



Hamilton

Advisory Committee for Persons with Disabilities REPORT 12-001

4:00 p.m.

Tuesday, January 10, 2012

Room 192/193 City Hall

71 Main Street West

Present: Councillor B. Morelli
A. Mallett (Chair),
R. Cameron, R. Semkow, M. Smithson, R. Thompson,
T. Murphy, P. Killburn, R. Hirji-Khalfan, K. Nolan,
T. Wallis, P. Cameron, T. Manzuk, T. Nolan

**Absent with
Regrets:** D. Maraj, B. Lane

Also Present: J. Lee, M. Carter, J. Hayat, M. Duwai-Sowa Customer
Service, Access and Equity
G. Goguen Hamilton Police Service
K. Barnett, Municipal Law Enforcement
N. Violin, Operations and Waste Management
D. Witmer, Public Works
Andy Grozelle, Legislative Co-ordinator, Clerks Office

COMMITTEE REPORTED THE FOLLOWING ITEMS FOR THE CONSIDERATION OF THE GENERAL ISSUES COMMITTEE:

- 1. Public Works/Municipal Law Enforcement, discussion on Snow Clearing (no copy) (Item 6.1)**

The Advisory Committee for Persons with Disabilities request that Council review policies and practices respecting snow clearing, as the current process often creates windrows on the roadway that act as barriers to Persons with Disabilities.

FOR THE INFORMATION OF COMMITTEE:

(a) CHANGES TO THE AGENDA (Item 1)

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

The agenda was approved as presented.

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(d) MINUTES (Item 3)

(i) December 13, 2011

The Minutes of December 13, 2011 were approved as presented.

(e) PRESENTATIONS (Item 4)

(i) Salvation Army Lawson Ministries update on Bus Training Initiative and Changes to ATS Eligibility Policy (no copy)(Item 4.1)

Michelle Martin addressed the Committee with the aid of a PowerPoint presentation. A copy of the presentation has been included in the official record.

- Provided Committee members with an overview of the Bus Training initiative
- Discussed the format and composition of the Development Services Transportation Committee
- Discussed the process of classroom training which then progresses into field training
- Discussed the importance of repetition of important themes such as safety. Discussed the next steps of the training phase

Martha Fox of the Development Services Transportation Committee addressed the Committee. Highlights included but were not limited to the following

- Discussed her role in the Development Services Transportation Committee
- Introduced her son Matthew and discussed his history.

- Indicated that her son was denied DARTS transportation because the fact that he can walk
- Indicated that in her opinion the refusal of DARTS service was discriminatory
- Indicated that the taxi script program did not work for her son because the drivers were sometimes curt or dropped him off at the wrong location
- Indicated that her sons need for Accessible Transportation is not being met
- Indicated she may make a human rights complaint to ensure the City of Hamilton meets their obligations to provide accessible transportation
- Indicated that she speaks for a large group of parents who are faced with similar challenges
- Asked another individual Pat to come forward to discuss her son Brian's situation.
- Pat Discussed how her son will soon turn 21 graduating from highschool and will not be eligible for DARTS service
- Martha Fox indicated there are numerous similar stories where when an individual turns 21 they no longer have the services and the result is that these individuals world closes in upon them as they require more and more care directly at home. This results in a large impact on families who often have to give up a job to stay at home and provide care.

Committee members made several comments. Highlights included but were not limited to the following.

- P. Cameron indicated that she feels that the Transportation Subcommittee should be working on this issue to ensure those that cannot complete HSR training can qualify for DARTS.
- M. Smithson indicated that often times grandparents also become involved in the care giving role and there should also be consideration of the longer-term implications on the individuals requiring support in the home
- Committee members asked about the current requirements for DARTS eligibility
- Staff indicated that to qualify for DARTS you need to have a mobility device, be on dialysis or have Alzheimer's
- Staff indicated that there has been a request for a budgetary enhancement in 2012 to allow for a review of the ATS eligibility policy

- P. Killburn indicated that she would also like to see visually impaired included again in the DARTS criteria
- Staff indicated that the new eligibility requirements focus more on functional testing rather than individual disabilities
- Committee members thanked the presenters for attending and providing them with the information

On a Motion the issue of ATS Eligibility enhancements in the 2012 budget process was referred to the Transportation Sub-committee for comment.

On a Motion the presentation respecting the Bus Training Initiative be received.

(f) DISCUSSION ITEMS (Item 6)

(i) Public Works/Municipal Law Enforcement, discussion on Snow Clearing (no copy) (Item 6.1)

Kelly Barnett, Community Liaison Co-ordinator, Municipal Law Enforcement and Nello Violin, Superintendent, Technical Operations, Public Works addressed the Committee. Highlights included but were not limited to the following:

- Discussed the work being done to educate the public on private snow clearing
- Indicated that residents need to clear sidewalks and paths leading up to the house, stairs and curbs
- Discussed how MLE are maintaining a property list of problem areas
- Discussed the process of issuing orders on residences to clear snow and then if they do not comply proceeding with the work and charging it to the owners property taxes

Committee members asked several questions highlights included but were not limited to the following:

- R. Cameron asked about enforcement of School Board properties
- Staff indicated that they do work with school boards; although the snow around emergency exits could be an issue that falls under Emergency Services

- R. Cameron asked for details about the level of clearing required
- Staff indicated that the sidewalk needs to be cleared to the full width to allow for a stroller, walker, wheelchair, etc access and it also needs to be cleared to the pavement level

- M. Smithson asked about the instruction of contractors on snow clearing
- Staff indicated that there is more of an orientation process rather than a training; however if there are any issues with quality of service staff want to be made aware of it to allow them an opportunity to investigate

- Staff discussed expanding the Snow off Sidewalks (SOS) campaign messaging to include more those who would be impacted by poor snow clearing to place a human face on the campaign
- Committee members indicated that they were supportive of this messaging

- T. Wallis asked how long the response time to complaints on SOS takes
- Staff indicated that because snow fall levels can change it is hard to address
- Staff indicated that another issue is that if snow falls again within 24 hours the time to clear the sidewalks resets and this makes

- T. Nolan asked if there was a priority list for snow clearing
- Staff indicated that they do have a list however it is hard to form a priority list

- T. Nolan asked about what the City responsibility list for snow clearing for DARTS access and could such a list be created.
- Staff indicated that they could look into creating such a list however if it is looking at a residential list for DARTS users it would likely be something that would be beyond the budget capabilities could sustain or provide currently

- T. Nolan discussed the problem that occurs when snow is cleared but remains on a section of the road impeding DARTS loading from the sidewalk to the roadway. He indicated that this is important because DARTS vehicles often cannot fit into driveways as they are too large
- Staff indicated that this would be an enhancement to services

- T. Nolan asked where the best place to make a complaint about snow clearing

- Staff indicated that the best route is always to call 546-CITY. Staff encouraged committee members to make complaints. Staff discussed the importance of complaints in identifying issues of quality control and vendor performance.
- T. Manzuk asked if it is the owner or tenants responsibility to clear the sidewalk under the By-law
- Staff indicated that owners are responsible unless they have an agreement in the lease for clearing sidewalks.
- Staff clarified that they do not get involved in owner/tenant disputes and if an order is not complied with the fee is charged to the property taxes

- T. Murphy asked about who is responsible for vacant properties
- Staff indicated that vacant properties are dealt with in the same manner as other properties

- Staff discussed the importance of curb cuts and educating the public on their responsibility to clear curb cut areas and not through snow on the roadway.

- T. Nolan asked what happens when curb cuts have been cleared and the snow plough goes by and leaves snow on the road way.
- Staff discussed that they try to get contractors to remove furrows that are left by ploughs specifically in the Downtown area. Staff indicated that there are thousands of intersections in the City so they are hoping on the goodwill of property owners to ensure these areas are cleared.

The update from Public Works/Municipal Law Enforcement respecting Snow Clearing, was received.

For disposition on this item refer to Item 1.

(ii) 25th Anniversary Rick Hansen, Man in Motion World Tour (Item 6.2)

Due to time shortage this item was tabled until the next meeting.

(g) OTHER BUSINESS (Item 7)

(i) Additional Update – Interlocking Brick Replacement Plan (Information Purposes Only) (Item 7.1)

Due to time shortage this item was tabled until the next meeting.

(ii) **Accessible Taxis (Added Item 7.2)**

Terri Wallis discussed the Mississauga taxi system which she used and was very impressed by the service and was surprised that there is so much difficulty getting a similar program here

(iii) **Recreation Assessment (Added Item 7.3)**

Mary Smithson discussed the public meeting on the Recreation needs assessment. Provided the Committee with an update and discussed the ideas brought forward at the meeting.

(g) **ADJOURNMENT (Item 8)**

The Advisory Committee for Persons with Disabilities adjourned at 6:07 p.m.

CARRIED

Respectfully submitted,

Aznive Mallett, Chair
Advisory Committee for Persons with Disabilities

Andy Grozelle
Legislative Assistant
January 10, 2012

