



Hamilton

Advisory Committee for Persons with Disabilities

Report 15-004

4:00 p.m.

Tuesday, June 9, 2015

Rooms 192/193

Hamilton City Hall

71 Main Street West

Present: A. Mallett (Chair), P. Kilburn (Vice-Chair), K. Nolan, R. Semkow, T. Murphy, P. Cameron, T. Wallis, J. Gilbreath, M. Sinclair, T. Manzuk, and C. Cruikshank

**Absent
with regrets:** Councillor S. Merulla – City Business, T. Nolan, E. Lindeboom, S. Soto, and E. Cardno.

THE ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES PRESENTS REPORT 15-004 AND RESPECTFULLY RECOMMENDS:

1. Investigation of Partnership Opportunities and Utilization of Chedoke Campus to Support Provincial Long-term Housing Strategy (Item 7.1)

That the City of Hamilton and Hamilton Health Sciences investigate and consider partnership opportunities respecting Chedoke Campus, in support of the Provincial Long Term Housing Strategy and needed assisted-living accommodations in the current buildings to provide housing for people on wait lists for accessible and affordable units.

2. Installation of Urban Braille System for New and Renovated Sidewalks (Item 8.1)

That the Urban Braille system be installed when all new and significantly renovated sidewalks are being replaced.

3. Adherence to City of Hamilton Pedestrian Sidewalk Policy – Mountain Brow Road Reconstruction and City Wide (Item 8.2)

- (a) That the City of Hamilton adhere to the City of Hamilton “Sidewalk Policy” that there be pedestrian sidewalks built on both sides of the street; and
- (b) That Mountain Brow Road Reconstruction be built with sidewalks on both sides of the street for public safety and accessibility.

FOR THE INFORMATION OF COMMITTEE:

(a) APPROVAL OF THE AGENDA (Item 1)

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

- (i) Added as Item 6.2(a) – Minutes of the ACPD Transportation Subcommittee dated May 26, 2015.

The agenda for the June 9, 2015 meeting of the Accessibility Committee for Persons with Disabilities was approved, as amended.

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) APPROVAL OF MINUTES (Item 3)

- (i) **Minutes of the May 12, 2015 meeting of the Advisory Committee for Persons with Disabilities (Item 3.1)**

The Minutes of the May 12, 2015 meeting of the Advisory Committee for Persons with Disabilities were approved, as presented.

(d) DISCUSSION ITEMS (Item 6)

- (i) **Introduction from Dave Dixon, Director, Hamilton Street Railway (HSR) (Item 6.1)**

Mr. David Dixon, Director, Hamilton Street Railway (HSR), provided Committee with an overview of HSR’s conventional and accessible services. Discussion included, but was not limited to, the following:

- Brand identification of HSR and its history of moving both people and goods.
- Understanding ridership composition and the use of different types of passes.
- Use of conventional versus accessible units.
- The need for improved driver training surrounding accessibility to improve the comfort, safety and experience of all passengers.
- Currently reviewing policies and programs to reduce some of the challenges and prioritization of HSR service deliveries (e.g. scheduling demands, costs, quality of service) and to provide a good customer experience for all passengers.
- Types of restraints available to secure passengers on buses who utilize assisted mobility units or devices.
- HSR should help to make sure that the experience is comfortable, safe and reliable.
- Supervisory staff will carry out enhanced quality assurance checks, with the plan being to move from compliance to commitment.
- New delivery options are being explored, including the MV-1 Vehicle which has been used by a number of municipalities for their on-demand services. This vehicle will service a segment of larger accessibility needs.
- The goal will be to 'get the right mix of vehicles and customers'.

Committee discussed and asked questions of Mr. Dixon including, but not limited to, the following:

- Concern regarding customer service and accessibility training, specifically as it relates to passengers who use mobility devices.
- Types and levels of training provided to HSR drivers respecting people who use mobility devices.
- Committee suggested information postings and re-training of staff to improve customer service levels delivered by HSR drivers.
- AODA requirements respecting External Bus Announcements and whether audible bus stops will be considered. Mr. Dixon advised that the former will be implemented in 2017 as per AODA and that the consideration respecting the latter is unknown at this time.
- The installation of cameras on HSR buses. Mr. Dixon advised that this item had been requested but funding was denied. It will cost nearly \$1.5 million to outfit the entire fleet – it is expected that this item will be requested again at budget time.
- DARTS service and any possibility of it being 'contracted out'. Mr. Dixon advised that the service is essentially already 'privatized' and that any proposed changes would be positive including more accessible vans and more efficient trips. HSR will

be investigating delivery options. ACPD advised that they would like to be part of consultation processes.

- Ms. Nolan indicated that the DARTS Board will be looking at options and the feasibility of MV1 and will report back to ACPD.

The verbal presentation by Dave Dixon, respecting Hamilton Street Railway was received.

(ii) Update from the Transportation Sub-Committee (Item 6.2)

Ms. Terri Wallis provided the Committee with an update about the activities of the Transportation Sub-Committee. The update included, but was not limited to, the following:

- Urban Braille 20th Anniversary Celebration was a great success overall, although it was noted that attendance numbers could have been better.
- Concerned that Mountain Brow Road Reconstruction is planned without the installation of sidewalks on either side.
- Kim Nolan added that the DARTS Annual General Meeting (AGM) will take place June 18, 2015, from 3 – 6 p.m., at Homewood Suites, 4 Bay Street South, Hamilton, Rosedale Ballroom.

The update from the Transportation Sub-Committee was received.

(iii) Minutes from the May 26, 2015 meeting of the ACPD Transportation Sub-Committee (Item 6.2 (a))

The Minutes the May 26, 2015 meeting of the ACPD Transportation Sub-Committee were received.

(iv) Update from the Built Environment Sub-Committee (Item 6.3)

Ms. Terri Wallis provided the Committee with an update about the activities of the Built Environment Sub-Committee (BESC). The update included, but was not limited to, the following:

- Put forward two Motions for consideration from the May 5, 2015 meeting respecting the Urban Braille system and City of Hamilton adherence to its pedestrian sidewalk policy.
- Updates respecting Accessibility Plan Initiatives Barrier-Free Design Guidelines Revisions Project.

- Accessible pedestrian signals and that staff from Traffic & Engineering will be invited to the next BESC meeting.
- Concern that users of the Urban Braille system would be unable to locate Tim Hortons Stadium in its current state.
- The various obstacle exercises at the Urban Braille 20th Anniversary Celebrations were well-received.

The update from the Built Environment Sub-Committee was received.

(v) Minutes from the May 5, 2015 meeting of the Built Environment Sub-Committee (Item 6.3(a) and (b))

The Minutes from the May 5, 2015 meeting of the Built Environment Sub-Committee were received.

(e) NOTICES OF MOTIONS (Item 7)

M. Sinclair introduced the following Notice of Motion:

(i) Investigation of Partnership Opportunities and Utilization of Chedoke Campus to Support Provincial Long-term Housing Strategy (Item 7.1)

WHEREAS recent consultations regarding the provincial longterm housing strategy took place at the May 12, 2015 meeting of the Advisory Committee for Persons with Disabilities;

AND WHEREAS a Hamilton Spectator news article regarding the Chedoke Campus has recently asked for submissions to Hamilton Health Sciences respecting utilization of the Chedoke Campus;

THEREFORE BE IT RESOLVED:

That the City of Hamilton and Hamilton Health Sciences investigate and consider partnership opportunities respecting Chedoke Campus, in support of the Provincial Long Term Housing Strategy and needed assisted-living accommodations in the current buildings to provide housing for people on wait lists for accessible and affordable units.

That the Rules of Order be waived to allow for the introduction of a motion respecting Investigation of Partnership Opportunities and Utilization of Chedoke Campus to Support the Provincial Long-term Housing Strategy.

For disposition of this matter, refer to Item 1.

(f) OTHER BUSINESS/GENERAL INFORMATION (Item 9)

(i) Verbal Update from the Chair respecting 2014 Committee Work (Item 9.1)

Ms. Aznive Mallett provided the Committee with an update respecting 2014 Committee Work. The update included, but was not limited to, the following:

- Overview of the Outstanding Business List, with input from members of committee:
 1. Item “A” and “C” – Review of the process for Parking Permits for Home Caregivers - to be added to the next ACPD agenda to establish a sub-committee for review.
 2. Item “B” – Accessible Housing – to be added to the next ACPD agenda.
 3. Item “D” – Re-design and Re-construction of Outdoor Handrails at Hamilton City Hall – feedback of work has been positive, with some matters that still need to be addressed including options to accommodate four-season weather. Facilities is looking at options for top railings.
 4. Item “E” – Improving Accessibility in Municipal Elections – staff to report back to ACPD at the appropriate time.
 5. Item “F” – Student Employment for 2018 Municipal Election - staff to report back to ACPD at the appropriate time.
 6. Item “G” – Safe Operation of Personal Mobility Devices – no updates.
 7. Item “H” – Urban Braille Policy review – refer to BESC Report of May 5, 2015
 8. Item “I” – Accessibility at Hamilton Health Sciences – staff will report back to ACPD at the appropriate time.
- The Ramp at the Courthouse on Main Street is challenging to use for those with mobility units and devices, particularly motorized and manual wheelchairs. Committee discussed that, although the Courthouse is not within municipal jurisdiction, it

may wish to notify appropriate parties to see if this issue can be addressed.

- Story of Tim Hortons Franchisee recognized for his efforts and advocacy in the hiring persons with disabilities.
- 9-1-1 Accessibility for those with hearing impairments and the efforts of Arthur Rendall in moving text to 9-1-1 forward. The Clerk will invite Arthur Rendall to a future meeting.

The update from Aznive Mallet, Chair, respecting 2014 Committee Work was received

(ii) Update from Terri Wallis on ACPD Success Stories Presentation to the Association of Municipal Clerks and Treasurers of Ontario (AMCTO) (Item 9.2)

Ms. Terri Wallis provided an update respecting her presentation of Success Stories of the ACPD to the Association of Municipal Clerks and Treasurers of Ontario (AMCTO) on May 13, 2015. The update included, but was not limited to the following:

- Presentation was very well-received and focused on topics including: Hamilton's success in implementing many AODA regulations ahead of schedule; expanding installations of Urban Braille throughout the city; implementation of on-demand wheelchair accessible taxis; and availability of Taxi Script, a payment option for qualified passengers with disabilities.

The Committee commended Ms. Wallis on her presentation and supported that Terri Wallis make this presentation on behalf of the Advisory Committee for Persons with Disabilities, to a future General Issues Committee.

The update from Terri Wallis respecting the update on ACPD Success Stories Presentation to the Association of Municipal Clerks and Treasurers of Ontario (AMCTO) was received.

(g) ADJOURNMENT (Item 10)

There being no further business, the Advisory Committee for Persons with Disabilities Committee adjourned at 6:03 p.m.

Respectfully submitted,

A. Mallet, Chair
Advisory Committee for Persons with
Disabilities

Denis Farr
Legislative Coordinator
Office of the City Clerk