



INFORMATION REPORT

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	February 5, 2014
SUBJECT/REPORT NO:	Information Request from Advisory Committee for People with Disabilities Report 13-002 and Built Environment Sub-Committee Report - February 5, 2013 (Added Item 6.3) (PW14008) (Outstanding Business List Items)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY:	Gerry Davis, CMA General Manager Public Works Department
SIGNATURE:	

Council Direction:

- (a) General Issues Committee, at its meeting of May 1, 2013, approved the following: *“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”*;
- (b) General Issues Committee, at its meeting of February 20, 2013, approved the following: *“That the Advisory Committee for People with Disabilities Report 13-002 be referred to the General Manager of Public Works for a report back.”*

Information:

(a) Advisory Committee for Persons with Disabilities Report 13-002 - Status Update on MacNab Street Terminal

City staff and members of the Advisory Committee for Persons with Disabilities and Seniors Advisory Committee originally conducted a tour of the MacNab Street Terminal

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in early 2011 prior to it being fully operational. The results of that assessment were documented and a response in regards to the feasibility of addressing the deficiencies was provided by the Public Works Department in February 2011.

At its meeting of May 1, 2013 General Issues Committee approved "That staff be requested to provide a status update on the deficiencies of the MacNab Street Terminal and to provide potential remedies to these deficiencies along with projected timeline to the General Issues Committee".

Staff met to discuss the original deficiency list and confirm that outstanding items had been addressed. However, because these concerns were identified prior to the completion of the MacNab construction project, as a due diligence measure, the Strategic Planning, Capital & Compliance (SPCC) group of Facilities Management and Capital Programs (FMCP) Section decided to undertake a follow-up accessibility assessment with the Access and Equity Office and members of the Advisory Committee for Persons with Disabilities, Built Environment Sub-Committee. In this way, both the historical accessibility deficiencies identified in 2011 could be reviewed as well as any potential new accessibility deficiencies identified after the terminal was operational. This Information Report provides the results of the follow-up accessibility assessment along with proposed corrective actions and timelines, where applicable.

Chronology:

In May, 2013, staff representatives from Facilities Management and Capital Programs, Transportation, Engineering Services and Customer Service, Access and Equity met to review the original MacNab Street Terminal deficiency list and the corresponding responses provided by Engineering Services and Transit in 2011 to ensure that deficiencies had been addressed. It was decided at that meeting that it would also be prudent to conduct another tour and accessibility assessment now that the Terminal was operational to ensure it met all accessibility legislative requirements.

On July 24, 2013, staff representatives from the Facilities Management & Capital Programs (FMCP) Section of the Corporate Assets & Strategic Planning (CASP) Division met with the Access & Equity Coordinator for the City of Hamilton at the MacNab Street Terminal. The purpose of the meeting was to review the status of action items identified in 2011 and identify any potential additional items prior to having a formal accessibility assessment conducted by the Advisory Committee for Persons with Disabilities, Built Environment Sub-Committee in October 2013. Staff reviewed the historical accessibility deficiencies and undertook a review of the site design and operations to assess conformance of the MacNab Street Terminal to City of Hamilton's Barrier Free Design Guidelines, the revised Ontario Building Code and Accessibility for Ontarians with Disabilities Act (AODA) regulations for Design of Public Spaces Standards.

On October 16, 2013 staff representatives from FMCP conducted the formal tour and accessibility assessment of the MacNab Terminal with the Advisory Committee for Persons with Disabilities (ACPD), Built Environment Sub-Committee (BESC) and the City's Access & Equity Coordinator. The purpose of the assessment was to evaluate

the conformance of MacNab Terminal to City of Hamilton's Barrier-Free Design Guidelines, the revised Ontario Building Code and AODA regulations for Design of Public Spaces Standards and obtain the valuable feedback of the ACPD, BESC while the terminal was operational. As a result of the accessibility assessment, many historical issues identified during the tour conducted by the ACPD and Seniors Advisory Committee in 2011 were confirmed closed and some new accessibility deficiencies were identified.

On November 12, 2013, FMCP staff met with representatives of the Transit Section (HSR) for a follow-up walk through of the facility. The key purpose of the walk through was to communicate the accessibility deficiencies identified in the October 16, 2013 assessment and have staff collaborate on actions to address these deficiencies.

Appendix A of this Information Report identifies the outstanding issues identified from the October 16, 2013 accessibility assessment and, if applicable, proposed actions, responsibilities and an estimated timeframe to complete those actions. The intention is to address any newly identified deficiencies that can be addressed by the third quarter of 2014.

(b) Built Environment Sub-committee Report - February 5, 2013 (Added Item 6.3) - Integration of Accessibility Features in Facilities Management and Capital Programs construction projects

In January 2013, Facilities Management and Capital Programs staff met with the Advisory for Persons with Disabilities, Built Environment Sub-Committee (BESC) to discuss how to better integrate accessibility into facility construction and renovation projects. In November 2012, three project management groups had merged under Public Works (Project Managers within Corporate Facilities, Recreation Facilities, and Environmental Sustainable Infrastructure became the Strategic Planning, Capital and Compliance group within the Facilities Management and Capital Programs Section of Public Works). This newly consolidated group wanted to meet with the BESC to discuss their commitment to improving accessibility and obtain the group's feedback on past experiences and how to improve project delivery from an accessibility perspective. The BESC expressed concern about project managers and designers/architects not adequately incorporating the committee's input regarding accessibility in the various stages of the project design, planning, and development and implementation and suggested that staff review their processes for better inclusion of accessibility features.

Subsequent to this meeting, the Built Environment Sub-Committee Report - February 5, 2013 (Added item 6.3) recommended "That staff be directed to review and revise the process for the inclusion of accessibility features in all Facilities Management and Capital Programs construction projects to ensure full compliance with City of Hamilton's Barrier Free Design Guidelines, the revised Ontario Building Code and AODA regulations for Design of Public Spaces Standards and expectation for accessibility under the Ontario Human Rights Code."

The Strategic Planning, Capital & Compliance Group (SPCC) of Facilities Management and Capital Programs (FMCP) Section of Public Works is committed to integrating the

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accessibility legislative requirements and the Organization's barrier-free requirements in the capital planning and construction and compliance aspects of its business practices. As a result of the February 2013 recommendation by the Advisory Committee for Persons with Disabilities, the capital planning process and accessibility requirements were further aligned and strengthened to address the Committee's concerns. The SPCC group reviewed their existing project management procedures and conducted a SWOT analysis (identifying strengths, weaknesses, opportunities and threats) in the area of integrating accessibility into all new construction and renovations within the portfolio.

There was no cost associated with this process review as this forms part of the regular process review conducted internally by SPCC to ensure ongoing compliance with accessibility legislative requirements as well as continual improvement. This section of the Information Report describes the current capital planning process and its accessibility compliance checks.

Contracts issued to prime consultants/lead Architects through the Facilities Management Section are most often either issued through an RFP process or through the City Roster. The Roster requirements for Category 11 - Architectural Services require applicants to be familiar with the City of Hamilton Barrier-Free Design Guidelines (2006), the revised Ontario Building Code, and AODA regulations for Design of Public Spaces Standards. Similarly, this is required as part of the RFP process. This is considered a critical competency requirement for applicants.

Once a lead Architect has been retained, they are required to meet the legal requirements of the Ontario Building Code as well as meet the requirements of the Barrier-Free Design Guidelines in their design. Where there is a discrepancy between the two documents, the more stringent is applicable. There are some cases where conflicts arise due to existing facility limitations or limitations in site conditions. In these circumstances, the Access and Equity office is engaged for input and/or these limitations are identified and explained.

Preliminary designs are forwarded to the City's Access & Equity Coordinator for review and comments prior to completion of the design. It was identified that in some circumstances, this was not happening early enough in the process and designs were not being sent until they were complete. It is now an expectation that project managers send design drawings at the preliminary design phase. It was also noted that historically there have been concerns with a timely review being completed by the Access & Equity Coordinator due to resource issues. The new supporting position to the City's Access & Equity Coordinator should help to alleviate the backlog of design reviews. Comments and questions provided by the Access & Equity Coordinator are forwarded to the Architect for consideration in the final design.

The Project Managers of the SPCC Section document compliance to the Barrier-Free Design Guidelines using the Accessibility Audit Checklist. The Accessibility Audit Checklist identifies key sections of the Barrier-Free Design Guidelines and allows for documentation of compliance. If non-compliant, the Project Manager or their prime

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consultant is required to document the reason in the checklist. For each Facilities Management capital construction project that is to be tendered, a checklist is completed and saved to a common folder. As well, checklists are forwarded to the Access & Equity Coordinator prior to tendering.

An additional corporate review of the site plan designs and their compliance to the Barrier-Free Design Guidelines is conducted by the Building Department during the Building Permit review.

Before any Facilities Management construction projects are approved to go to tender, the Manager of Strategic Planning, Capital, and Compliance reviews the associated barrier-free design checklist to ensure it has been completed. If it has not, the project is not approved to go to tender. There is a section on the Request for Tender form and Request for Construction Tender and Approval Form which identifies that AODA requirements have been met.

The Strategic Planning, Capital & Compliance Group has undertaken additional initiatives to promote the compliance of capital projects to the Barrier-Free Design Guidelines as described below:

- Historical non-compliant designs are discussed as a standing agenda item at monthly staff meetings with a lessons learned approach on how to better integrate the requirements into future designs;
- AODA non-compliance reports and documentation are forwarded to architects on the Category 11 Roster list to help ensure better future compliance to the guidelines;
- Accessibility opportunities for all new construction projects is reviewed during the capital planning stage in order to capitalize on available funding;
- Barrier-free design checklists for all construction projects under the Facility Management and Capital Programs portfolio are saved to a common drive. Both Facilities project managers and Access and Equity staff have access to this data and can conduct 'spot audits' or use the historical data as 'lessons learned' information on current or upcoming projects;
- Based on the outcomes of the review, a formal procedure for the FMCP project managers is being developed to ensure that accessibility is better integrated into project management processes.

There was no cost associated with the review since it was conducted with internal resources as part of the continual improvement plan. No increased costs are anticipated based on the findings as it is already a requirement to meet AODA legislation. There may be decreased costs associated with improved efficiencies and ensuring that accessibility is integrated into the project management process and construction implementation such that corrective actions aren't required at a later date.

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The Strategic Planning, Capital & Compliance Group will continue to conduct annual reviews of their accessibility processes to ensure continued compliance to accessibility legislation as well as enhanced accessibility within our facilities.

APPENDIX A - Action Plan - 2013 Accessibility Assessment of MacNab Terminal

Deficiencies Identified at October 16 th , 2013 Accessibility Assessment	Proposed Corrective Actions and Comments	Responsible Department, Division & Section	Estimated Date of Completion
<ul style="list-style-type: none"> A Pedestrian Walking sign had been recently placed on the sidewalk in front of Hamilton Place. The remaining gap in sidewalk was not wide enough for wheelchair access. 	<ul style="list-style-type: none"> Two alternatives were discussed: <ul style="list-style-type: none"> Pedestrian walking signal sign would need to be relocated closer to the road or within bricked area close to tree. Tree may have to be removed and/or extension arm on sign may have to be installed to ensure drivers can see the sign. Leave sign in current location and extend sidewalk within bricked area and paint. Side walk would have to be x-rayed to ensure underground heating systems are not damaged if relocating. Traffic Section is investigating an alternative location for the sign including the landscaped area to the west of the sign. The Traffic Section stated that if this location was selected they may have to hand dig or conduct a heat trace to ensure the glycol loop was not damaged. 	<p>PW Department CASP Division Traffic Section</p>	<p>Sign has been removed from sidewalk.</p> <p>Replacement sign to be installed in Spring 2014 with consideration to the underlying glycol loop.</p> <p>No accessibility barrier on sidewalk.</p>

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<ul style="list-style-type: none"> It is difficult to get on/off bus with back door ramp if person sitting directly in front of ramp on MacNab Terminal chairs. There is a lot of foot traffic in this area and turning circle is restricted off the ramp. 	<ul style="list-style-type: none"> Committee suggested that a procedure be identified to allow HSR Operators the ability to stop at a location which aligns the ramp with an area of MacNab Terminal with no chairs or limited obstructions. It was noted that this solution may require removal or relocation of some of the chairs at the station which would impact seating capacity at the terminal. Transit Division reviewed the above suggestion. Their response is identified below. The MacNab Terminal (both east and west sides) was designed to accommodate all sizes and designs of Transit Buses from different manufacturers. HSR Operators on approach to their designated bus areas, determine the best location to stop based on a number of factors such as passenger and traffic safety. The actual stopping location is often affected by where other buses have stopped forcing them to stop short of or past the platform signage. The platform signage helps customers find their stop and are just a guide for where to wait for the bus. 	<p>HSR Department Transit Division</p>	<p>Monitoring is on-going</p>
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<p>Bus access /egress (continued)</p>	<ul style="list-style-type: none"> • Transit Division will continue to monitor the situation and make recommendations to improve safety and customer satisfaction. • A records review was undertaken by Transit staff. That review concluded that there has not been a formal complaint related to where the buses stopped and the location of the seating since the terminal was operational. City of Hamilton Risk Management staff also reported that the City has not received a claim of injury related to the same issue. • For an unrelated reason, the HSR is investigating re-curbings which could potentially include visual stopping indicators as guides only due to operational flexibility required at the Terminal. 		
<ul style="list-style-type: none"> • Emergency buttons are too high for someone in a wheelchair or scooter. 	<ul style="list-style-type: none"> • Move Emergency Buttons down to 36" to 48" from ground level. 	<p>PW Department CASP Division FMCP Section</p>	<p>Work completed on December 24th, 2013.</p>

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<ul style="list-style-type: none"> • “Thank You for Not Smoking” signs are too high, too small and peeling off glass. 	<ul style="list-style-type: none"> • It was noted that these signs are not required as the platforms are considered sidewalks. There are other larger 'Thank You for Not Smoking' Signs within station. • Remove “Thank You for Not Smoking” signs from glass. 	<p>PW Department CASP Division FMCP Section</p>	<p>FMCP Section removed small signs on glass by December 13, 2013.</p>
<ul style="list-style-type: none"> • Some bus signs on yellow posts are missing black lettering. 	<ul style="list-style-type: none"> • Black lettering decals were affixed to the posts however some decals have peeled off. • Missing decals will be replaced. • On-site Supervisor will keep spare decals at site and repair signage as required. • Inspection of decals will be included in monthly inspection of the terminal. 	<p>PW Department CASP Division FMCP Section</p>	<p>Decals have been received. Decals will be replaced by late January 2014.</p>
<ul style="list-style-type: none"> • Font on Route Signs is too small and signs are posted too high for viewing by someone in a wheelchair. 	<ul style="list-style-type: none"> • It is possible to move the signs down however larger fonts would be difficult to accommodate due to the amount of information on the signs. • On December 13, 2013, the overhead signs at MacNab Station will include notification of when the next bus is departing from the terminal. The program is currently being installed. 	<p>No Action Recommended At This Time</p>	<p>N/A</p>

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<ul style="list-style-type: none"> • Can some of the benches in the interior of the MacNab Terminal be removed to provide more space in front of transit sign? 	<ul style="list-style-type: none"> • Benches are used regularly and Site Supervisor has not noticed any congestion in front of the transit map. • Site Supervisor will keep an eye on the area to see if there are any issues with access to map. 	<p>PW Department CASP Division FMCP Section</p>	<p>Site Supervisor will monitor area in front of the transit map.</p>
<ul style="list-style-type: none"> • Transit map in Plexiglass case too small and too high to read for persons with accessibility issues. 	<ul style="list-style-type: none"> • Accessible version of transit map will be ordered which meets the Barrier Free Design Guidelines. 	<p>HSR Department Transit Division Planning Section</p>	<p>Complete. New map with large text reference number posted in late December 2013.</p>
<ul style="list-style-type: none"> • Top two rows of route maps are inaccessible. 	<ul style="list-style-type: none"> • Investigate possibility of installing a new row of Plexiglas map holders underneath the existing sign. • Maps currently stored in upper 2 levels could be moved down and space reallocated for alternate purpose or duplicate copies of maps can be stored in new row. • Other options were discussed: <ul style="list-style-type: none"> ○ Remove transit map and replace with more pamphlet rows however, it was decided the route map is a very useful visual tool. ○ Relocate some pamphlets to desk. Pamphlet holder will have to be bolted down and may look like an afterthought. 	<p>PW Department CASP Division SPCC Section</p>	<p>Late April 2014</p>

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<p>Accessibility of map holders (continued)</p>	<ul style="list-style-type: none"> Accommodations staff are investigating alternatives and potential vendors for plexiglass map holders. 		
<ul style="list-style-type: none"> Restroom sign does not have Braille lettering. 	<ul style="list-style-type: none"> Braille lettering will be added to restroom sign. 	<p>PW Department CASP Division FMCP Section</p>	<p>FMCP staff installed braille lettering in November 2013</p>
<ul style="list-style-type: none"> Concern that ramp at north end of station is steep and hazardous due to oncoming traffic. 	<ul style="list-style-type: none"> Note sidewalk braille in place notifying of impending ramp. CIBC parking garage is private property and there isn't adequate horizontal area to re-align slope. Future lesson learned to ensure that sloped sidewalk ramps meet compliance requirements. 	<p>No Action Recommended At This Time</p>	<p>N/A</p>