



Hamilton

Advisory Committee for Persons with Disabilities

Report 13-003

4:00 p.m.

Tuesday, April 9, 2013

Room 192/193 City Hall

71 Main Street West

Present: A. Mallett (Chair), T. Nolan (Vice-Chair),
Councillor B. Morelli
T. Manzuk, T. Murphy, R. Semkow, T. Wallis, P. Kilburn,
M. Smithson, P. Cameron, K. Nolan, B. Lane

**Absent with
Regrets:** R. Thompson – Vacation
R. Cameron

THE ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES PRESENTS REPORT 13-003 AND RESPECTFULLY RECOMMENDS:

**1. Transportation Sub-committee - Report March 26, 2013 (Attached as
Appendix A)**

That staff be requested to provide a status update on the deficiencies of the McNab Street Terminal and to provide potential remedies to these deficiencies along with projected timeline to the General Issues Committee (February 2011 list of deficiencies attached hereto as Appendix "B").

FOR THE INFORMATION OF COMMITTEE:

(a) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk advised of the following changes to the agenda:

- (i) That Item 5.1 respecting the Affordable Transit Program be referred to the June meeting of the Advisory Committee to allow a more indepth report from staff

- (ii) That no copy has been provided respecting Item 6.3 respecting the Built Environment Sub-committee Comments Power Assist Door

The agenda was approved as amended.

(b) DECLARATIONS OF INTEREST (Item 2)

None

(c) MINUTES (Item 3)

(i) March 12, 2013 (Item 3.1)

The Minutes of March 12, 2013 were approved as presented.

(d) PRESENTATIONS (Item 5)

(i) Inclusive Recreation Program Development (No Copy)

The item respecting the Inclusive Recreation Program Development, was referred to the May, 2013 meeting date.

(e) DISCUSSION ITEMS (Item 6)

(i) Integrated Standards Sub-Committee Report – March 25, 2013 (Item 6.1)

Mary Smithson provided an update to the Committee members respecting the Integrated Standards Sub-committee meeting of March 25, 2013. She outlined the importance of using the microphones in Council and committee meetings and discussed the City of Hamilton's print guidelines.

Chair Aznive directed that the issue of encouraging the media to use more accessible formats be added to the next Committee meetings agenda.

The Integrated Standards Sub-Committee Report – March 25, 2013, was received.

(ii) Transportation Sub-Committee Report – March 26, 2013 (Item 6.2)

Tim Nolan provided an update respecting the Transportation Sub-committee Report of March 26, 2013. He discussed the issue of Accessible Bus Stop Design and the Audit. Terri Wallis indicated that the plan is to do a combined Transportation and Built Environment Committee meeting and invite the Director of Transit to attend to discuss the criteria that will be applied to the Accessibility Audit of Bus Stops.

There was some discussion on the design deficiencies at the McNab Street Transit Terminal.

The Transportation Sub-committee Report – March 26, 2103 was received.

For disposition on this matter refer to Item 1.

(f) OTHER BUSINESS (Item 7)

(i) The Accessibility Directorate of Ontario and Ontario Municipal Social Services Association Presents Accessibility Advisory Committee Forums 2013 (Added Item 7.1)

Mary Smithson indicated that she would be attending the Accessibility Advisory Committee Forum on May 9, 2013 in Burlington.

On a Motion the Advisory Committee for Persons with Disabilities approve sending up to 4 committee members to attend the Accessibility Advisory Committee Forum on May 9, 2013 in Burlington.

(ii) Public Engagement with Mohawk College (Added Item 7.2)

Tim Murphy discussed forming some type of external outreach and communications with the Mohawk College journalism and documentary program.

On a Motion a working group was formed in order to begin discussions respecting documentary or other opportunities to raise awareness of Disability issues. That this working group be comprised of the following ACPD members: T. Muphy, T. Wallis, B. Semkow, Paula Kilburn, T. Manzuk, A. Mallett.

(iii) Annual Accessibility Fair – March of Dimes (Added Item 7.3)

Pat Cameron discussed the upcoming Annual Accessibility Fair occurring on May 3, 2013 and discussed the Advisory Committees presence at this event.

On a Motion The Advisory Committee for Persons with Disabilities approve of allowing representatives from the Committee participate in March of Dimes Disability Awareness Fair, May 3, 2013.

(g) ADJOURNMENT (Item 8)

The Advisory Committee for Persons with Disabilities adjourned at 5:58 p.m.

Respectfully submitted,

Aznive Mallett, Chair
Advisory Committee for Persons with Disabilities

Andy Grozelle
Legislative Co-ordinator



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
Transportation Sub-Committee**

**REPORT
March 26, 2013**

i) Recommendations/Reports for Approval

Nil

ii) Transportation Standard Implementation

Fare Parity – This matter has been referred to the General Issues Committee on April 3rd, 2013. The motion from the Advisory Committee for Persons with Disabilities is referenced in the staff presentation.

Accessible Taxis - Members discussed the current taxi licensing by-law and noted the use of old language. Committee members are reviewing whether the by-law language is in accord with the language in the Integrated Standards Regulation. Staff will inquire with licensing staff whether by-law amendments are being considered to update the language to be in line with the new regulations surrounding accessible taxis.

Eligibility and Registration – An update was provided on the implementation of the new eligibility process; uptake from community members has not been as high as expected although it is growing steadily each month.

iii) Other Business

ATS Performance Reports – Members discussed the Year End report. The increased number of complaints was noted as were several service indicators that are not favourable, as well as some that are favourable. It was noted that the two indicators to be reviewed as a follow-up to the Ontario Human Rights Commission settlement are within the limits set by the OHRC – trip denial rate and on-time performance.

ATS-DARTS Policy Review – Members will be reviewing DARTS and HSR policies for the next meeting.

DARTS Service – The procedure/protocol for DARTS staff inquiring as to the reason for cancellations was reviewed, including the rationale for requesting the reason (its assists ATS staff to link related cancellations together so they are only

counted as one incident and avoid triggering Late Cancellation - No show policy. ATS will remind DARTS about the appropriate way of asking this question, and an explanation of the reason for the question will be provide to passengers in the next bulletin.

Accessible Bus Stop Design/Criteria for HSR Audit – The sub-committee discussed what criteria will be used for this audit. It was decided that ACPD should discuss this matter and determine if the Built Environment Sub-committee or the Transportation Sub-committee or both should be involved in developing criteria for Transit to utilize.

McNab Street Transit Terminal – Committee members noted the ongoing deficiencies in the transit terminal, particularly the emergency call buttons being too high. It was decided that ACPD should discuss this matter and request a status update of the deficiencies.

Tour of MacNab Street Terminal ACPD and Seniors Advisory Committee Comments and Concerns

Comments and Concerns	Response
<p>(1) <u>On-board announcements</u></p> <p>On board announcements on all buses entering MacNab Transit Terminal that will announce when the buses are approaching the Terminal. Departures will be announced more than once in the bus terminal so that riders waiting for the bus have enough time to find their way to the correct platform.</p>	<p>The stop announcement on the bus will automatically announce the MacNab Transit Terminal prior to arrival.</p> <p>There will be automated announcements over the Public Address system throughout the terminal reporting 5 minute advance notice of the scheduled departure time for all buses.</p> <p>The targeted date of the automated announcement system at the MacNab Terminal is not currently available. Likely late 2011, early 2012. When more information is available it will be forwarded.</p>

Comments and Concerns	Response
<p>(2) <u>Gap Between Buses and Platform</u></p> <p>Concern that there will be a significant gap/space between the bus and the sidewalk when the driver pulls up to the curb to allow passengers to board the bus. It was noted again that when a passenger is using a walker they often have difficulty boarding the bus when there is a significant gap between the vehicle and the sidewalk. Some members informed the committee that they have been instructed by bus drivers to de-board and board the bus backwards. This is extremely dangerous and riders are afraid of hurting themselves. Members from the Seniors Advisory Committee and ACPD expressed extreme concern regarding the instructions that have been given to persons in wheelchairs and those using walkers on how they are expected to board and de=board a bus.</p> <p>The committee recommends that drivers be trained and that the practice of asking wheelchair, scooter and walker users to de-board and board backwards must stop.</p>	<p>Bus Operators are instructed to pull up tight to the curb however are also expected to avoid scuffing the tires. The expected distance is 4 inches. Should this distance be considered excesses, then customers can request the deployment of the ramp.</p> <p>The reason customers using walkers are requested to back off the bus is for their safety. The vast majority of injuries involving customers exiting the bus with walkers happen when he/she lowers the walker to the curb level and then lose his/her balance and fall over the walker. Again if there is any concern, request that the Operator deploy the ramp.</p>

Comments and Concerns		Response
(3)	<p><u>No buses in Terminal for demonstration</u></p> <p>Without a bus to actually demonstrate how the bus will enter and pull up to the curb it is difficult to judge the height of the platform in relation to the first step of the bus. If there is a difference in height it will become a tripping/safety hazard for passengers boarding and deboarding the vehicles. Built Environment Committee Members were told at their Dec. 14, 2009 meeting with Gary Moore and Don Hull that they would have the consultant look into having all bus front and back doors align at the same level with the platforms in the terminal.</p>	<p>At the time of the MacNab Terminal tour, the site was still under construction and not open for vehicular traffic.</p> <p>All platforms have a standard 150mm barrier curb next to the bus lane. The height of the platform in relation to the first step of the bus will be no different than any other HSR stop with a standard 150mm barrier curb.</p> <p>Higher curbs are not possible as the bus would strike the curb when approaching from an angle.</p>
(4)	<p><u>Way-finding and Signage.</u></p> <p>Did the designer follow the recommendations of the Built Environment Sub committee and the BFDG regarding font style, sizes and colour contrast on the signage?</p> <p>There is not enough signage along the bus lanes indicating bus routes and where the bus stops. If someone is approaching the bus terminal from either Main of King Street they would not know where to go to catch their bus.</p> <p>Members recommended that there be a bus route sign at both entrances at King and Main Streets.</p>	<p>Yes, the design incorporates the requirements of the BFDG.</p> <p>The display signs at King and at Main have a static display at their base. This display consists of white 108 pt. letters and arrows on a dark blue background, directing customers to the west side platforms for Routes 22 thru 26 and the east side platforms for Routes 21, 33, 35 & 27.</p>

Comments and Concerns	Response
<p>The yellow lettering and white lettering are very difficult to see on the glass of the terminal building.</p> <p>Is there at least 70% contrast as recommended by BFDG? The lettering should be significantly larger and black in colour. Even though the BFDG has recommended a size for lettering it is just a minimum and the City should collaborate with the advisory committee for input.</p>	<p>There is no lettering on the glass of the bus terminal. The designer has confirmed there is a 70% contrast ratio as recommended by the BFDG.</p>

Comments and Concerns	Response
<p>At the December 14, 2009 meeting Don Hull assured committee members that there would be accessible markings (on the ground) regarding designated spots for persons using wheelchairs/scooters and walkers for boarding buses at the back of the bus. These waiting areas for buses were not marked with accessible signage as was discussed. No signage for designating waiting areas for persons in wheelchairs and scooters along the bus lanes and in the terminal building.</p>	<p>Ground markings are temperature dependant and would have to be applied in warmer weather.</p> <p>HSR staff are concerned that bus drivers may not be able to consistently line up the rear doors with the proposed markings. There are no ground markings at the Limeridge and Eastgate transit terminals and HSR staff is not aware of any operational issues at those locations.</p> <p>Clarification is required for the location, placement and requirement of this signage within the terminal building.</p> <p>Staff will review these items with the group in late spring.</p> <p>At an April 2009 meeting with the APCD, a presentation drawing with a wheelchair waiting area was shown and received negative feedback. It was requested that space be provided for such uses but no specific signage be installed.</p> <p>Areas for accessible devices were provided at each end of the fixed seating in the building as well as in various bus shelters locations throughout the terminal.</p>

Comments and Concerns		Response
	<p>Most of the signage that was present was too high to be seen by someone in a wheelchair . Persons in wheelchairs/scooters may not be able to see these signs that are situated in the ceilings of the bus lanes/bays.</p> <p>Members recommended increasing number of signs and having them lowered when appropriate.</p>	<p>Route signage is mounted on the canopy columns and is vertical. There is no way to adjust this signage. There is route information at the end of each platform that may have been wrapped and not visible the day of the tour.</p> <p>Large format platform numbers are installed under the canopies.</p>

Comments and Concerns	Response
<p>There is a sign located at each side of the bus lane where pedestrians cross from one side to the other and that sign reads, "wait for gap". Committee members did not understand what the message meant until it was explained by staff.</p> <p>Committee members would like the message to be very clear regarding what pedestrians are supposed to do at this junction as it appears to be a cross walk. The Seniors Advisory Committee members expressed the same concern. Committee members are very concerned because pedestrians will think that they have the right of way and will cross freely. Advisory members are asking for much more specific, clear and concise instructions at this crossing and any other crossing located in the terminal where pedestrians will have to navigate across road ways.</p> <p>The "Wait for Gap" sign is the wrong colour and does not appear to have proper contrast as required by the BFDG. Also consider making all signage reflective or visible for night time. This crossing seems to be potentially dangerous and we recommend a flashing warning light and regular announcements letting pedestrians/riders know how to cross this intersection.</p>	

Comments and Concerns		Response
(5)	<p><u>Emergency Call Button</u></p> <p>The emergency call buttons along the east and west side of the terminal have been installed too high for someone in a wheelchair or scooter to be able to access.</p>	<p>The emergency call buttons are currently installed at 1525mm as per the design drawings. The HBFDG call for a maximum height of 1200mm.</p> <p>The issue is being reviewed with the design team to see what can be done to lower the call buttons.</p>
(6)	<p><u>Bus Route Maps</u></p> <p>No bus route maps were installed at the time of the tour.</p> <p>Members requested that the route maps be very large (using large and clear print guidelines) and would be useful to have the schedule and route map on a jumbo screen using an accessible format for LED.</p>	<p>A 2011 HSR System Map will be installed in the waiting room map light box. A vinyl image of the System Map will be installed at various positions on the canopy rear glass along both the east and west platforms when the weather is warm enough for installation.</p>
(7)	<p><u>Automatic Door Opener</u></p> <p>The automatic door opener to allow entrance to the terminal building is on the wrong side of the door.</p>	<p>This issue has since been corrected.</p>

Comments and Concerns		Response
(8)	<p><u>Bus Schedules and Brochure Holders</u></p> <p>The bus information pamphlet holder located inside the terminal building is too high for persons in wheelchair or someone who is not tall enough to reach the brochures (e.g. children). The pamphlet holders located on the posts outside in the terminal along the bays too high and the print on the pamphlets is too small to be seen by most everyone. The schedule should be on a very large sign board much like the terminal in Mississauga.</p>	<p>Route timetables and system maps are available on the Web. They are also available free of charge by mail. Scheduled bus arrival times will be displayed at each bus stop, upon future installation of VMS cabinets with LED displays. These displays will indicate route name & #, departure time of next bus and platform number. These units will be affixed to the underside of the canopy roof, replacing the static black & white platform number signs presently in place.</p>
(9)	<p><u>Accessible Washroom</u></p> <p>The accessible washroom has been arranged in a manner that makes it very difficult to use. The sink has been installed too high for some persons using wheelchairs and has been installed flush in the corner of the room so it is very hard to maneuver a wheelchair up to use the sink. Emergency call button needs to be installed. The washroom door should open inward in a direction that does not expose the toilet to public view.</p> <p>Committee members recommend that the toilet be moved to the other side of the room and that the sink be moved out of the corner and more centered so that someone in wheelchair or walker can use it with greater ease.</p>	<p>The sink has been installed as per the HBFDG.</p> <p>Emergency call buttons are only recommended in larger public buildings (Section 5.2.6).</p> <p>The toilet has been installed in accordance with the HBFG.</p>

Comments and Concerns		Response
(10)	<p><u>Colour Contrasting and Size of Decals on Glass Doors and Walls</u></p> <p>The terminal was not finished therefore members could not comment on colour contrast of walls and floors, lighting and the PA sound system. The glass did have decals but they are too small to be noticeable for someone who is visually impaired. The white lettering on glass is hardly noticeable and someone can easily bump into the glass doors and walls.</p> <p>Committee members would prefer to have larger black decals or lettering on all glass walls and doors as it is very difficult to see the white decals.</p>	<p>The glass has both a horizontal metal handrail and decals with a 70% contrast ratio.</p> <p>There is no white lettering on the glass.</p>
(11)	<p><u>Terminal Seating</u></p> <p>There are too many benches in the terminal building and hence not enough room for those with wheelchairs, scooters or strollers. Remove two benches to make more room.</p> <p>The benches should be placed closer to the windows because their current location is in the middle of the terminal building which severely restricts the space for walking traffic, walkers and wheel chairs. A potential tripping hazard.</p>	<p>There are open areas at either end of the waiting area to accommodate wheelchairs/scooters and strollers. This was done as per the comments received at the April 2009 meeting with ACPD.</p> <p>The open area in front of the benches is 842mm. This space is required to allow people to walk by while others are sitting. It will also allow strollers to be placed in front of the bench rather than behind. The clear aisle width behind the benches range from 1650mm to 1950mm which falls within the HBGFDG.</p>

Comments and Concerns	Response
<p>(12) <u>Accessible Ramps</u></p> <p>The ramp that takes pedestrians/riders to the other side of the bay in middle of the terminal is ground level and quite smooth. This is good. The ramps located on the east side of the terminal on the north end (King St. side) of the terminal building and the one located at the South end of the middle platform at Main Street are extremely steep. They will present difficulty to someone using a wheelchair, walker and scooter.</p> <p>Signage is required to alert persons in wheelchairs, scooters and parents with strollers that the ramp is very steep and the one nearest to the terminal building leads directly into the pathway of the driveway for the CIBC building.</p> <p>Post signage to warn pedestrians of the danger especially for visually and hearing impaired pedestrians. Signage should also be there to alert drivers to proceed cautiously to the top of the driveway. Perhaps a flashing warning light (yellow) can be installed there along with a beeper to warn when cars are ascending the ramp.</p>	<p>The two areas in question are not considered ramps. The designers needed to work with existing grades and structures (such as the underground parking exit ramp) that could not be changed.</p> <p>A warning strip (urban Braille) has been placed on either end of the parking garage entrance to alert pedestrians.</p> <p>At the south end of the middle ramp, flattening out the grade would push the sloped area into the path of the crosswalk resulting in a tripping hazard.</p>
<p>(13) <u>Yellow Warning Strips</u></p> <p>Yellow warning strips have not been installed at all stairs, sidewalks and curb cuts. This is essential for safety.</p>	<p>There are no stairs accessible to the public. Sidewalks and curb cuts have been designed and installed utilizing the urban Braille standards which have a textured warning strip in lieu of the yellow paint.</p>

Comments and Concerns		Response
(14)	<p><u>DARTS Drop Off Areas</u></p> <p>There were no signs indicating where the drop off area is for the DARTS vehicles and or Taxis?</p>	<p>Cannot think of a reason why a DARTS vehicle would in the Terminal as it's a Door-To-Door service.</p> <p>There is a designated Taxi parking stop on King at James by the CIBC building.</p>
(15)	<p><u>Timers for Cross Walks</u></p> <p>The timers for cross walk lights at the corner of King and MacNab Streets should be increased to allow slower pedestrians to get across. The lights are currently changing very quickly. Take into account that there will be more pedestrian traffic in this area now.</p>	<p>Walk display times exceed Hamilton's minimum requirements. The flashing Don't Walk Clearance is timed to allow pedestrians to cross the entire roadway. This conforms to recommendations in the Ontario Traffic Manual – Book 12 – Traffic Signals.</p>
(16)	<p><u>No Smoking Signage</u></p> <p>Smoking should not be allowed in the service areas, terminal building and shelters. Please post no smoking signs.</p>	<p>No smoking decals have been installed at various positions on the platform canopy rear glass and at both public doorways to the building.</p>
(17)	<p><u>Travel Training</u></p> <p>Contact service providers for persons with disabilities especially CNIB and Canadian Hearing Society and Canadian Hard of Hearing to let them know that the terminal is open and that they may want to consider travel training for their clients. This transit terminal marks a significant change and challenge for persons with visual and hearing disabilities.</p>	<p>CNIB Staff attended a tour of the Terminal on Dec 20, 2010</p> <p>The terminal building will be open to the public on Feb 2nd</p> <p>Keith Andrews has been requested to contact the other agencies and offer a tour and discuss training</p>

Comments and Concerns		Response
(18)	<p><u>Customer Service Representative</u></p> <p>A Customer Service Representative should be available at the Terminal to assist passengers everyday during peak hours and available on the intercom when ridership is low. This step will help to orient riders to the new location and new system of operating as a terminal.</p>	<p>An HSR Customer Service representative patrolled the platforms from January 2nd thru to January 8th to provide customers with timetables and answer questions. The "Say Hello to MacNab" brochure was distributed thru the bus takeone boxes prior to January 2nd. It is presently available on the Web or thru mail, upon request.</p>