office

FOR THE INFORMATION OF COMMITTEE:

(a) CHANGES TO THE AGENDA (Item 1)

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

(Murphy/Killburn)

That the agenda be approved as presented.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) MINUTES (Item 3)

(i) June 12, 2012

Maxine Carter indicated that under item (f)(i) the intersections of Charlton & James should be replaced with Upper James and Fennel. The Committee Clerk indicated that the change would be made.

(Murphy/ Killburn)

That the Minutes of June 12, 2012 be approved.

CARRIED

(ii) Clerks Report – July 10, 2012

(Murphy/Killburn)

That the Clerk Report – July 10, 2012 be received as presented.

CARRIED

(d) CONSENT ITEMS (Item 4)

(i) Integrated Standards Sub-committee – June 12, 2012 (Item 4.1)

(K. Nolan/M. Smithson)

That Integrated Standards Sub-committee Report of June 12, 2012, be received.

CARRIED

(ii) Built Environment Sub-committee – May 1, 2012 (Item 4.2)

(T. Manzuk/T. Murphy)

That the Built Environment Sub-committee Minutes of May 1, 2012 be tabled.

CARRIED

(iii) Transportation Sub-committee – June 26, 2012 (Item 4.3)

T. Nolan outlined the Transportation Sub-committee Report of June 26, 2012. He discussed the increase in City funding to assist in moving the eligibility criteria process along. He discussed the challenges with creating fare parity between HSR, Presto and ATS. He outlined the work being done on the design of accessible bus stops and discussed the concerns around having different design criteria for LRT bus stops compared to other bus stops throughout the City.

K. Nolan discussed ATS' public education and outreach being done on the changes to the DARTS system.

T. Nolan requested that licensing staff come to the next Transportation Sub-committee meeting respecting the Accessible taxi-cab issue.

(Murphy/Killburn)

That the Transportation Sub-committee Report of June 26, 2012 be received.

CARRIED

(e) DISCUSSION ITEMS (Item 6)

(i) ATS Performance Report – Period Ending December 31, 2011 (Item 6.1)

T. Nolan indicated that the Committee should be vigilant in monitoring complaints and concerns with the switch to service delivery in DARTS.

(K. Nolan/M. Smithson)

That the ATS Performance Report for the Period Ending December 31, 2011 be received.

CARRIED

(ii) Background Materials – Draft Accessibility Plan (Item 6.2)

Jane Lee, Director of Customer Service, Access & Equity addressed the Committee with the aid of a PowerPoint Presentation. A copy of the presentation was included in the agenda package. She discussed the work being done on regulations and discussed creating a longer term Accessibility Plan with annual updates.

Jane Lee asked Committee for feedback on the Information and Communications Standard for inclusion in the multi-year plan.

- Chair Mallett asked about the roll out of closed captioning and asked whether sign language would be required for City Council meetings
- Staff indicated that they would arrange sign language interpreters on request, however there would have to be a policy decision on whether this would be done for only Council or also Standing Committees and Sub-committees
- T. Manzuk indicated that visually impaired people and seniors may need help on the telephone to assist in website in navigation
- T. Nolan indicated that adaptive technology has problems with the coding in website forms so it makes it confusing to try to fill out website based forms. He indicated that the technology does not exist today to make websites 100% accessible.

- M. Smithson discussed the automated phone voice and indicated that they often speak too quickly
- Chair Mallett indicated that it is often easier to speak to a person rather than a machine and suggested a 'push zero' option to get to a real person
- M. Smithson indicated that acronym usage can lead to confusion
- K. Nolan Discussed the need for simple design and clear large font for websites
- P. Killburn suggested making a link to a plain text website

Jane Lee asked Committee for feedback on the Employment Standard for inclusion in the multi-year plan.

- T. Nolan discussed adopting a system where disabilities were considered in the appointment to the recruitment of volunteers
- A. Mallett talked about the difficulty of working the way up through the ranks in positions as sometimes starting positions are not ideal for those with disabilities
- B. Lane discussed the difficulty with informal practices of an organization which often supersede the official policy and discussed the need to have checks and balances in place to ensure policies are followed
- B. Lane discussed that those with disabilities may not meet the exact skill set being searched for in a position or may have a gap in their qualifications but that does not mean they cannot fill the position
- K. Nolan indicated that the requirement to have a drivers license in a job posting can deter many with disabilities
- Staff indicated that they would look into reviewing the postings to ensure they are not including the criteria for a drivers license unless necessary for the execution of duties
- P. Killburn indicated that the job postings section of the website is difficult to find
- T. Nolan discussed a job posting in the Hamilton Spectator. He discussed that job postings should be done in mediums and locations that target those with disabilities.
- M. Smithson discussed the problems with advertising on boards or newspaper.

- M. Smithson indicated that the City includes in all offers of employment a list of accommodations provided and indicated that any information provided respecting this should remain confidential.

Jane Lee asked Committee for feedback on the Transportation Standard for inclusion in the multi-year plan.

- M. Smithson discussed the McNab Street Terminal and that issue that the last bus that enters the Terminal is often the first one to leave which makes it very difficult to reach the bus especially for those with disabilities.
- M. Smithson discussed people using strollers or other equipment blocking isles on buses and indicated that there should be education done on this issue
- M. Smithson discussed the height of the information at bus stops indicating it is often too high to read
- B. Lane discussed the limited service hours on Saturdays and Sundays and how this creates a challenge for how DARTS services are provided around the City
- Staff indicated that the DARTS service will run the hours of the bus service roughly from 6:30 a.m. to 1:30 a.m. but cover all areas of the City
- M. Smithson requested placing some light or warning system in place to alert people if a bus driver is in danger

Maxine Carter provided a handout respecting the Accessibility Plan 2012. She asked Committee members to review the document over the next month and identify anything that was overlooked.

- B. Lane discussed the Barrier Free Guidelines and his frustrations when the City does not use their own guidelines
- There was some discussion on the Barrier Free Guidelines and discussions on what will occur when the Built Environment Standards come into effect
- Staff clarified that Barrier Free Guidelines are followed if there is room available however sometimes with retrofits they are not possible
- Staff indicated that if committee members are concerned that a project is not being done to the Barrier Free Guidelines please contact the Access and Equity Office so that they can investigate further
- Staff indicated that the Built Environment Standard should soon be available and that the commenting period to the Ministry ends in October.
- Staff indicated that there will be revisions to the Building code and which will include changes to exterior space and customer service counters.

(Murphy/Killburn)

That the Background Materials on the Draft Accessibility Plan be received.

CARRIED

(f) NEW BUSINESS/ OTHER INFORMATION (Item 7)

(i) RAP Program- Federal Government

Chair Mallett indicated that last year the Federal Government discontinued a program to provide funding for renovations for accessible housing and flowed the funding to municipal government. She asked for staff responsible for this area to be invited to attend an upcoming ACPD meeting.

The Committee Clerk indicated that he would investigate what staff member holds this portfolio and report back at the next Committee meeting date.

(h) ADJOURNMENT (Item 8)

(Thompson/Wallis)

The Advisory Committee for Persons with Disabilities adjourned at 6:33 p.m.

CARRIED

Respectfully submitted,

Aznive Mallett, Chair
Advisory Committee for Persons with Disabilities

Andy Grozelle
Office of the City Clerk