

Built Environment Working Group Meeting Notes

February 2nd, 2022

Virtual WebEx Meeting

4:00PM – 6:00PM

Those in Attendance: Tom Manzuk, James Kemp, Paula Kilburn, Patty Cameron, Aznive Mallett

Also in Attendance: Jessica Bowen

Those Absent: Jayne Cardno, Anthony Frisina,

1. Welcome and Introductions.
2. Approval of February 2nd Agenda: The agenda was approved.
3. HSR Response To December Meeting Questions:

At the December 7 BEWG meeting, Transit received a few requests for information etc., below is a summary of the concerns and the appropriate response. Can you please forward to the working group members for their information.

1. The working group would like to have an illustrated sample of all pictograms currently used by HSR on signs.

Response: HSR does not currently have a formal standard for the use of pictograms at HSR stops and shelters. There are a small number of icons that may appear on bus stop markers, including a decal of the front-side view of a bus and a logo for the HSR Bus-Check information telephone line. Going forward, as HSR reviews the information and branding of our stops, we may develop a more formal standard for use of pictograms, possibly leveraging existing standards such as the one developed by Metrolinx for GO transit stops. A core factor in developing such a standard would include usability and accessibility benefits and requirements. If/when HSR begins the work to develop such a standard, it will be brought forward to ACPD for input and review. In 2022, it is on HSR's Customer Experience & Innovation (CXI) team's workplan to explore opportunities to update the current design and branding of stop information, as part of a pilot initiative coming out of the (Re)envision the HSR project. The CXI team will share more information about that pilot project with ACPD at some point in 2022 as the initiative gets underway.

2. There was a request to have the full size route map installed at MacNab Terminal.

Response: At the present time, MacNab Terminal remains closed to the public. When it reopens, HSR's CXI team will review options for posting relevant wayfinding and trip planning information in the map display case and

units on the walls. We recognize the system map can provide a valuable high-level overview of the transit network for customers who are new to the system or traveling to a less familiar part of the city. The last update to the printed system map occurred in 2016 and the last update to the digital version occurred in 2019. During the pandemic, HSR has discontinued the mass printing of materials, including timetables and the system route map. Where possible, customers are encouraged to use the HSRnow real-time information products, including the new online trip planner and mobile app. These digital tools provide the most reliable information to customers, however we recognize that some people prefer to use or may only be able to access non-digital options. In 2022, it is on HSR's CXI team's workplan to explore opportunities to update the current design of the system route map for both digital and print purposes. A core factor in developing such an asset would include usability and accessibility benefits and requirements. If/when HSR begins the work to develop such an asset, it will be brought forward to ACPD for input and review. As part of the (Re)envision the HSR project, a network reconfiguration is planned - when it is implemented, it will be important to share customer information about changes to routes and schedules, and as part of that initiative, an updated approach and design for map information may also be considered.

3. There were concerns regarding the font size on bus stop signs.

Response: This will be considered as part of the scope of the initiative referred to in #1 above.

We discussed the possibility of adopting pictographic standards. We also discussed audible bus stops or using a smart phone to read QR codes.

4. Municipal Heritage Delegation Report: Paula gave us a brief update on her delegation to the Heritage Committee. It was a very productive meeting, the members being very engaged in the discussion of heritage vs. accessibility and they don't see it as opposition either. They are very willing to discuss making heritage sites more accessible. They are also supportive of the final changes we want to make to City Hall. Further communication between the two committees will continue going forward. They were surprised at how little time was left to meet the AODA deadline of 2025.

5. Sidewalk Patio Project Discussion: Tom wanted to arrange a discussion with them in the future. We listed issues like blocking paths of travel, blocking urban braille, no high contrast signage, no clear passing room, improper surfacing materials, transition gaps/raised edges.

6. Other Business: We discussed snow removal, we want photographic evidence of improperly cleared snow for the summer discussion with the City. Please send all of your photos with basic descriptors to Tom. Aznive raised the issue of no sidewalks in Ancaster and Stoney Creek and how the snow removal will not help it. We also discussed capital projects, discretionary funds and the upcoming changes to the code of conduct.

7. Adjournment.