

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
Customer Service, Access & Equity Division

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| TO: Chair and Members Audit, Finance & Administration Committee | WARD(S) AFFECTED: CITY WIDE |
| COMMITTEE DATE: December 10, 2012 | |
| SUBJECT/REPORT NO: Status Update Report - 2012 Annual Accessibility Plan (FCS12103) (City Wide) | |
| SUBMITTED BY: Roberto Rossini General Manager Finance & Corporate Services Department | PREPARED BY: Jane Lee (905) 546-2424 ext. 2654 Maxine Carter (905) 546-2424 ext. 6419 |
| SIGNATURE: | |

RECOMMENDATION

- (a) That the Status Update Report - 2012 Annual Accessibility Plan for the City of Hamilton, attached as Appendix "A" to Report FCS12103, be received and made available to the public;
- (b) That the Advisory Committee for Persons with Disabilities (ACPD) be thanked for their advice and contribution towards the completion of the Status Update report for the 2012 Accessibility Plan.

EXECUTIVE SUMMARY

The Ontarians with Disabilities Act, 2001 required municipalities to prepare an annual accessibility plan, make it public and to consult with the accessibility advisory committee regarding preparation of the plan. The status report, which is attached as Appendix A to Report FCS12103, has been reviewed by members of the Advisory Committee for Persons with Disabilities and the staff Access & Equity Support Committee, who have

prepared departmental submissions. The comments of committee members and departmental staff have been taken into consideration in the finalization of the plan. As we transition to the new requirements for a Multi-Year plan, as required by the Accessibility for Ontarians with Disabilities Act, staff have continued to monitor the initiatives in the 2012 Accessibility Plan and to provide an update on those City initiatives that were detailed in the 2012 Accessibility Plan. The status updates are included in this report FCS12103.

In previous years, a listing of new initiatives to be undertaken for the following year would have been included in the Annual Plan. Under the new requirements and with the specificity contained in the new AODA regulations, new initiatives are included in the Multi-Year Plan for the next five-year time-frame. Annual status reports are required for the next five years, with a new multi-year plan required after five years.

This status report FCS12103 completes the cycle of reporting under the previous ODA requirements. The Multi-Year Accessibility for 2013-2017 is the subject of another report and contains the city's plan for meeting the requirements of the AODA regulations.

Alternatives for Consideration – Not applicable.

FINANCIAL / STAFFING / LEGAL IMPLICATIONS

Financial:

In terms of financial implications, there are no identified implications related to the status update on the 2012 Accessibility Plan.

Staffing:

There are no identified staffing implications related to the status update of the 2012 Accessibility Plan.

Legal:

The completion of the status update on the 2012 Accessibility Plan and making the report available to the public will address the municipality's legal obligations under the Ontarians with Disabilities Act.

HISTORICAL BACKGROUND

The Ontarians with Disabilities Act, 2001 (ODA) received Royal Assent on December 14, 2001, with municipal sections being proclaimed effective on September 30, 2002.

The ODA was passed to improve access and opportunities for persons with disabilities, and it requires the input of persons with disabilities to identify, remove and prevent barriers. The purpose of the Act, stated in the legislation, is as follows:

“...to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.”

Section 11 of the ODA sets out the requirements of municipalities, which include the preparation of an annual accessibility plan and the receipt of advice from the Advisory Committee for Persons with Disabilities regarding the preparation of the plan.

The accessibility plan must address the identification, removal and prevention of barriers to people with disabilities in the City's by-laws, policies, programs, practices and services. Among other items, the ODA noted that the annual plan must include a report on the steps taken to identify, remove and prevent barriers to people with disabilities. The Status Update Report - 2011 Accessibility Plan addresses this requirement and completes the reporting cycle as required under the ODA.

On May 10, 2005, the Provincial Government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the “development, implementation and enforcement of standards” for accessibility to goods, services, facilities, employment, accommodation, buildings, structures and premises for persons with disabilities. The AODA standards apply to private and public sector organizations all across Ontario.

Under the AODA, four (4) accessibility standards have already been approved by the Province. The Customer Service Standard (O.Reg 429/07) had an implementation date of January 1, 2010. The City of Hamilton has implemented many changes to comply with the Customer Service Standard, and continues to work on additional accessibility initiatives to more fully implement the spirit and intent of the regulation. The Integrated Accessibility Standard (O.Reg. 191/11) was approved effective July 1, 2011, and sets out the requirements for three (3) additional standards, being Information and Communications, Employment, and Transportation. The remaining standard, the Built Environment Standard, is still under review by the Ministry of Community and Social Services.

Pursuant to the terms of the Integrated Accessibility Standard, the City of Hamilton is required to complete a five year Accessibility Plan by January 1, 2013, which outlines the City's strategy to prevent and remove barriers and to meet the requirements of the Regulation. Following the approval of the initial five-year plan, the plan will need to be reviewed and updated every five years. Reporting on the status of implementation of strategies in the five-year plan is required annually.

In order to complete the reporting requirements of the Ontarians with Disabilities Act, the attached Status Update Report - 2012 Annual Accessibility Plan (Appendix A to FCS12103) for the City of Hamilton is presented for Council's information.

ANALYSIS/RATIONALE:

Over the past year, the City has taken steps towards implementing the initiatives outlined in the 2012 Accessibility Plan for the City of Hamilton. While there has been activity on most initiatives, outlined in the 2012 Accessibility Plan, many of the initiatives are not fully complete. It is recognized that it is often difficult to identify and remove barriers within one year so many initiatives are at different stages of completion. All of the initiatives planned for 2012 and earlier years, which are not yet complete, will continue to be reported on in future annual status updates for the multi-year plan.

Once more, this year, there has been a consistent level of consultation with the Advisory Committee for Persons with Disabilities by departmental staff about new or revised policies, procedures, initiatives and programs. Staff has requested the committee's input, on one or more occasions during their initiatives and, while time consuming, it has provided staff with more effective and reliable feedback.

POLICY IMPLICATIONS

The Status Update Report – 2012 Accessibility Plan (attached as Appendix A to report FCS12103) has been prepared to address the City's obligations under provincial legislation and to report annually on the status of initiatives in the 2012 Accessibility Plan. In addition, there are several City policy documents which address the City's current commitment in dealing with the needs of persons with disabilities, including the Equity and Inclusion Policy, Statement of Commitment to meet the Needs of the Underserved Communities, and several policies approved to implement the Customer Service Standard for Persons with Disabilities. The City's Barrier-Free Design Guidelines for buildings address physical barriers of persons with disabilities, as do the Urban Braille guidelines. There are also many City policies which address matters for employees with disabilities, such as, the Corporate Health Policy, Work Accommodation Policy and the Harassment & Discrimination Prevention Policy. The Technology Entitlement Policy also addresses the possible needs of employees with disabilities.

RELEVANT CONSULTATION

During the preparation of the plan, there was consultation with City departments through the Access and Equity Support committee, and with other members of departmental staff. Input was provided by all City Departments. The Access and Equity Staff Support Committee has embraced the spirit of the legislation and desire to eliminate barriers for persons with disabilities.

One of the most valuable resources has been the input and advice from the Advisory Committee for Persons with Disabilities, who have provided valuable insight, suggestions and advice to staff regarding the barriers faced by persons with disabilities and how to remove those barriers to facilitate the full participation of persons with disabilities in the life of the community. This input and advice takes place over the course of the year, addressing issues of importance in many operational areas, and is not related solely to the preparation and monitoring of the implementation of the annual accessibility plan. The committee is very committed to assisting the City with respect to identifying and eliminating barriers faced by community members with disabilities. The committee has set up sub-committees to address input and implementation of matters related to the proposed standards area. Sub-committees of the Advisory Committee have been formed to reflect the AODA standards. They are as follows:

- Built Environment Sub-committee
- Transportation Sub-committee
- Integrated Standards sub-committee

The ACPD and its sub-committees require a significant time commitment from the volunteer citizen members, as well as, the staff who provide support.

ALTERNATIVES FOR CONSIDERATION

Not applicable.

CORPORATE STRATEGIC PLAN

Focus Areas: 1. Skilled, Innovative and Respectful Organization, 2. Financial Sustainability, 3. Intergovernmental Relationships, 4. Growing Our Economy, 5. Social Development, 6. Environmental Stewardship, 7. Healthy Community

The completion of the Status Report – 2012 Annual Accessibility Plan and the noted initiatives will contribute to the following aspects of the Corporate Strategic Plan:

Skilled, Innovative & Respectful Organization

- ◆ A culture of excellence
- ◆ More innovation, greater teamwork, better client focus
- ◆ An enabling work environment - respectful culture, well-being and safety, effective communication

Growing Our Economy

- ◆ Competitive business environment
- ◆ An improved customer service
- ◆ A visitor and convention destination

Social Development

- ◆ Residents in need have access to adequate support services
- ◆ People participate in all aspects of community life without barriers or stigma

Healthy Community

- ◆ Plan and manage the built environment
- ◆ An engaged Citizenry
- ◆ Adequate access to food, water, shelter and income, safety, work, recreation and support for all (Human Services)

APPENDICES / SCHEDULES

Appendix A to Report FCS12103 – Status Update Report - 2012 Annual Accessibility Plan for the City of Hamilton

CITY OF HAMILTON
STATUS UPDATE
2012 ACCESSIBILITY PLAN

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1. INTRODUCTION

The Ontarians with Disabilities Act, 2001, (also referred to as the ODA), was passed by the Province of Ontario and received Royal Assent on December 14, 2001. The purpose of the Act is to “improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The sections of the Ontarians with Disabilities Act, which apply to municipalities were proclaimed on September 30, 2002, and apply to all Ontario municipalities. The Ontarians with Disabilities Act, 2001, continues to be in force until repealed, in whole or in part.

In addition to the ODA, the Province of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) on May 10, 2005. It received Royal Assent on June 13, 2005. The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the “...development, implementation and enforcement of standards” for accessibility to goods, services, facilities, employment, accommodation, and buildings for persons with disabilities. Persons with disabilities made up at least 50% of the membership of the standards development committees.

Ontario’s first accessibility standard, Accessibility Standards for Customer Service, became law on January 1, 2008, whereas, Integrated Accessibility Standards (Information and Communication, Transportation & Employment) was enacted on June 3, 2011. These standard sets out requirements that organizations, businesses and municipalities are legally required to comply with. The Accessibility Standard for the Built-Environment which only applies to new construction and extensive renovation, is currently being developed and will help remove barriers in buildings and outdoor spaces for people with disabilities.

Over the past year, the City has continued to be proactive in its approach to diligently implement the policies, practices, procedures and requirements set out in the Accessibility Standards for Customer Service and Integrated Accessibility Standards. The effectiveness of the implementation strategy is monitored through the feedback process established by the City to provide feedback on how the City provides goods or services to people with disabilities. Staff have proactively responded to any feedback and taken prompt action against complaints.

In addition, the City has provided assistive devices in various departments to facilitate accessible service delivery to persons with disabilities. The assistive devices are utilized regularly by persons with disabilities, to access City services, programs or goods. City staff also utilize the assistive devices to conduct public meetings and information sessions. These devices are available at multiple locations throughout the city, with signage indicating the types of devices available. Documents are now developed in multiple, alternate and accessible format upon request.

Work plan development and implementation are underway for the Integrated Accessibility Standards. In addition, the development and implementation of policies and procedures, including the Workplace Emergency Response Plan, are also in progress. The AODA provides enforcement of the Customer Service Standard and Integrated Accessibility Standards through inspections, compliance orders and administrative penalties. The City of Hamilton provided its first compliance report, prior to March 31, 2010 and was compliant in all areas.

1.1 Key Definitions

There are some key definitions in the ODA, 2001 and the AODA, 2005 which are important to keep in mind when developing and implementing the City of Hamilton Annual Accessibility Plan.

The Acts define a disability as:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

In addition, the Act defines a barrier as:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

Making an organization accessible requires you to have regard for visible and invisible barriers to participation. Some of these barriers are:

Architectural or structural barriers may result from the design of a building such as stairs, doorways, the width of hallways and even room layout.

Information and communications barriers can make it difficult for people to receive or convey information. Things like small print size, low colour contrast between text and background, confusing design of printed materials and the use of language that is not clear or plain, can all cause difficulty.

Technology, or lack of it, can prevent people from accessing information. Everyday tools like computers, telephones and other aids, can all present barriers.

Systemic barriers can occur through policies and procedures. These are any practices or rules that restrict people with disabilities – for example, denying access to a person with a service animal.

Attitude is perhaps the most difficult barrier to overcome. Some people do not know how to communicate with those who have visible or non-visible disabilities or they simply discriminate against them because of stereotypes, myths and misconceptions. Further, some people may feel that they could offend the individual with a disability by offering help or they ignore or avoid people with disabilities altogether.

1.2 Duties of Municipalities

The Accessibility for Ontarians with Disabilities Act details the duties of municipalities, which include the following:

- establish an accessibility advisory committee
- prepare an annual accessibility plan
- seek advice from the accessibility advisory committee on the plan
- make the accessibility plan available to the public
- seek advice from the accessibility advisory committee on the accessibility of any building, structures or premises that the Council buys, leases, constructs, has provided to them, or renovates significantly
- have regard to the accessibility for persons with disabilities to the goods or services the City purchases, whether the goods and services are purchased for the use of itself, its employees or members of the public

1.3 Accessibility Advisory Committee

The City of Hamilton's advisory committee, the Advisory Committee for Persons with Disabilities (ACPD) provides significant input and monitors the implementation of the Annual Accessibility Plan.

In addition to the responsibilities noted above, the advisory committee has additional specific roles noted in the ODA, as follows:

- to advise Council about the annual accessibility plan, including its preparation, implementation and effectiveness
- to review site plan & drawings under section 41 of the Planning Act, as selected by the committee

The Advisory Committee for Persons with Disabilities, and its sub-committees, has been invaluable in providing advice to the Council and staff of the City of Hamilton, in identifying barriers experienced by persons with disabilities, in establishing priorities for ongoing review and developing new initiatives and in providing oversight and input to the staff in preparing the Annual Accessibility Plan.

1.4 Accessibility Plan

The Ontarians with Disabilities Act, 2001 sets out the requirements for the annual accessibility plan. The accessibility plan must address the identification, removal and prevention of barriers to people with disabilities in the City's by-laws, policies, programs, practices and services. The ODA notes that the annual plan must include the following components:

- report on the steps taken to identify, remove and prevent barriers to people with disabilities

- detail how the City assesses its proposals for by-laws, policies, programs, practices and services
- a list of the programs, policies, practices and services that will be reviewed in the following year, to identify barriers
- detail how the City will identify, remove and prevent barriers in the coming year
- anything else covered in the regulations

The City continues to move forward in implementing its obligations under the Accessibility for Ontarians with Disabilities Act, 2005. Training is continuing in various formats for staff, including the Customer Service E-Learning module recently launched. A webinar on developing accessible documents is being developed for staff. Ongoing training is scheduled for dealing with support persons and service animals. In order to facilitate the implementation of the AODA 2005 Customer Service Standard and Integrated Accessibility Standards, a communication plan is being formulated. The Staff Access and Equity Support Committee continue to provide regular input on the operational issues regarding the AODA Customer Service Standard and Accessible Integrated Standards policies and procedures.

Moving forward, the City will be transitioning to a multi-year accessibility plan and progress will be reported and reflected in the multi-year plan updates. A strategic plan and reporting mechanism are being developed. In order to implement the AODA integrated accessibility standards, sub-committees of the Advisory Committee for Persons with Disabilities (ACPD), Built Environment Standards Sub-committee (BESC), Employment Standards and the Transportation Standards Sub-committee (TSC) have initiated their work. ACPD has developed a more stream-lined approach to deal with the heavy load and have developed a monitoring tool to help them evaluate their effectiveness as a committee.

1.5 Identification of Participants

The participants identified below were instrumental in the completion of the 2012 Accessibility Plan, and the City of Hamilton staff, management and Council offers its thanks and heartfelt gratitude for the committee's dedication and commitment to helping make improvements by providing advice regarding the removal of barriers and ensuring that new barriers are not put in place and hence improve the quality of life for persons with disabilities.

The two groups that were instrumental in the collection of information and the preparation of the annual accessibility plan are the Advisory Committee for Persons with Disabilities and the Staff Access and Equity Support Committee.

1.5.1 Advisory Committee for Persons with Disability (Term 2010-2014)

| | | |
|------------------|-----------------------|------------------------|
| Current Members: | Aznive Mallett, Chair | Terry Wallis |
| | Tim Nolan, Vice Chair | Raihanna Hirji-Khalfan |
| | Paula Kilburn | Denise Maraj |
| | Tim Murphy | Patty Cameron |
| | Robert Thompson | Brian Lane |
| | Roger-Wayne Cameron | Robert Semkow |
| | Kim Nolan | |
| | Mary Smithson | |

1.5.2 Staff Access and Equity Support Committee

The Staff Access and Equity Support Committee is made up of at least one staff member representing each department. Some of the responsibilities of this committee include gathering information concerning accessibility initiatives in their respective departments that are currently in place, those that are planned for the future, reviewing and identifying how and when the issues identified in the audit and through consultations will be addressed and assisting with the preparation of the annual Accessibility Plan.

Members:

- Maxine Carter, Access and Equity Coordinator, Customer Service Access and Equity, Corporate Services
- Jane Lee, Director of Customer Service, Access and Equity, Corporate Services
- May-Marie Duwai-Sowa, Access and Equity Specialist, Access and Equity, Corporate Services
- Jaffar Hayat, Access and Equity Policy Advisor, Access and Equity, Corporate Services
- Carolyn Bish, Administrative Assistant, Customer Service Access and Equity, Corporate Services
- Annie Strojic, Human Rights Specialist, Human Resources, City Manager's Office
- Sheila DuVerney, Project Manager, Strategic Services, Community Services
- John Verbeek, Assistant Chief, Fire Prevention Officer, Fire Prevention Bureau, Hamilton Fire Department
- Teresa Bendo, Director, Planning & Business Improvement, Strategic Projects and Service, Public Health Services,
- Joanne Kohut, Program Manager, Planning & Business Improvement, Public Health Services,
- Erika Liao, Accommodations Planning & Design Technician, Facility Services, Public Works
- Owen Quinn, Coordinator of Accessible Transit, Transit, Public Works
- Doug Waugh, Manager, Operations and Logistical Support, EMS
- Meghan Stewart, Landscape Architect, Environment and Sustainable Infrastructure, Public Works
- Andrea McDonald, Senior Planner, Community Planning and Design, Planning and Economic Development

Key Contacts:

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2. MUNICIPAL HIGHLIGHTS/OVERVIEW

The City of Hamilton lies within an area of 1,117.21 square kilometres on the western end of Lake Ontario and currently has a population of 504,559 people. Hamilton is currently the fourth most populated urban center in the Province of Ontario, after Toronto, Ottawa-Gatineau and Mississauga; the third one in the Golden Horseshoe Area and the ninth in the national rank. The City of Hamilton is strategically located about one hour from Canada's business and most populated urban centre, Toronto, and one hour from Niagara Falls and the United States / Canada border.

The Council for the City of Hamilton is comprised of a Mayor (elected at large) and 15 ward Councillors, each with a specific area in the City to represent. Bob Bratina is Hamilton's 61st Mayor and has been elected for the period of 2010 - 2014. The administration of the City is guided by a City Manager and a Senior Management Team composed of the department heads of each of the City departments, as follows:

- City Managers Office
- Community Services
- Corporate Services
- Emergency Management Services
- Planning & Economic Development
- Public Health Services
- Public Works

2.1 Demographic Profile of Persons with Disabilities in Ontario and Hamilton

As we move forward in addressing the barriers of persons with disabilities in Hamilton, it is important to have an understanding of the numbers of persons with disabilities in Hamilton and how they participate or do not participate in the life of the community and, where information is not available for Hamilton, specifically, to look at information available for Ontario. This information will help us in the planning processes for programs, services and opportunity to be more inclusive and reflective of the community we serve.

According to Census 2006 - Sex and Age Report¹ released on July 17, 2007 by Statistics Canada; Hamilton's 65 years and over population has reached 104,435 people and represents 15% of the total population of this municipality while the population, 14 years of age and under has reached 123,990 and represents 18% of the total population. In comparing these results with Census 2001,

¹ Statistics Canada. 2007. *2006 Census – Sex and Age*. Statistics Canada Catalogue no. 97-551-XWE 2006002. Ottawa. July 17. <http://www12.statcan.ca/english/census06/data/highlights/agesex/Index.cfm> (accessed July 20, 2007)

the population 14 years of age and under has experienced a negative population change (-2.7%) whereas the population 65 years of age and over, has the highest population change (10.5%) and the adult population (15-64), a moderate change (5.5%).

The age group (40-64), close to retirement, represents 35% of the total population. In just a few years, Hamilton will have a significant percentage of the population at retirement age. This situation could increase the demands in some sectors, including health care, affordable housing, decent pensions and labour shortages. In addition, Hamilton's fertility rate (1.2%) is lower than the national rate (1.59%)². As Hamilton's older generation continues to grow there is a pressing need to attract new immigrants to the city, in order to maintain the population levels and economy.

In 2006, there were 138,245³ persons with disabilities in Hamilton. This number represented 20% of the total population in that period (692,910 Hamiltonians⁴). The prevalence of disability rate in Hamilton is higher than the provincial (19%) and the national rate (17.6%).⁵ This high rate of persons with disabilities could be attributed to the high poverty rate (18.1%) in Hamilton, in which there is a correlation between the level of functioning and income.⁶ More specifically, persons with disabilities, 15 years and over, earned an annual average of \$9,960 less than persons without disabilities.⁷

With regard to the labour force, it was noted that the unemployment rate for people with activity limitations was 8.2 % in 2006, compared to Hamilton's overall unemployment rate of 6.5%. Similarly, the national rate closely mirrored that of Ontario; in 2006 persons with disabilities had an unemployment rate of 8%, compared to Ontario's overall unemployment rate of 6.4%.⁸

There is a connection between unemployment and type of disability. In Canada, of all the types of activity limitations in 2006, persons with hearing limitations had the highest employment rate at 57.8%, whereas persons with developmental limitations had the lowest employment rate at 27.8%.⁹

On a national level, in 2006, the employment rate for persons with disabilities was 1,250,720 compared to that of 14,069,780, for persons without disabilities. In terms of employment distribution between the sexes, there is an almost equal employment rate between female and male individuals

² Statistics Canada, Births and Total Fertility Rates by Province and Territory. <http://www.statcan.gc.ca/tables-tableaux/sum-som/I01/cst01/hlth85b-eng.htm>.

³ Hamilton is represented by Census Metropolitan Area (CMA) which includes Burlington and Grimsby; Statistics Canada, Census 2006. Custom Product. Beyond 20/20.

⁴ Hamilton's population is represented by CMA.

⁵ Statistics Canada, Census 2006. Custom Product. Beyond 20/20.

⁶ Statistics Canada, PALS 2006.

⁷ Statistics Canada, Census 2006. Custom Product. Beyond 20/20.

⁸ Statistics Canada, PALS 2006.

⁹ "Employment Rates by Disability Type, Canada, 2001 and 2006," Statistics Canada, 2008, <http://www.statcan.gc.ca/pub/89-628-x/2008007/c-g/5201150-eng.htm>

with disabilities, 50.7% and 49.3% respectively. Conversely, for persons without disabilities, females have a slightly lower employment rate at 47.1%, compared to that of 52.9% for males.¹⁰

3. VISION, MISSION, VALUES AND GOALS OF THE CITY OF HAMILTON

Hamilton City Council has developed a very important document that provides a vision for the future of Hamilton and defines the mission of our local government.

Vision:

To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.

Mission:

We provide high quality services in a fiscally and socially responsible, environmentally sustainable and compassionate manner in order to ensure a healthy, safe and prosperous community.

We engage our citizens and promote a fair, diverse and accepting community.

We are a skilled, knowledgeable, collaborative and respectful organization that thrives on innovation and quality customer service.

We are led by a forward thinking Council.

The team shows leadership in carrying out their responsibilities and is valued and appreciated for their contributions and accomplishments.

Values:

Honesty
Accountability
Innovation
Leadership
Respect
Excellence
Teamwork

Strategic Themes:

Image
Job Creation

Focus Areas:

Skilled, Innovative and Respectful Organization
Financially Sustainable
Effective Intergovernmental Relations
Growing Our Economy
Social Development

¹⁰ "Total Employment for People with and without Disabilities, by Sex and Age Group, Canada, 2001 and 2006," Statistics Canada, 2008, <http://www.statcan.gc.ca/pub/89-628-x/2008007/t/5201157-eng.htm>

Environmental Stewardship
Healthy Community

The **Strategic Plan** will change how we do our ‘business’. All of us will now be working towards a common vision and common priorities that our understood across Departments. This in turn will drive integration across the organization.

The **Strategic Plan** will also change the budget process by providing a framework for annual operating, capital and multi-year budgets; a framework for performance measurement; and it will also influence our day-to-day decision-making.

4. OVERVIEW OF ACCESSIBILITY PLAN 2012

4.1 Department/Divisional Plans

In this section, the accessibility initiatives are listed for each department, then by divisions and where applicable by sections. There is also a section detailing the work of the Advisory Committee for Persons with Disabilities and its sub-committees. The information in each divisional section details the consultation activities which have taken place over the previous year and a Status Update report on the initiatives of the 2011 Accessibility Plan.

4.2 Update on 2012 Accessibility Plan Initiatives

Over the past 12 months, the Advisory Committee for Persons with Disabilities and its sub-committees, has assisted the City in identifying barriers, provided assistance to many departments in arriving at solutions and changes to operational processes and policy documents, advising on priorities for the accessibility plan and assisting with recommendations for the elimination of barriers. In addition, they have monitored the progress made by the City in addressing the initiatives identified in the 2011 Accessibility Plan.

The Status Update of each of the initiatives, in the City of Hamilton’s 2011 Accessibility Plan is detailed in the Advisory Committee and Departmental sections of the plan. Many of the planned initiatives were not completed in one year. Many subject to budget approvals, and subsequently had to be carried forward to the Accessibility Plan for 2012.

THE FOLLOWING ARE THE ACTIVITIES OF THE ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES FOR THE PERIOD JULY 2011 TO JUNE 2012.

5. ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES (ACPD)

Status Update of Activities/ Initiatives 2011-12

1. Outreach and Networking events

During July 2011 to June 2012, the Advisory Committee for Persons with Disabilities participated in two community events.

1) In June 2011, the committee nominated its members to officially represent the Advisory Committee at the “Actioning Accessibility Through Customer Service Forum” in Burlington. The conference was aimed to provide information on “how communities can engage businesses to improve accessibility”.

The following resources were shared with the participants;

- Customer’s Handbook
- Training Resource for Small Business and Organizations
- Compliance Manual for Small Businesses and Organizations
- Accessibility Standards Advisory Council: Annual report 2009

2) In April 2012, the Advisory Committee for Persons with Disabilities set up a stall in the “Ontario March of Dime’s Annual Walk” at Eastgate Mall to raise the awareness of public on disability related issues.

Status Update:

Events implemented and completed.

2. Snow Plowing

The committee was informed about the issue of lack of snow clearing near the City Hall sidewalks. In the January 2011, meeting of ACPD, the Municipal Law Enforcement and Public Works staff delivered a presentation on the issue of snow clearing. The following were the salient features of presentation:

- Update on the work being done to educate the public on private snow clearing
- The process of issuing orders on residences to clear snow and compliance

Committee members brought up the following issues regarding the compliance of snow clearing in the City of Hamilton:

- How can enforcement be carried out on School Board properties?
- What is the level of snow fall required after which the snow clearing operation is triggered?
- What are the instructions to contractors on snow clearing?
- What is the response time to complaints on Snow Off Sidewalks?
- Is there any priority list for snow clearing?
- How do we make a complaint about snow clearing?
- Who is responsible for vacant properties?
- What is the process when the curb cuts which have already been cleared are blocked by snow plows.

Status Update:

No update

3. Built Environment Project Notification

The committee members held a discussion on the capital project notification received from different departments during 2011-12. A concern was raised regarding the absence of any renovation project from Housing Services Division. The committee members selected various projects for committee's review.

Status Update:

The notifications from different departments were referred to BESC for further follow up and action.

4. Site Plan Review Checklist

The committee provided its feedback on the checklist for the review of the site plans of the private developers in Hamilton and made the following recommendations:

- It was recommended to develop a system to advise the private sector of the need to address accessibility issues based on BFDG.
- The committee requested that it would like to see more information related to the Accessibility features in the list of capital projects.
- After the plans are approved, there are often changes made without bringing to the attention of ACPD.

Status Update:

The staff is still working and reviewing the checklist as per the directions of the committee.

5. Social Housing and New Affordable Housing Projects

Gillian Hendry, Director, Housing Services Division updated the committee on the development of new accessible units in Social Housing. ACPD raised the following issues:

- The committee asked to make existing units accessible by renovating them.
- The 8.8% ratio of accessible units out of the total units under construction, is still low and there is still a significant amount of people in need of accessible social housing and on the waiting list.
- There were many people, on the waiting list that, have mental health issues and are need of social housing.

Status Update:

A report was submitted to Council in April 2012. ACPD decided to refer the issue of Social Housing and New Affordable Housing Projects to the BESC.

6. Hamilton Entertainment and Convention Facilities Inc (HECFI) - Renovations and Implementation of the BFDG

The response from HECFI was shared with ACPD on July 12, 2011, for the implementation of the BFDG, and following observations were made by the members;

- Lack of accessibility due to the high steps at the entrance at Copps Coliseum
- City staff to be directed to examine the deficiencies in HECFI

- City should keep a list of deficiencies, to be ready for last minute grant opportunities, from the Provincial and Federal governments

Status Update:

HECFI's response respecting renovations and BFDG was referred to the Built Environment Sub-Committee.

7. Integrated Accessibility Standard (IAS) Update

The committee was updated on the IAS and was apprised of the requirement for the City of Hamilton to be in compliance with the Integrated Standards. The committee was also informed that some of those requirements are already in place, including provision of accommodations to clients and employees with disabilities using assistive devices, as well as provision of information in an accessible manner. The other standards under discussion were Employment, Information Communication and Transportation. In the ensuing discussion, ACPD went through the draft Terms of Reference for each proposed Sub-committee and their scope of work.

Status Update:

The Integrated Standard Sub-committee was assigned to work on the implementation of emergency information procedures with an implementation deadline of January 1, 2012.

8. Accessible Taxi Working Group

The committee was apprised of the issues being faced by the Taxi Working group, especially that drivers see it as a problem when they will receive tickets, due to lack of compliance and parking. It was also requested to add more members in the working group.

At the October 2011 meeting of ACPD Vince Ormond, Manager, Licensing and Permits was present to address the committee's questions and concerns. He also informed that the ACPD motion respecting 100% accessible taxis was referred back to staff. He also informed the committee that there currently exist 8 accessible taxi cabs in the City of Hamilton, out of 422 taxis. Committee members asked that DARTS be involved in the Accessible taxis consultations.

Status Update:

A public meeting respecting Accessible taxis was held on October 18, 2011. An Open House on Accessible taxis was held in March 2012. The process is ongoing.

9. Interlocking Bricks

ACPD made a recommendation in December 2010, to Council, on the issue of interlocking bricks and the tripping and falling hazards it poses to the public, especially persons with walkers. Council requested that Public Works prepare a detailed report on the replacement plan of the interlocking bricks in the City of Hamilton.

Status Update:

The Public Works Report 11053 was submitted to the Council. ACPD received the Public Works report on the interlocking bricks in August 2011 and the matter was referred to the BESC for further action.

10. Housing & Homelessness Action Plan

At the September 13, 2011 meeting of ACPD, staff from Housing & Homelessness Action Plan delivered a presentation on various aspects of the proposed plan and how will they be consulting with the Advisory Committee for Persons with Disabilities. The committee members introduced the following items of concern to be highlighted in the action plan:

- More work needs to be done on addressing issues of accessibilities and disabilities within the Housing and Homelessness
- The need for Accessible Housing is increasing, for both long-term and transient residents, such as university students
- There are restrictions on Ontario Disability Support Program that limit movement and betterment in the existing situations
- Because of the correlation of disabilities and other issue such as poverty, it is important to understand that issues are interconnected
- Accessible housing needs to be provided in an accessible area and it needs to be close to transit
- Install visual fire alarm and put them in place at the time of construction, to save costs
- If two storey buildings are being considered for renovation, in the future they should place two closets one over top of the other
- Often Accessible units are made to suit the size of one person and do not account for larger two person beds
- Concerns around the size and height of shelves, width of doorways etc
- More thought put towards constructing accessible residence for families
- That there should be non-slip floors and more room given in bathrooms
- Tendency of Hamilton is to ghettoize people and place them in the downtown area. Indicated that the excuse is that there are lots of services in downtown. However, this doesn't integrate people into society or remove barriers
- To address Accessible Housing, address infrastructure deficits around the City of Hamilton
- The locations for seniors residents are often isolated and do not allow for independence and a higher quality of life
- Indicated that design aspects of housing are a very important aspect to consider in accessibility
- Provisions of touch pads and door openers are preferable because keys are often very difficult for people with disabilities
- Persons with disabilities may take longer in the washroom, having a speaker system installed to the front door is a good idea
- There needs to be more accessible housing so that people may not be taking up hospital beds for long term
- Patio doors must be installed with the tracks to be flush with the floor to take into account wheelchairs and people with mobility disabilities.
- There should be a charging area for wheelchairs and scooters
- A lot of apartment buildings are upset with the dirt and grime from wheelchairs and scooters and a lot of operators want to have these mobility devices stored in a locked storage room. However, that creates issues
- There are not a lot of one-floor accessible buildings

Status Update:

ACPD members participated in the consultations organized in April 2012.

11. Revision of ACPD Terms of Reference

Some members suggested that, issues like lack of snow clearing at City streets, should be added into the committee's scope of work. Therefore, it was recommended to review the terms of reference for ACPD. The committee decided to bring forward those recommendations in sub-committee reports. At the September 13, 2011 meeting of ACPD, the term of reference for the Transportation Sub-committee, Built Environment Sub-committee and the Integrated Standard General Sub-committee were approved.

Status Update:

The review of the Terms of Reference is still pending.

12. Pedestrian Mobility Master Plan

Public Works organized a Public Information session in September of 2011. However, members raised issues regarding;

- Snow clearing, because if snow falls again within 24 hours, it essentially resets the clearing schedule
- Non-medical scooters are being used on the sidewalks and could present a danger to pedestrians
- City staff indicated that they have asked the Pedestrian Mobility group to attend an upcoming ACPD meeting.

Status Update:

In progress.

13. Video Surveillance on DART and City buses

The issue of video surveillance was raised in 2010 and ACPD provided feedback and support for the formulation of a policy. The policy was approved in September, 2011.

Status Update:

Complete.

14. In Service AODA: Customer Service Standard Policies and Assistive Devices

ACPD requested a demonstration of the assistive devices made available to the residents, clients and visitors when accessing services, programs and opportunities in City of Hamilton. Staff from the Access and Equity Office delivered a demonstration in October, 2011, to the members of the committee. The committee also appreciated the posting of signage regarding the availability of assistive devices for public at counters.

Status Update:

Complete.

15. 2011 Accessibility Plan

At the October 2011, meeting of ACPD, a draft copy of the Accessibility Plan 2011 was distributed for the review and feedback of the committee members. The committee then directed City departments to deliver a presentation, respecting their departmental efforts in relation to the

Accessibility Plan 2012, so that the committee can provide its input on those initiatives, in a timely manner.

Status Update:

Complete.

16. Recreation Needs Assessment

In the November 2011 meeting of ACPD, the staff from the Recreation department consulted with the committee on the Recreation Needs Assessment project. Updates include:

- An overview of the scope of the study and it's aims and goals
- Public Information Centre meeting on November 16, 2011
- The community groups involved
- Current status update of service delivery

ACPD committee members asked several questions.

- Committee members made several inquiries regarding how recreational information will be shared with the public, suggesting different options for getting the message out
- Committee members discussed the use of the word "disabilities" and to be careful of how the term is used. Committee members indicated that accessibility is not just about disabilities but also how the service is provided, the timing of programs and the human supports available
- Committee members discussed the relationship between the City and outside organizations, to promote recreation in the community
- Committee members discussed the need for local infrastructure, to encouraging recreation within an individuals own community
- Committee members discussed the need to ensure facilities are using accessible features, speakers, signage, Braille, etc.
- Committee members discussed the staff turn-over in recreation centres and it is important to provide ongoing training to staff
- Committee members discussed the problem with segregating the disabled community from the broader community and how important it is to engage all groups together in recreation activities
- Committee members discussed what current services are provided in Hamilton and indicated there is a need to expand these as well as to look for more opportunities, to include those with disabilities in able-bodied sports
- Committee members discussed the need for the City to assist outside groups and organizations in assisting them in accessing city resources
- Committee members discussed the need for ongoing evaluation of services and measurements of results

In the February 2012 meeting of ACPD, staff from Recreation department delivered a presentation to ACPD to update on the Recreation Needs Assessment project. The following items were discussed:

- The draft report that will be going forward to the Emergency & Community Services Committee
- The measures being put in place, to ensure the Report's recommendations result in actions, through: work plans, ensuring accountability, appointing project leads, regular review of performance measures and annual reporting.

Status Update:

Staff indicated that the draft report will be presented to the Emergency and Community Services Committee in May 2012.

17. Integrated Standards Update: Emergency Response Information (Policy and Procedures)

In the December 2011 meeting of ACPD, Jane Lee, Director of Customer Service, Access & Equity, addressed the committee and provided updates on the Integrated Standards and the work needed to be done in the upcoming year.

- Emergency Response Information implementation starts January 1, 2012
- What kind of information the City is required to provide and the use of accessible formats.
- The documents to be provided in advance of an emergency and those required, during or after an emergency
- Use of various means as possible, to provide information in accessible formats, using slower screen scrolling of information, reading out phone numbers, etc.

Committee members asked the following questions;

- When could we expect to have an overall communication plan ready for the emergency response information?
- Is there any need to consult with outside groups and agencies on this issue?
- What is the City's obligation to provide assistance in an emergency, if it is requested?

Status Update:

The Emergency Information Policies and Procedures were approved in December 2011.

18. Accessible Transportation Service Eligibility Policy

At January 2012 meeting of ACPD, a presentation was made on the Bus Training Initiative and the process of classroom training, which will eventually progress into field training. The committee members made the following comments.

- The Transportation Sub-committee should be working on this issue to ensure those that cannot complete HSR training, can qualify for DARTS.
- What are the current requirements for DARTS eligibility

Status Update:

Staff indicated that there has been a request for a budgetary enhancement, in 2012, to allow for a review of the ATS Eligibility Policy.

19. Hamilton Police Service (HPS) process in dealing with persons who may have mental health/Disabilities

The committee discussed the need to address perceptions of mental health disabilities and the Hamilton Police Service interaction with those who have mental health issues. The committee members discussed that they would like the HPS and Crisis Outreach And Support Team to provide further information on:

- Protecting the privacy of individuals with mental health disabilities, in regards to what occurs with the police records? Can these records be a hindrance for those with mental health disabilities e.g. those looking to do volunteer work, etc.
- What training is provided?
- What is being done to address perceptions around mental health disabilities?
- What is being done to assist police in identifying different types of mental health disabilities so that they may better aid these individuals?
- This issue isn't age specific. What is being done to assist groups like seniors?
- What work is being done to involve family groups or social services to assist?

Status Update:

The committee is waiting for the response of the HPS.

20. Work Force Census Results

Mary Agro, Manager, Organizational Development, delivered a presentation on the results of the Workforce Census.

- They discussed the consultations done in the 2011 Work Force Census.
- They discussed the overall participation rate of 52% and the lower rates for outside workers like those in Public Works and Emergency Services and higher participation rates for office workers.
- They discussed plans to move forward with another Work Force Census in 2015.

Committee members asked the following questions and suggestions:

- The figure of 4.8%, representing the number for persons with disabilities working with the City of Hamilton, is much too low, with respect to the real number which is likely to be in the teens
- What are the succession planning measures and retirement planning?
- Committee members suggested contacting the groups that were under represented within the City, to receive their input and feedback
- Committee members suggested doing exit surveys on students to get unbiased survey results.

Status Update:

The committee is waiting for the response from Human Resources.

21. Enforcement of Accessible Parking violations on Private Property

The ACPD, while commenting on the Built Environment Sub-committee Report of March 19, 2012, recommended that a standardized and uniform set of requirements, for the design of accessible parking spots, be developed. This design should then be implemented and required in all private and public lots in the City of Hamilton. Committee members also discussed how the current Bylaw falls short, as enforcement of accessible parking spots, on private property, can only be done with the permission of the property owner. Committee members also discussed setting a more appropriate ratio of accessible parking spots, based upon the number of accessible permits and not general estimates of the disabled population.

Status Update:

The matter referred to BESC.

22. Radial Separation By-law

The ACPD discussed the issue around the radial separation Bylaw that requires a 300 meter reserve to be placed between new residential care facilities and comments made by the Human Rights Commission, respecting this Bylaw.

Status Update:

There was some discussion on the need to have Councillor Morelli in attendance to provide guidance to the Committee when this issue came forward.

23. Bylaw and Equity and Inclusion Policy Tools Development Process

Maxine Carter Co-ordinator of Access & Equity, provided the Committee an update, respecting the Bylaw and Equity and Inclusion Policy Tools Development Process. The consultants on this project (MCC Workplace Solutions) provided an overview of the project to the Committee. The committee nominated two members to serve on a steering Committee, for this process.

Status Update:

The consultation meetings took place in August 2012.

24. Accessible Pedestrian Signals

R. Cameron informed ACPD that staff from Public Works had attended the Built Environment Sub-committee and indicated that the installation of accessible, audible traffic signals would cost around \$40 million. It was also noted that there are numerous locations where retrofits are possible and the Built Environment Sub-committee will be working with Public Works on where retrofits can be done in a cost effective manner, to move this initiative forward. There was some discussion by committee members on where audible signals are required.

Status Update:

The matter is referred to BESC.

5.1 Reports from Sub-Committees

- **Built Environment**
- **Customer Service**
- **Transportation**

5.1.1 Built Environment Sub-Committee

Status Update of Activities/ Initiatives 2011-2012

1. MacNab Street Terminal

The BESC reviewed the deficiency list of the MacNab Street Terminal and found the following items still outstanding:

Issues and Concerns regarding the MacNab Street Terminal:

1.1 Gap between Buses and Platform

Members are concerned 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. 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.

1.2 No Buses in Terminal for Demonstration

Members noted that, 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 de-boarding the vehicles. Built Environment Sub-Committee Members were told, in the Dec. 14, 2009 meeting, with Gary Moore and Don Hull, that all bus front and back doors will align at the same level with the platforms in the terminal.

1.3 Way-finding and Signage

Signage and signage designs were not consistent throughout the facility. The signs had different style of fonts, sizes, and colours, which can make them seem confusing and difficult to distinguish. Some were too high and not easily noticeable.

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?

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 or King Street they would not know where to go to catch their bus. Members recommended that there be a bus route sign at both entrances at King and Main Streets.

The yellow lettering and white lettering are very difficult to see on the glass of the terminal building. Is there at least 70% contrast, as recommended by the 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.

At the December 14, 2009 meeting, Don Hull from Transit, 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.

There are no signage for designated waiting areas for persons in wheelchairs and scooters, along the bus lanes and in the terminal building.

Most of the signage, that was present, were 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. Members recommended increasing the number of signs and having them lowered, when appropriate.

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 the HSR staff.

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.

In addition, 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.

1.4 Emergency Call Button

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.

1.5 Bus Route Maps

No bus route maps were installed at the time of the tour. 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.

1.6 Automatic Door Opener

The automatic door opener to allow entrance to the terminal building is on the wrong side of the door.

1.7. Bus Schedules and Brochure Holders

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 are 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.

1.8. Accessible Washroom

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 manoeuvre a wheelchair up to use the sink. An 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. 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.

The automatic door opener for the washroom, was not available for testing. Lighting was not installed yet.

1.9. Colour Contrasting and Size of Decals on Glass Doors and Walls

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 the glass doors and walls is hardly noticeable and someone can easily bump into the glass doors and walls. 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.

1.10. Bus Stop Announcements

How much notice/time will a rider have when the bus is entering the terminal, to get to the bus stop? Can the buses be announced, at least twice, over the PA, when they are arriving and continuous over the LED boards until the bus is ready to depart?

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.

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.

1.11. Accessible Ramps

The ramp in the middle of the terminal that takes pedestrians/riders to the other side of the bay is at 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. 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. 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.

1.12. Yellow Warning Strips

Yellow warning strips have not been installed at all stairs, sidewalks and curb cuts. This is essential for safety.

1.13. DARTS Drop Off Areas

There were no signs indicating where the drop-off area is for DARTS vehicles and/or taxis?

1.14. Timers for Cross Walks

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.

1.15. No Smoking Signage

Smoking should not be allowed in the service areas, terminal building and shelters. Please post no smoking signs.

1.16. Travel Training

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.

1.17. Customer Service Representative

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.

Status Update:

Staff to follow up on the deficiency list of the MacNab Street Terminal.

2. Social Housing

The Built Environment Sub-committee (BESC) continued its work on social housing during 2011-12. The committee learnt that its recommendation of 5% funding being used for developing accessible units is being implemented. The following issues are still outstanding;

- New construction projects still do not follow Barrier Free Design Guidelines.
- Accessible parking spots in private lots are not being monitored (reference item #18 of 2010 motions).

In July 2011 meeting of the ACPD, Gillian Hendry shared the follow up report and the committee made the following recommendations;

- 18% of the Hamilton population are persons with disabilities, hence 18% should be accessible housing
- 5% accessible unit for people with disabilities is current and another 10% to be added over the next 5 year.
- Consider including guidelines that plywood be installed behind drywall, in the event that hand rails are needed at some later point in time and 3 feet wide hallways and 45 degree angle corners.

Status Update:

Staff to forward a copy of capital projects, designs and drawings. BESC can review all the capital projects and select the ones that they want to follow. Maxine Carter will bring a sample of checklist for the base guidelines

3. Bus Stop Placement and Design

T. Wallis (member BESC) gave an update on the initiative, highlighting major gaps in the existing bus stops. She also informed the committee that in the next phase she will take pictures of bus stops from Ancaster and Stoney Creek as well. The committee was informed that as a result of this report and initial assessment, some bus stops have already been fixed for improved access, ramp platform and furniture placement. Other issues highlighted were;

- The lack of side walks on Rymal Rd.
- Some side walks are the same color as the road and it's difficult for some people to see where the side walk ends and can lead to accidents or falls.

Status Update:

A list of inaccessible bus stops has been sent to Public Works for immediate attention and repair.

4. Roundabouts Follow-up

The committee noted that new roundabouts are being constructed in the Binbrook region, which is directly opposing the Council direction of 2010 in which it directed departments to consult with BESC before proceeding to design and build any roundabouts.

Status Update:

Pending

5. BFDG manual review and updating

The committee was informed about the Status Update of BFDGs review project. Staff from Public Works has been assigned to the project to review and update the Barrier Free Design Guidelines in collaboration with ACPD and BESC.

Status Update:

M. Carter will be representing Access and Equity Office and update committee on this initiative accordingly.

6. Accessible Pedestrian Signal Presentation

The committee received a presentation on the APS in December 2011. Ron Gallows, Public Works shared the draft report which was presented to the GIC in April 2012. The Report recommendations are twofold:

- To standardize on Polara Navigator equipment
- That APS standard be installed at every new and reconstructed traffic signal

Other items under discussions were;

- Retrofits are more expensive, \$64,000/location while new system cost is \$15,000 plus \$300/button (\$1,200).
- The developers of strip malls are being charged if lights are required during construction, but if lights are required after construction, The City bears the cost.

In the ensuing discussion it was also recommended that the requirement for mobility training to be coordinated through the City's Access and Equity office to ensure that expert training is provided through expert sources.

ACPD report to GIC in Dec. 2010 recommended that staff report back on:

- An implementation plan, including financial and human resources needed for a replacement and installation plan and that the installation Accessible Pedestrian Signals (APS) be at all traffic signals by 2025 to meet the goals of the AODA 2005
- If Traffic Engineering is unable to carry out the implementation by 2025, then they must develop a strategy to identify new sources of funding to meet 2025 timeline.

- 1) As a result of those recommendations, a staff review revealed that the program to retrofit all (530+) signalized locations, plus new installations by 2025, would cost over \$40 million or \$3.1M/year. It was also revealed that there are no current or future funding source to support a full retrofit program, therefore staff recommends use of existing signal installation funding of \$150,000 annually towards APS installations at new signal installations.
- 2) The priority list approved by the ACPD in collaboration with CNIB to retrofit existing locations will be the first priority starting 2012.

Status Update:

A discussion was held in the March 2012, meeting on the travel training by Lawson Ministries. A list of intersections was sent to T. Wallis for review to identify intersections that are deficient (February 2012). This list will be shared with Traffic Engineering for immediate attention to ensure the signalized intersections are repaired.

7. Hamilton Entertainment and Convention Facilities Inc.

The BESC sent recommendations to ACPD regarding the issue of interlocking bricks in HECFI, requesting a replacement plan. ACPD recommended to Council that the Public Works department to prepare a report on the cost and implementation plan for the replacement interlocking bricks. .

Status Update:

Public Works report was submitted to ACPD in August 2011 and was referred to BESC.

8. Lister Block

A list of deficiencies was developed after the BESC tour of the site on March 19, 2012.

The following areas of concern were highlighted in the report.

1. Exterior of Building

- Curb cuts near parking lot and accessible parking spot are missing (ref Barrier Free Design Guidelines (BFDG): 5.1.5- Exterior Pedestrian Routes). BESC recommends to build rolling curb at the main entrance, since the existing curbs are too high to be wheel chair accessible. (ref BFDG: 5.1.5.2).
- Side walk near accessible parking spot is not graded properly (ref BFDG: 5.1.4.8- Running slope not steeper than 1:20).
- The size of accessible parking spot seems to be narrow, which will act as a barrier for persons with mobility devices or wheel chairs while coming in and out of their vehicles (ref BFDG: 5.1.6.3 a- measures 2700 mm wide with an adjacent aisle of at least 2400 mm).
- Accessible parking spot does not have diagonal markings (ref BFDG: 5.1.6.3 c).
- Only one accessible parking spot out of 35 parking spots (ref BFDG: 5.1.6.1 c iii- provide 1 accessible parking space where 25 parking spaces occur). The Built Environment Committee recommends adding another accessible parking spot to facilitate persons with disabilities to access services from offices in Lister block.
- The accessible parking signage is too low which will be obscured by the other vehicles in the parking area. It is recommended to increase the height of accessible parking

signage (ref BFDG: 5.1.6.2 b ii- be installed at a height of 2100 mm to 2200 from the ground).

- Absence of DART pick up/ drop off point near the building (ref BFDG: 5.1.6.8 a & c- shall be located on the shortest possible route).
- The main entrances/ doors to the building are missing decals (ref BFDG: 6.7.1- Design requirements).

2. Main Floor

- Doors on the main floor area do not meet the criteria in Barrier Free Design Guidelines (ref BFDG: 5.1.9.2- Clear opening width of doorways shall be at least 950mm).
- Lighting in the main floor area is not bright enough at several locations especially accessible washroom and elevators area (ref BFDG: 6.2 .2 f- Lighting should not be less than 200 Lux).

3. Toilets

- Accessible washroom has the L-shaped bar that should be changed to the diagonal bar for better grip and angle to use (ref BFDG: 5.2.3.4).
- Install adult change table in the accessible washroom (ref BFDG: 5.2.7.5).
- The entrance to the washroom area does not have power door opener (ref BFDG: 5.1.9.11- Power assisted doors) and require a lot of force to open them (ref BFDG: 5.1.9.10 c – Door opening force for pulling and pushing shall not be more than 38 N).

4. Decals

- Decals on the doors and windows are missing throughout the hallway. (ref BFDG 6.7.1- Design requirements)

5. Tourism/Visitor Centre

- The wooden doors leading to the hallway do not meet BFDG. (ref BFDG: 5.1.9.2- Clear opening width of doorways shall be at least 950mm)
- Lighting in the Tourism Area is not bright enough due to dark color of floor. (ref BFDG: 6.2 .2 f- Lighting should not be less than 200 Lux)
- The tiles on the floor of the Tourism area are uneven, which may pose a risk of tripping and falling to the persons with visual impairment especially those who use white cane. (ref BFDG: 5.1.2)

6. 6th Floor

- The glass walls need contrasting decals (ref BFDG: 6.7.1- Design requirements).

7. Accessible Toilets

- The Braille on the entrance to the washroom is too high (ref BFDG: 6.7.1 i- The centerline of signage shall be 1475 to 1525 mm). The committee also recommends to ensure that the size of signage must comply to the criteria set in BFDG (ref BFDG: 6.7.3- letters and numerals on signs).
- Accessible washroom has the L-shaped bar that should be changed to the diagonal bar for better grip and angle to use. (ref BFDG: 5.2.3.4)

- The urinals are too high in the men's washroom and does not have any grab bars (ref BFDG: 5.2.5. 1 to 7). The committee recommends if there are two urinals, consider lowering one.
- The toilet paper dispenser is too far away from the toilet fixture because of vertical grab bars (ref BFDG: 5.2.3.5).

8. Basement

- Glass walls need contrasting decals (ref BFDG: 6.7.1- Design requirements)

9. Meeting Room

- The counter tops are too high for persons using wheel chairs. (ref: 5.3.6)
- Common area cabinets under the sinks made both sinks inaccessible for wheel chairs. As a result both counters do not offer any open access for persons using wheal chair for washing and cleaning. (ref BFDG: 5.3.6)

10. Toilets

- Accessible washroom has the L-shaped bar that should be changed to the diagonal bar for better grip and angle to use. (ref BFDG: 5.2.3.4)
- The entrance to washroom areas does not have the automatic door opener and require a lot of force to open them. (ref BFDG: 5.1.9.10 c – Door opening force for pulling and pushing shall not be more than 38 N)
- The committee recommends to install an adult change table. (ref BFDG: 5.2.7.5)
- Shower stall has 2 inches raised lip, which is inaccessible for wheel chair users. Shower head is too high, need to be installed closer to the ground (ref BFDG: 5.2.9.4- maximum height of 1200 mm from the floor)
- Install grab bars in the shower stall. (ref BFDG: 5.2.9.10 d- Two grab bars)

Status Update:

The BESC invited Megan House, Planner, Planning and Economic Development and Susan Monarch, Acting Manager Tourism to attend a future Built Environment Sub-Committee meeting, to discuss issues and concerns regarding the Tourism office located on James St. in the Lister Block.

9. Community Gardens

BESC requested staff to produce an update on the community garden project at Victoria Park. The committee would like a follow up report since the garden is in its second/ third year. The objective is to ascertain how many persons with disabilities were given an accessible garden plot, were there any issues and learning for the next year.

Status Update:

In progress.

10. Churchill Park Master Plan

An update on the progress of Churchill Park Master Plan including some feedback from the community consultation:

- There is significant erosion that needs to be fixed in this park
- Committee members were concerned about the lack of accessible pathways throughout the park, lack of parking available to the users and poor designing of the park.

The BESC recommended that the pathways and trails be designed with the intentions that wheelchairs, scooters, walkers and strollers have access to all areas. The matter was also referred to the chair of the Conservation Authority.

Status Update:

The park master planning process has followed the six phases:

- a) Phase 1 - Problems and Opportunities Identification
- b) Phase 2 - Criteria for Success
- c) Phase 3 - Develop Alternate Solutions
- d) Phase 4 - Develop Design Concepts for Preferred Solutions
- e) Phase 5 - Prepare Draft Master Plan and Supporting Report
- f) Phase 6 - Obtain Master Plan Approvals

As of April 2, 2012, the project is in Phase 5 of the process. The 3rd Public information Centre (P.I.C.) was held on March 29, 2012 to present the draft master plan and supporting presentation materials.

11. Capital Projects for review in 2012-13

The BESC finalized a list of projects which it will review during 2012-2013.

Under Public Works: Part A – Projects Identified in the 2011 Capital Budget for 2012 Implementation:

- Wellington St./Victoria Ave. – Barton to Burlington/Sawyer Rd/Birch St./Burlington St.
- Sidewalk Replacement program
- Traffic Signal Electrical Infrastructure Improvements program
- Traffic Controller Replacement program
- Traffic Signal Communications System Modernization program
- SERG (Storm Event Response Group) – Garside – Main to Dunsmuir
- SERG – Park Row, Province, Graham, Houghton, Wexford, Huxley – Main to Roxborough

Under the Community Services – Recreation Division:

- Ivor Wynne Stadium Rehabilitation
- Lower Stoney Creek (Winona) Rec Centre
- Parkdale arena Retrofit & Code Compliance
- Parkdale Outdoor Pool- Refurbishing and Redevelopment

Part B – Multi-year Projects for 2012 Implementation:

- Jerome Neighborhood Park
- Battlefield Park – King St. W. – Centennial Pkwy Cmr

Status Update:

Projects are under various stages of implementation. Access and Equity staff will provide regular updates and follow up with other City departments.

12. Accessible parking Spaces

The BESC was informed that the accessible parking spaces in private lots are often being used for delivery trucks, management and dumping snow. Later on staff attended a meeting to provide information regarding accessible parking space.

In February 2012 meeting of BESC, Kevin Burtis, Parking Adjudicator, Hamilton Municipal Parking System and Shannon McKie, Planner, Zoning and Bylaw Reform attended meeting to answer the following questions.

- How is parking enforcement managed when you are dealing with private property/parking lots?
- What are the criteria for Accessible Parking Spots?
- What is the fine for illegal parking at the Accessible Parking spot?
- How are on-street parking signs enforced and what are the exemptions?
- How can we be assured that accessible parking spots are set aside when a new parking lot is constructed?
- Who decides about the size of accessible parking spot?
- Can HPS enforce the disabled parking spots?
- What is the obligation of owners to put up signs?
- What if the accessible parking signage that is often painted on the ground is buried under snow, how would it be enforced?
- What kind of information is given to accessible parking permit holder?

The BESC recommended to Council that Zoning, Planning and Bylaw Enforcement Divisions come together to design enforceable accessible parking spots, which will be implemented into every parking lot within the City of Hamilton, whether private or public. The committee also recommended that Council instruct staff to review and update the bylaw #01-220 to include accessible parking space violations and that the violations be enforced by Bylaw Enforcement and the Hamilton Police Service.

Status Update:

Ongoing discussion and consultations with Planning and Bylaw Enforcement Division.

13. Gore Park

Le Ann Seeley, Landscape Architect, Environment and Sustainable Infrastructure presented the Gore Park Master Plan to committee. The project is at the 5th stage of implementation and will continue with functional plan design and meet with remaining stakeholders and divisions.

Preliminary costing to begin shortly, in order to meet the deadline for implementation of the pilot phase in June 2012. The pilot site will include the Queen Victoria monument, garden and fountain areas.

There were a number of questions posed to the staff:

- What is the level of pedestrian walkway and road?
- What is the solution for interlocking bricks and unit pavers, which are bumpy for wheelchair and pedestrians?
- What is the rationale behind using the customized blocks?
- How are the path of travel and sidewalks planned?

- What is the other use of clear path area?
- What is the width of clear path area?
- How would you address the barriers posed by patio areas?
- How would the delivery of goods be done?
- Will the Urban Braille be on both sides of the clear pathway?
- How would the traffic be managed on intersections?
- Did you communicate with CNIB on the orientation of mobility on the crossings?
- What percentage of paving needs to be replaced?
- Is there any DARTS drop-off area?

Status Update:

The construction started in June 2012, with a completion date of September 2012 for this phase.

14. Accessibility Features for Public Spaces

The “Accessibility Features for Public Spaces” tools and guidelines for considerations by the private developers and contractors, when submitting to City staff for site plan approvals has been developed. The tool will be used when providing comments to the staff responsible for the site plan reviews and approvals. .

Status Update:

Staff is preparing the final checklist as per the direction of BESC.

15. Locke Street Bridge

The committee requested an update from the responsible staff person regarding the Status Update of Locke Street Bridge.

Status Update:

Staff to follow up.

16. Update regarding Pedestrian Bridge over QEW and Confederation

The committee requested an update regarding the inclusion of an accessible washroom at the other side of bridge along the parking. The committee also requested a bus stop to be placed near the entrance to the bridge.

Status Update:

Staff to follow up.

5.1.2 Customer Service Standards Sub-Committee

No update during the period.

5.2.3 Transportation Sub-Committee

Status Update of Current Activities or Initiatives 2011-2012

1. AODA Integrated Accessibility Standards

ATS delivered various presentations on the Integrated Accessibility Standards and what are the proposed compliance deadlines. Following items were discussed.

I- AODA Integrated Accessibility Standard compliance deadline July 1, 2011

- a) Sec. 61 (Indicators and alarms)
 - Is there a warning sound when the ramp is deployed on HSR buses?
 - Do HSR buses have warning (flashing) lamps onboard?
- b) Sec. 35 (Non-functioning accessibility equipment)
 - To review the HSR & DARTS protocol/policy in effect which, addresses non-functioning accessibility equipment?
 - Do HSR buses currently have ramps at both doors?
- c) Sec. 46 (Fares)
 - To review the HSR protocol/policy in effect regarding the voluntary fare payment system. Current HSR voluntary fare payment system is unfair and inequitable, as it only applies to persons using a wheelchair, scooter or walker; it does not apply to persons who have a visual or cognitive impairment.
- d) Sec. 51 (Pre-boarding announcements)
 - To review the HSR protocol/policy in effect regarding pre-boarding announcements.
 - It was also requested that a Bus Hailing Kit to be shown to the members TSC.
- e) Sec. 52 (On-board announcements)
 - Do all buses in the HSR fleet have automated on-board announcement technology?
 - Some buses used as “school extras”, do not have the automated onboard announcement system in effect.
 - Members noted that the adjusted volume for ambient noise adjustment was not always sufficiently louder; still difficult to hear.

II- AODA Integrated Accessibility Standard compliance deadline January 1, 2012

- a) Sec. 34 (Availability of information on accessibility equipment, etc.)
 - The TSC would like to obtain a list of all accessibility equipment/features for conventional transit (HSR) and specialized transit (DARTS).
 - Members requested to know what options are currently available for alternate formats.
- b) Sec. 37 (Emergency preparedness and response policies)
 - ATS to prepare draft policy statement.
 - ATS gave overview of existing emergency procedures for both conventional (HSR) and specialized (DARTS) transit.
 - Members asked if the emergency procedures for VETS (DARTS subcontractor) are the same as that for DARTS.
 - Emergency procedures are to be posted on the City’s website.
- c) Sec. 44 (General responsibilities)

- TSC to review a copy of the HSR instructions to operators regarding providing assistance to persons with disabilities.
- Is there any confirmation that all HSR operators have read these instructions and are aware of their obligations?

d) Sec. 47 (Transit Stops)

- The TSC had a detailed discussion on the provision of specific instructions to operators and safety of passengers and relationship between current requirements and those of AODA Customer Service Standard.

e) Sec. 48 (Storage of Mobility Aids, etc.)

- The committee was informed that HSR does not store or secure mobility aids onboard buses.

f) Sec. 49 (Courtesy Seating)

- Use of two (2) sets of signage onboard HSR buses, one (1) for priority seating (for persons with disabilities) and a second set for courtesy seating (for other persons requiring special seating, such as; seniors, pregnant women, parents with young children).
- Transit Working Group is developing standardized signage for transit properties in the Province
- HSR considering implementation of appropriate automated announcements to remind passengers of requirements.
- Recommendation to maximize number of signed priority/courtesy seats.

g) Sec. 74 (Companions and Children)

- Discussion focused on minimum age for a passenger to travel independently on specialized transit (DARTS)
- ATS has met with the City's Access & Equity staff to discuss this issue.
- ATS contacted other transit providers in Ontario and there is significant variation regarding minimum age for children to travel independently

III- AODA Integrated Accessibility Standard compliance deadline January 1, 2013

h) Sec 66 (Fare Parity)

- It was noted that DARTS vehicles will not have fare boxes onboard.

i) Sec. 69 (Co-ordinated Service)

- Staff provided an update on the current co-ordinated services between ATS and neighbouring municipalities
- It was also noted that Metrolinx is forming a working group of specialized transit properties with a focus on cross-boundary transportation (1st meeting in April)

j) Sec. 67 (Visitors)

k) Sec. 70 (Hours of Service)

l) Sec. 73 (Service Delays)

- ATS are currently working with their software provider to finalize plans for the implementation of online trip bookings (casual trips only) in 2012.

m) Sec. 78 (Duties of Municipalities)

Following presentation, subcommittee members requested to review Accessibility Plans for Conventional and Specialized Transit (Sec. 41- 43) prior to adoption by Council. Subcommittee members also requested to review various policies for ATS and DART and to provide their feedback.

Status Update:

In progress

2. Accessible Buss Stop Design

ATS provided an overview of the recommendations made by the Transportation Subcommittee Working Group on Accessible Bus Stop Design in 2007, which included three specific sections, as follows:

- 1) Accessible Bus Stop Design Criteria;
- 2) Locations and Site Conditions of Bus Stops; and,
- 3) List of Priority Bus Stops that require Improvements.

Members showed their concerns regarding accessible bus stops for persons with visual impairments or those persons who are blind.

It was noted that the automated bus stop announcement system on buses should be used externally in order to advise passengers with visual impairments as to which bus route is available, this is especially convenient for those bus stops served by multiple bus routes.

The HSR Planning is currently reviewing accessible bus stop design for both new and renovated bus stops, and noted that the City's Barrier Free Guidelines provide information on accessible bus stops and shelters.

Status Update:

It was agreed that the recommendations previously made by the Transportation Subcommittee Working Group on Accessible Bus Stop Design in 2007 to be distributed to members at the next meeting for review. It was also agreed that the following information regarding HSR bus stops and service be circulated to members for discussion at the next meeting:

- Current design guidelines for accessible bus stops and shelters;
- Determination of location for bus stops;
- Removal of inaccessible bus stops or improvements for accessibility; and,
- External announcement on buses at stops to indicate bus route.

3. Service Policy Review: Passenger Carry-on Items on DARTS

The Transportation Sub-committee received update on the existing ATS policy regarding carry-on items on DARTS, and advised that it will be reasonable to have no limit on the number of carry-on items provided that such items are under the control of the passenger, companion or support person.

- Members discussed exceptions and limiting conditions pertaining to the policy.
- Members inquired if the same policy applies to minivan (VETS) drivers.
- It was also noted that DARTS drivers will stow and secure items onboard vehicles for which passengers are unable to maintain under their control, however it is not their responsibility to carry items for passengers.

Status Update:

No further action required. Another review will be done in 2013.

4. Eligibility and Registration

The City Council approved the budget for the new ATS eligibility policy in April 2012, and for ATS the anticipated implementation date for new application for eligibility will be in is Fall 2012.

Status Update:

ATS will be coordinating meetings with the Eligibility Project Steering Committee to guide the implementation of the new eligibility policy.

TSC advised that a representative from the Canadian Council for the Blind (CCB) should be included in the Eligibility Project Steering Committee.

Request for Proposals (RFP) for Third-Party Functional Assessment of new applicants has been posted by City's Purchasing Department.

ATS is working on RFP to retain an agency to coordinate Travel Training on fixed-route conventional transit – Council approved funding for a Pilot Project which was initiated during the Fall of 2011 by Lawson Ministries (Salvation Army). ATS is also expecting a progress report from this agency by Summer, 2012.

TSC was informed that due to the anticipated growth in the demand for specialized transit service for ambulatory (non-wheelchair) trips, the DARTS service will be expanded to coincide with the growth in demand in order to accommodate trip requests.

ATS will appoint three additional three (3) Customer Service Representatives to assist with the new eligibility policy and other related customer service duties, such as handling of Customer Contacts and complaints.

Members requested the implementation plan for the new eligibility policy. A project manager will be hired to coordinate the implementation of new policy. Members requested details on the eligibility criteria under the new policy as well as the criteria used to evaluate the selection of the third-party contractor, who will be conducting the functional assessments of applicants.

5. DARTS Contract Renewal and Functional Changes

The TSC received a Status Update on the DARTS Contract Renewal, Mobile Data Terminals (MDT's) and advance reservations. The TSC was also informed that MDT's are being installed on DARTS vehicles and eventually DARTS will have it's own IT network and support for advance reservations.

Communication regarding new responsibilities for DARTS will be distributed, through various types of media (i.e. Service Bulletins (take-ones) on DARTS vehicles, ATS webpage, ATS Phone System) to all registered passengers prior to changes being implemented – specifically, DARTS will be responsible for advance trip bookings, while ATS will maintain Customer Service duties

Status Update:

The RFP was posted in April 2012 and City's Legal Department has assigned a staff person to review the DARTS Contract Renewal document.

A total of three (3) consultants/agencies submitted proposals for the RFP for MDT's – ATS noted that all of these consultants/agencies have the skills and knowledge to successfully complete this project

Draft communication documents regarding the functional changes for both ATS and DARTS have been forwarded to HSR Communications staff for completion.

ATS delivered a presentation regarding companions and children policy for both ATS and DARTS. Other discussion items were the requirements as per AODA Integrated Standard, current ATS-DARTS policy/procedures and the minimum age for children to travel independently amongst various specialized transit properties.

It was noted that once the new eligibility policy for ATS will be implemented then the minimum age for a child to travel independently on DARTS could be determined through the functional assessment process.

6. HSR Service

The following HSR service issues were highlighted by the members TSC during 2012.

- Signage for priority and courtesy seating: The signage for both priority and courtesy seating has been installed on all HSR (conventional transit) buses
- Automated Stop Announcement System (ASAS) – Ranger;
- Wheelchairs and Accessible Low Floor Buses; and,
- Inoperable interior lights on buses: Members noted that the interior lighting on buses is a concern as sometimes these lights are not always working which is a problem for passengers especially for those with visual impairments.
- Complaints and Service Issues: It was discussed that any complaints or service issues regarding HSR should be reported to HSR Customer Service for investigation and action.
- Onboard audio announcement system: Members advised that quite often the extra add-on buses do not have an onboard audio announcement system in operation.

Status Update:

ATS followed up with HSR (Transit) staff regarding above mentioned service issues and reported to the TSC that automatic audio announcement system for the extra add-on buses has been added to their existing list of work priorities.

HSR drivers were also informed to advise passengers with a recognizable disability when the automated bus stop system is inoperable, and to assist passengers who request that their stop be announced manually.

The committee was also informed that based on HSR policy, passengers who use a wheelchair or scooter are not required to use the seatbelt that is supplied on HSR buses, this is contrary to DARTS policy, where all passengers are required to use the seatbelts supplied onboard DARTS buses

ATS to contact HSR staff and confirm if HSR service policies are distributed to customers through various types of media (i.e. brochures, website). ATS to review the Highway Traffic Act regulations regarding the use of seatbelts on public transit vehicles and report to members at next meeting.

6. ATS Performance Reports – 2011 Year End

ATS performance report was shared with members TSC in May 2012. Members reviewed the 2011 Year End ATS Performance Report and specifically discussed the following:

- Significant reduction in DARTS trips refused from 2010 to 2011 could be result of different coding between ATS and DARTS.
- Advance cancellations and subscription trips placed on hold are used to accommodate waiting list trips.
- ATS and DARTS are collaborating to reduce trips cancellation at door and no shows.
- Mobile Data Terminals to be installed on DARTS and VETS vehicles is Fall, 2012;
- Approx. 100,000 trips were cancelled on-time, late or no show which represents 20% of all trips booked;
- DARTS operating budget is approx. \$12 to \$13 million.
- Average cost for a trip on DARTS is approx. \$30 to \$35.

Status Update:

Members requested that ATS provide a breakdown of both ATS and DARTS Operating Costs and Revenues.

7. DARTS- Seat Belt Policy

Members inquired about the seatbelt policy for DARTS and advised that the only crash tested securement systems for transit are Q-Straints which are those systems that are supplied onboard vehicles. It was also noted that there is currently a signage onboard DARTS vehicles which states something to the effect as follows: “No Seatbelts, No Service” - members advised that this signage is offensive and derogatory.

Status Update:

ATS confirmed that the signage posted onboard DARTS vehicles which had the following message: “No Seatbelts, No Service”, had been removed from all DARTS vehicles since May 2012.

6. ACCESS & EQUITY STAFF SUPPORT COMMITTEE

Mandate:

- support the Access & Equity Co-ordinator in areas of responsibility (e.g. strategies, policies & procedures, identification and elimination of systemic barriers) as they interface with each department
- co-operate in identification of needs, emerging issues and trends and barriers to access & equity
- assist in service, policy and program review
- facilitate access to appropriate departmental staff to develop and implement strategies
- assist community groups to liaison with appropriate departmental staff
- provide input and updates on issues, barriers and initiatives from the departments' point of view

- plan strategies to implement change

In order to meet the ongoing requirements of the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities, 2005 the staff support committee will undertake the following more specific roles:

- acquire feedback from appropriate departmental staff with respect to the information required to complete the accessibility plan on an annual basis
- obtain information with respect to identification of needs, emerging issues and trends, the steps that have been taken to identify, and eliminate barriers in order to achieve accessibility for persons with disabilities, the progress achieved on the initiatives planned for the year, and any new initiatives scheduled for the coming year
- share information with departmental directors or managers with respect to progress, directions, deadlines and decisions that need to be made with respect to future initiatives
- participate in the review of the final report and development of the annual accessibility plan.

The Access and Equity Staff Committee meets monthly to provide input into access and equity initiatives and strategies including the AODA 2005 ongoing Accessibility Plans and the implementation requirements of its Standards.

Status Update of Activities:

The committee meets monthly and continues to provide input into various activities including the development of the Equity Policy and the implementation of the AODA and its standards.

7. OFFICE OF THE CITY MANAGER

- With recent organizational changes, strategies for channel improvements, including the city's website, will be directed from the City Manager's office.
- An inventory of city-run or hosted websites will be collected. Business units responsible for those websites will be contacted to provide their plans for ensuring AODA compliance.
- Standard font styles will be applied to the city's website to enable low and no vision alternatives using commonly available browser features

7.1 Division: Human Resources

Mandate: To provide human resource management programs and services to enable the City to meet its goals, consistent with Council and regulatory requirements.

7.1.1 Section: Organizational Development (OD)

Status Update of Current Activities or Initiatives 2011-2012

1. Activity or Initiative

Diversity Survey – renamed INCLUDE ME! City of Hamilton Workforce Census

Actions to date:

City of Hamilton Workforce Census - OD has focused on follow-up communications plans - communicating the results of the 2010 corporate-wide Workforce Census to the organization. (To Council Volunteer Advisory Committees, DMTs, EDMTs and all employees.) OD has developed a Manager Tool Kit to support the information determined by the data collection from the WC.

An Information Report was delivered to Council on Workforce Census Results with recommendations outlined.

OD has drafted a 5 year work plan to begin addressing the Workforce Census Recommendation in collaboration with Access and Equity and Immigration Strategy.

OD has responded to support requests from 8 other municipalities who are interested in conducting their own Workforce Census projects.

OD has joined and been a guest speaker at the GTA Diversity and Inclusion Roundtable where the group's focus is progressive inclusion practices.

Status Update:

Ongoing.

2. Activity or Initiative

Workplace Emergency Information: Policies and Procedures

Actions to date:

The staff from Human Resources worked with Access and Equity Office to develop policies and procedures for the implementation of the AODA Integrated Accessibility Standards. A number of consultations were carried out with members of IAS sub-committee and ACPD.

Status Update:

Complete.

8. DEPARTMENT: CORPORATE SERVICES

Mandate:

- to provide for efficient delivery of administrative services
- to support Council and the operating departments in the delivery of programs
- to advise on and develop fiscal strategies for Council

8.1 Division: City Clerk

No update

8.2 Division: Customer Service Access & Equity

For the benefit of all residents, the Customer Service, Access & Equity Division provides integrated customer service initiatives through voice, e-mail and in-person service delivery at the Customer Contact Centre and the Municipal Service Centres. The Access and Equity office develops and implements internal and external initiatives that forge relationships and partnerships to identify needs, barriers and strategies, in order to ensure inclusive access to City services, programs and opportunities, with an emphasis on equity and inclusion requirements.

8.2.1 Section: Access and Equity Office

The Access and Equity Office coordinates the yearly Accessibility Plan and is responsible for submitting the document to the province. The office assists departments with understanding, interpreting and implementing the yearly Accessibility Plan and the municipal responsibility under the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities 2005. The Access and Equity Office is currently working on the implementation and monitoring of AODA Customer Service Standards.

The City of Hamilton is committed to ensuring that Council, all levels of corporate management and staff, plan implement and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities and their families to barrier-free programs, services and opportunities. In so doing, the City implements the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 according to the legislation's standards for: Customer Service (already approved); Transportation; Employment; the Built Environment; and Information and Communications.

The City of Hamilton will continue to support and seek advice from the Advisory Committee for Persons with Disabilities with respect to issues of accessibility that include policies, programs, services and opportunities.

Status Update of Current Activities or Initiatives 2011-2012

1. Activity or Initiative

Monitoring implementation of the AODA 2005, Customer Service Standard

Actions to date:

Access and Equity staff provided support and advice to City staff on the implementation of Customer Service Standard Policy and Procedures through training, information sessions and one on one consultation.

- 1) Up gradation of Access & Equity Website: The Access and Equity Office website has been redesigned and is now in compliance with WG3 level 2 and it is easier to access information now.
- 2) Procurement of Assistive devices: From July 2011 to June 2012, the Access and Equity Office procured more assistive devices as a result of user feedback and consultations with various City departments on the basis of the effectiveness of existing devices.
- 3) Up gradation of Accessibility Features Checklist: The Access & Equity Office has started the process to upgrade the location wise accessibility features checklist, which will be made available eventually for the planning of accessible events in City Programs and Services.

4) Consultations with Staff

AODA Customer Service Standard: Access and Equity Office was consulted throughout the year to implement AODA Customer services Standards.

Status Update:

Complete.

2. Activity or Initiative

Workplace Emergency Information: Policies and Procedures

Actions to date:

The staff from Access and Equity Office worked with ACPD and Human Resources to develop policies and procedures for the implementation of the AODA Integrated Accessibility Standards.

Status Update:

Complete.

3. Activity or Initiative

Implementation of the Barrier Free Design Guidelines (BFDG) 2006

Actions to date:

Access and Equity staff provided support and advice to City staff on the implementation of BFDG through training, information sessions and one on one consultation.

- 1) Input in the facility renovation projects. Access and Equity Office provided input on several facilitates which are being renovated to ensure that BFDG are met.
- 2) Input in the designing of new Capital projects. Access and Equity Office provided input in the designing of the new project to ensure that they are fully accessible and meet BFDG.
- 3) Input in defining barriers: The Access and Equity Office helped departments and facility management in defining Physical, Technical and Architectural barriers at various locations.
- 4) Tours and Audits: The Access and Equity Office facilitated ACPD, BESC and City Departments in the identification of barriers towards the fulfillment of the BFDG in new developments and renovations by conducting site visits.

Status Update:

Input has been provided on 33 projects to improve the accessibility by reducing barriers.

4. Activity or Initiative

Implementation of Project: Barrier Identification Tools

Actions to date:

The tool is required for by-law & Policy review and development that meets the requirements of the AODA 2005 and the City's Equity & Inclusion Policy. The Access and Equity Office is overseeing this project. The Access and Equity Office organized various first and second stage consultations with City Staff involved in the Policy, Procedures, Services, Applications, By laws, and Processes.

Status Update:

The final tools are being reviewed. The project is due to complete by the end of 2012.

8.3 Division: Financial Services

Mandate: To provide financial reporting and record keeping, payroll and pensions services, procurement and payment of goods and services to both internal and external customers.

No update for this period.

8.4 Division: Information Services

Mandate: To take a leadership role in delivering comprehensive Information Services, to meet the City's vision and corporate goals in an efficient and cost-effective way for the benefit of the City organization and the community.

1. Activity or Initiative

Review of web content requirements

Actions to date:

The release of the AODA web content requirements has necessitated a review of how external and internal web sites are developed and presented. Information Services has undertaken an analysis of current practices and development standards with the conclusion that current methods are not wholly compatible with the new AODA Level AA standards. As such, IS is in the process of re-writing the development standards documents to ensure that all future web development meets level AA requirements.

Status Update:

In progress

8.5. Division: Taxation

Mandate: For the benefit of all residents, the Customer Service, Taxation Division provides integrated customer service initiatives through voice, e-mail and in-person service delivery at the Hamilton City Centre.

No update

9. DEPARTMENT: HAMILTON EMERGENCY SERVICES

9.1 Division: Fire

MISSION STATEMENT: Protect and promote quality of life and public safety.

Status Update of Current Activities or Initiatives 2011 – 2012

1. Activity or Initiative

Office design and emergency evacuation procedures for persons with disabilities

Actions to date:

Consulted on office design and emergency evacuation procedures for persons with disabilities and identified the following barriers:

1. Accessible office location
2. Emergency Procedures

Status Update:

Ongoing

2. Activity or Initiative

Move of the main Fire Prevention Office to 55 King William Street and ensuring we meet the barrier free design guidelines

Activities to date:

The move to 55 King William Street took place in January of 2012 and prior to moving in renovations took place which ensured compliance with barrier free guidelines and ensured the office was fully accessible. New design features are in compliance with applicable standards and 55 King William Street is a fully accessible office location.

Status Update:

Complete.

3. Activity or Initiative

Training of Fire Prevention staff in the review of fire safety plans and ensuring the needs of the disabled are adequately addressed.

Activities to date:

All Fire Prevention staff have been made aware of the AODA requirements in the Integrated Accessibility Standard, O.Reg. 191/11 (sec. 27). Fire Prevention staff have worked with City of Hamilton Facilities staff in developing a Fire Safety Plan template that includes detailed instructions for persons with disabilities. Fire Safety Plans in City owned buildings are being updated to this new standard.

Fire Prevention staff have worked with City of Hamilton Health and safety staff in developing individualized workplace emergency response information to all employees with disabilities in an accessible manner, upon request. This will assist in the development of emergency procedures in the buildings fire safety plans.

A new fire safety pamphlet for persons with disabilities was created and has been distributed at many public events. It includes information on fire escape planning and tips for assisting people with disabilities. This pamphlet is also available at the three Fire Prevention Offices and on our Department web site.

A guide book entitled "Emergency Evacuation Planning Guide for People with Disabilities" produced by NFPA will be placed on the Department web-site. This document provides insight on the various disabilities and evacuation information those persons require in the event of an emergency. This will

assist those responsible for creating a Fire Safety Plan to ensure the needs of persons with disabilities is addressed.

Status Update:

This initiative is on-going.

10. DEPARTMENT: COMMUNITY SERVICES

Mandate:

- To provide health, housing, cultural, recreational and social services that promote well being and create opportunities to enhance the quality of life in our community.

10.1 Divisions: Benefit Eligibility, Employment & Income Support Ontario Works Program

Status Update of Activities 2011-2012

1. Activity or Initiative

Affordable Transit Pass Program

Actions to date:

The Pilot Program was implemented in March 2008 and was approved by council in December 2011 to continue funding to December 31, 2013.

The ATP program provides access to an affordable monthly transit pass for employed low-income citizens of the City of Hamilton, including those in receipt of OW and ODSP who have earnings from employment. It is recognized that the cost of transportation can be a barrier to obtaining and maintaining a job. The goal of the ATP program is to assist those who need it most with the cost of getting to and from work thereby increasing the likelihood that they will maintain their job and not slip further into poverty.

Status Update:

Funding to support this initiative is continuing until December 31, 2013. The administration of this program is through Benefit Eligibility Division; Special Supports Program.

10.2 Division: Social Development & Early Childhood Services

Status Update of Current Activities or Initiatives 2011- 2012

1. Activity or Initiative

Review of Special Needs resourcing

Actions to date:

A request for proposal is complete and a consultant will begin work in June 2012 for a community plan which will include a review of special needs resourcing with a completion date of November 1, 2012. This process will include a steering committee that will include City staff and community members.

Status Update:

In progress.

2. Activity or Initiative

Review of supports available to disabled adults who are parents by Occupational Therapy Students

Actions to date:

Literature review complete and submitted to City by Occupational Therapy students in September 2011.

Status Update:

The review included a listing on tools and resources. This was done in conjunction with DANG (Disabled Adult Networking Group). DANG has no plans to pursue any work as a result of the literature review.

3. Activity or Initiative

Pan Am Social Inclusion Action Plan.

Actions to date:

A steering committee has been formed to develop a social inclusion action plan for the 2015 Pan Am games.

Status Update:

In 2012, organizational decision made to have this work led by a community based steering committee. Staff from McMaster University currently Chair the committee, with City staff participating as members.

10.3 Division: City Housing, Housing and Homelessness

Status Update of Current Activities or Initiatives 2011-2012

1. Activity or Initiative

Directory of modified units for persons with disabilities.

Actions to date:

Half of the modified units were assessed in 2008-09. A decision has been made to assess all the units in the City's social housing stock in the 2010 work plan.

Status Update:

All modified units belonging to City Housing Hamilton have been assessed. The remaining modified units are in the work plan 2012-13 to be assessed dependent on resources.

2. Activity or Initiative

Workshop on accessibility issues to provide housing providers with more awareness and understanding of accessibility issues.

Actions to date:

This initiative continued as part of employee orientation since 2009.

Status Update:

Housing providers were given training at a housing provider meeting organized by the City and also attended workshops provided by the Ontario Non-Profit Housing Association.

3. Activity or Initiative

Administering of Centralized Waiting List

Actions to date:

Fengate prepared the centralized waiting list of the accessible units.

Status Update:

All but two housing providers use the centralized waiting list for their accessible units.

4. Activity or Initiative

Housing with Supports Inventory

Actions to date:

An inventory has been developed of housing with supports. The inventory covers a wide range of conditions and support modalities.

Status Update:

The Housing with Supports is on hold until the Housing and Homelessness Action Plan is complete and approved by Council and sent to the province.

5. Activity or Initiative

Residential Care Facility Program Review

Actions to date:

Community Services has conducted a review of its Residential Care Facility (RCF) Program. The RCF program provides affordable supported housing to people with a variety of disabilities and conditions including brain injuries, mental health issues as well as the frail elderly. The review addressed the service needs and determined how the RCF program can most effectively address those needs. The effort will be undertaken to understand accessibility.

Status Update:

Review completed in 2011

6. Activity or Initiative

Resident Satisfaction Surveys and feedback, in family/resident newsletter and a Tenant Engagement Strategy. Accessibility Plans will be monitored and revised accordingly.

Actions to date:

Quarterly tenant newsletter was released in 2011
Tenant Engagement Strategy was developed in 2011

Status Update:

Ongoing engagement as determined by the strategy

10.4 Division: Recreation

Status Update of Current Activities or Initiatives 2011-2012

1. Activity or Initiative:

To provide wheelchair accessible concession counters at Carlisle, North Wentworth, J.L. Grightmire, Glanbrook and Morgan Firestone Arenas.

Actions to date:

Carlisle renovations were undertaken in 2010. Construction of the new North Wentworth Twin Pad Arena is currently under way. The new design will conform with the barrier free guidelines and is scheduled to open in Fall 2012. The Morgan Firestone Twin Pad Arena construction is currently underway with substantial completion in Fall 2011; Concession accessibility will be modified during this construction phase.

Status Update:

Carlisle renovations complete.

North Wentworth Twin Pad Arena – scheduled to open Fall 2012 and is fully accessible

Morgan Firestone Twin Pad Arena – renovations complete; concession counters were not modified during this process

J.L. Grightmire – renovations and expansion in planning phases and are scheduled for 2014/2015

Glanbrook – in planning phase right now to improve accessibility, including automated doors, concession counters, and washroom.

2. Activity or Initiative:

To develop an accessibility Awareness Training Program and to provide customer service training.

Actions to date:

An AODA Awareness Training Program for Recreation Division staff was developed and implemented in late spring 2010.

Status Update:

Current and new employees currently review the AODA Customer Service Guidelines during their orientation and on-boarding. Recreation will be implementing a new inclusion plan in 2012, which integrates the AODA Customer Service Guidelines, with other applicable policies. The Status Update of this activity will then be considered complete.

3. Activity or Initiative

Recreation to complete a facilities review with the purpose of auditing existing efficiencies and deficiencies in building design and equipment.

Actions to date:

The facilities review will be informed by the formal consultation and recommendations established in the Needs Assessment for Persons with Disabilities currently under way.

Status Update:

Complete – 15 facilities were reviewed using the Barrier Free Design Guidelines and reports received. Deficiencies have been identified and will be prioritized and completed as budget allows.

4. Activity or Initiative

Annual Facilities Projects

Actions to date:

A number of facilities have begun to see accessibility changes including facilities recently renovated. Sir Allan MacNab and Laurier have undergone recent changes as well as Chedoke Arena, Inch Park Outdoor Pool and Coronation Outdoor Pool.

Status Update:

Complete. All facilities named above have been renovated to be completely accessible. Westmount and Lower Stoney Creek facility are scheduled to open Fall 2012 and meet the Barrier Free Design Guidelines. Facilities will be added based on the Proposed Service Delivery model below for 2012/2013.

5. Activity of Initiative:

Expansion of youth with disabilities program to address wait list and age limitations of existing programs.

Actions to date:

A pilot camp “Teen Venture” specifically for teens ages 16-19 with disabilities was introduced to coincide with summer camp programs throughout the months of July/August 2010. The program was very well received by both the community and staff.

Status Update:

Complete. Program expanded and is currently at capacity. Further program expansion will be undertaken using the Proposed Service Delivery Model for 2012/2013.

7. Activity or Initiative

Develop a standardized orientation tool for all new Recreation employees which includes AODA Awareness and Customer Service Training components.

Actions to date:

All staff receive AODA Customer Service Training upon hire.

Status Update:

Complete. Further training will commence as per the Proposed Service Delivery Model in 2012/2013.

8. Activity or Initiative

Introduce program offerings designed for persons with disabilities in an increased number of recreation facilities.

Actions to date:

Camps have been expanded to accommodate more weeks for children and teens with disabilities. TeenVenture year round program has been redeveloped and will be re-launched as Teen Connections in Fall 2012, expanding to 2 sites. SplashAbilities year round program has been redeveloped and will be re-launched as SwimAbilities in Fall 2012.

Status Update:

Program re-development for current offerings for persons with disabilities is complete. New program offerings will be designed and added following the proposed service delivery model below for 2012/2013.

9. Activity or Initiative

Develop a standardized orientation tool for all new Recreation employees which includes AODA Awareness and Customer Service Training components.

Actions to date:

Standardized Customer Service Guidelines tool has been adopted by the Recreation Division and implemented during orientation.

Status Update:

Complete.

10.5 Division: Culture

Status Update of Current Activities or Initiatives 2011-2012

1. Activity or Initiative

E-museum project

Actions to date:

Make heritage resources accessible on line and or in accessible areas of heritage facilities.

Status Update:

Project completed and available on the web or at the museums

2. Activity or Initiative

Web design project and rollout

Status Update:

Project complete

3. Activity or Initiative

Phase 2 of E-Museum/Virtual Tour with focus on Bicentennial of War of 1812 commemoration

Actions to date:

RFP (and associated assessment criteria) developed and released.

Status Update:

Vendor selection in process. Some research and storyline development completed.

4. Activity or Initiative

Completion of interim facility upgrades

Actions to date:

Automated doors implemented

Status Update:

Projects completed

10.6 Division: Wentworth Lodge and Macassa Lodge

Status Update of Current Activities or Initiatives 2011- 2012

1. Activity or Initiative

Develop Accessibility Plan consistent with CARF Accreditation Standards

Actions to date:

Based on the information compiled from a variety of sources at each Lodge and in compliance with CARF Accreditation Standards, Accessibility Plans have been developed for Wentworth and Macassa Lodges. Focus areas addressed are Community Integration, Transportation, Communication, Employment, Finance, Attitude, Environment and Architecture.

Status Update:

The plan and action plans are monitored quarterly. Both Macassa Lodge and Wentworth Lodge have complied with the recommendations of their respective CARF Accreditation Survey Reports of 2010 and 2011.

11. DEPARTMENT: PLANNING AND ECONOMIC DEVELOPMENT

11.1. Status Update of Current Departmental Activities or Initiatives 2011- 2012

1. Activity or Initiative

Nodes and Corridors Secondary Plans

Development of the Nodes and corridors to support/ enhance public transit in the City.

Actions to date:

- B-Line Corridor Planning Study was released in 2010. The purpose of this study is to develop a long term strategic plan to guide future growth and change along the B-Line Corridor (Main Street, King Street and Queenston Road from Eastgate to McMaster University). The study will establish a high level vision for the corridor including a set of development principles through the engagement of corridor stakeholders.
- The Rapid Transit Feasibility Study, Phases I, II, III were completed in winter 2010.
- Three PIC sessions were held from November 18-23, 2011.
- All Public Information Centres and Community Liaison Committee meetings are being held at venues that are accessible. All the information and communication and reports are prepared in compliance with AODA Customer Service and Integrated Accessibility Standards. All meeting notices state the accessibility accommodations clause to provide accessible meeting spaces to persons with disabilities.

Status Update:

Estimated completion 2015

2. Planned Activity or Initiative

Bayfront Industrial Secondary Plan/ Redevelopment Strategy

The secondary plan would involve defining the study area, collecting and synthesizing land use and environmental policies/ regulations, infrastructure, transportation and an assessment of redevelopment opportunities.

Actions to date:

All Public Information Centres are held in venues that are accessible. All information presented implements AODA standards. All meeting notices state that if anyone has special needs these needs can be accommodated.

Status Update:

Estimated completion 2012

3. Planned Activity or Initiative

Strathcona Secondary Plan. To establish policies for urban design, heritage, parks and open space, transportation and infrastructure.

Action to date:

- The second Public Information Centre was held on June 26, 2012. The purpose of the meeting was to discuss the urban design principles that will form the basis of Urban Design Guidelines and to identify what redevelopment along the neighbourhood's major streets could look like. In addition, the vision and guiding principles for the Secondary Plan were also presented. The PIC provided an opportunity for the neighbourhood to:
 - Identify issues that should be considered through the Urban Design Guidelines; and,
 - Identify what (re)development along Main Street, King Street, Queen Street and York Boulevard should look like. This may include the location of buildings on a property, the height of buildings, and how new buildings will relate to the existing neighbourhoods.
- The first Public Information Centre was held on November 8, 2011. The purpose of the meeting was to:
 - Re-introduce the Secondary Plan to the community
 - Discuss what has been done to-date
 - Identify issues that need to be considered through the Secondary Plan
- On November 8, 2011 City of Hamilton Planning Committee received Staff Report outlining the workplan for the Strathcona Secondary Plan and also presented the Background Report.

Status Update

In progress. Estimated completion first quarter 2013.

4. Planned Activity or Initiative

Longwood Road South Streetscape Master Plan. The Streetscape Master Plan will provide a broad design strategy and context for future physical improvements in the public realm (i.e., the public road right-of-way and other publicly owned spaces).

Actions to date:

The Streetscape Master Plan contributes urban design principles and guidance on the ultimate design of Longwood Road by implementing the policies of: the West Hamilton Innovation District (WHID) Secondary Plan; and the provisions of the Longwood Road EA; and, the McMaster Innovation Park Master Plan. The following activities have been completed by spring 2012.

- Public Information Centre was conducted on March 21, 2012.
- The public comments on ESR were received till April 4, 2012.
- Final ESR report was reviewed in spring 2012.

Status Update:

The following items are under process;

- Preliminary design analysis
- Develop Streets escape Master Plan Concepts
- Streetscape Master Plan

5. Planned Activity or Initiative

Downtown Secondary Plan Review

The Downtown Hamilton Secondary Plan is the first formal plan for the downtown core and will form part of the Official Plan for the new City of Hamilton.

Actions to date:

All Public Information Centre and Community Liaison Committee meetings for the Downtown Secondary Plan are held at City Hall which is accessible. All information presented at these meetings implements AODA standards. All meeting notices state that if anyone needs any accessibility accommodation these needs can be accommodated. One of the members of the Community Liaison Committee sits on the City's Advisory Committee for Persons with Disabilities and provides comments as a member of that committee.

- Four Public Information Centre consultations were held from June to September 2012.
- Four Citizens Liaison Committee (CLC) meetings were held from October 2011 to May 2012.

Staff collected and corroborated all information and has started updating the land use plan and policies for the Downtown Secondary plan which was reviewed by the CLC in August to September 2012.

Status Update:

Estimated completion December 2012

The Downtown Hamilton Secondary Plan is currently going through the Phase 4 of the implementation in which staff will be finalizing the revised land use plan and policies and prepare a report to the Council for recommended approval of the revised secondary Plan.

11.2. Division: Development Engineering

Status Update of Current Activities or Initiatives 2011-2012

1. Activity or Initiative

Engineering Guidelines and Sidewalk Policies

Actions to date:

A new policy for sidewalks is proposed, to provide sidewalks on both sides of all streets except for bulbs of cul-de-sacs. This would replace the existing policy which allows sidewalks to be provided only on one side of the street.

Status Update:

Staff is currently reviewing the requirements for implementing sidewalks on both sides of streets with narrow (18m) rights of ways. The challenge is to minimize underground utility conflicts and above-ground clearance from street furniture such as hydro transformers. The City has piloted the installation in one subdivision to date. Policies will be finalized following a review of the installation.

11.1 Division: Development & Real Estate

No activity reported during this period.

12. DEPARTMENT: PUBLIC HEALTH SERVICES

Vision Statement:

“The best place in Canada to raise a child, promote innovation, engage citizens, and provide diverse economic opportunities.”

Mission Statement:

Hamilton Public Health Services works together with the community to assess, promote and protect health, and to prevent disease and injury.

About PHS Services:

The core business of Hamilton Public Health Services (PHS) is to provide programs and services in the areas of Chronic Diseases & Injury Prevention, Family Health, Infectious Diseases, Environmental Health and Emergency Preparedness as mandated by the Health Protection and Promotion Act of Ontario (HPPA).

The Public Health Services (PHS) 2012 Accessibility Plan summarizes its adherence to the Accessibility for Ontarians with Disabilities Act (AODA) for the period of July 2011 to June 2012.

PHS is comprised of five divisions with their respective programs and services:

A. Clinical and Preventive Services Division

- Alcohol, Drug and Gambling Services
- Dental Services
- Mental Health and Street Outreach Services
- Sexual Health and Harm Reduction Programs
- Vaccine Preventable Disease Program

B. Family Health Division

- Child and Adolescent Services
- Healthy Babies, Healthy Children Program
- Reproductive and Child Health Program

C. Health Protection Division

- Emergency Response Planning
- Environmental Health Programs (Food Safety, Safe Water, Vector Borne Disease, Health Hazard Investigations)
- Infectious Disease/Tuberculosis Control Program
- Infection Control/Residential Care Facilities

D. Healthy Living Division

- Chronic Disease Prevention
- Injury Prevention Program
- School Program (Elementary and Secondary)
- Tobacco Control Program

E. Office of the Medical Officer of Health

- Social Determinants of Health (SDOH)

F. Planning and Business Improvement Division

- Health, Safety and Wellness
- Organizational Development
- Applied Research and Evaluation:
- Strategic Projects and Services:
- Surveillance Unit

12.1 Division: Clinical & Preventive Services

Status of Current Activities or Initiatives 2011-2012

1. Activity or Initiative

Sign language interpreter booked

Actions to date:

Provision of services to individuals with speech or hearing impairment by use of speech & hearing interpreters. Spoke with Canadian Hearing Society (CHS) to clarify process for accessing sign language interpreter.

Status Update:

Routine or ongoing

2. Activity or Initiative

Program/service delivered in a format, which accommodated a person's disability

Actions to date:

- Case management & Street Outreach Services provided to individuals 16 yrs & older who have serious mental health illness and/or are homeless in their homes, shelters, or on the street. Continue to visit clients where they live - in their home, on the streets, in an Emergency Shelter.
- Provided consultation and expertise on needs of individual's living with a mental illness or homeless PHS Staff & community partners. Manager and staff participate on committees with health and housing partners to identifying needs and community action plans for those living with a mental illness.
- All programs including the Community Health Bus provide programming for the disadvantaged community, including those with disabilities. Dental clinic staff members continue to provide services for clients, including those with a variety of disabilities.
- Clients with disabilities may send text message to VAN cell phone to receive harm reduction supplies delivered to their accessible location. Mobile needle exchange Van provides ongoing service Monday to Friday 8 pm to midnight.

- Clients who are unable to access Sexual Health Clinic sites may have Public Health Nurse deliver free medications for treating sexually transmitted infection to an accessible location for them. PHNs investigating sexually transmitted infections explore barriers to treatment and offers options including PHS clinic, home visit.
- Provision of services to individuals with speech or hearing impairments by use of speech and hearing interpreters. Interpreter service/Language Line offered and utilized by PHNs for case investigations and at clinic sites.
- Conducted dental screening in the elementary school setting for children with disabilities. Routine/ongoing
- Access to services: Wheelchairs are on site at each clinic. Staff can book assistive devices as required. Routine or ongoing

Status Update:

Routine or ongoing

3. Activity or Initiative

Accessible information developed in various formats (online, print, verbal and digital)

Actions to date:

- Development or revision of educational material to low literacy. Reviewed letters to clients regarding missed appointments - lowered literacy level; assisted staff with using literacy level check in word for group handouts; ensure material for clients is in Arial 12.
- Development of low literacy educational materials. Introduction of a new documentation system required instruction for clients and consents to be in a format that was accessible. . Completed April 30, 2012

Status Update:

Routine or ongoing

4. Activity or Initiative

Marketing campaign developed to include AODA standards

Actions to date:

Chlamydia poster developed for awareness campaign that was reviewed to meet AODA standards for font size and type. Posters placed in ad spaces and in hard copies, distributed between Dec 2011 and Feb 2012.

Status Update:

Completed February 12, 2012.

5. Activity or Initiative

Documents modified to address intellectual/cognitive disabilities

Actions to date:

Development or revision of educational material to achieve low literacy, e.g. letters to clients using simpler language and Arial 12 pt font.

Status Update:

Routine/Ongoing

6. Activity or Initiative

Provided workspace accommodations

Actions to date:

Workspace accommodation adjustments made for staff member with disabilities. Staff workstations assessed by trained ergonomic assessor when issues identified. Equipment purchased as required.

Status Update:

Routine/Ongoing

7. Activity or Initiative

Facility assessment conducted to ensure physical accessibility

Actions to date:

- As clinics are being renovated, the sites/facilities are being assessed for AODA requirements. Routine/Ongoing
- Complete modification to Community Health Bus upon delivery. New bus will be wheel chair accessible with a lift. New Health Bus has been ordered. Delivery expected in July 2012. Dental Clinic renovation completed. Clinic is AODA compliant. Completed March 11, 2011
- Waiting area de-cluttered (i.e. removed large brochure holder, small table in middle of waiting room) to enhance mobility for people with wheelchairs and other assistive devices. Removed small table in middle of waiting area, removed large brochure display. Complete - 2012

Status Update:

Routine or ongoing

8. Activity or Initiative

Training for staff implemented

Actions to date:

- Staff have participated in training sessions related to individuals living with a dual diagnosis (mental health and developmental delay); FASD (fetal alcohol spectrum disorder), and assessing for cognitive impairments.
- Managers and staff have attended training, including sessions related to accessibility for people with disabilities and assistive devices training.
- Signage posted at PHS facilities re: accessibility features/assistive devices availability.
- Signage is posted in the clinic and on the bus to inform clients of the availability of assistive devices.

Status Update:
Routine or Ongoing

Status Update:
Routine or ongoing

9. Activity or Initiative
Signage posted on facilities:

Actions to date:

- Signage posted at PHS facilities re: accessibility features/assistive devices availability.
- Signage is posted in the clinic and on the bus to inform clients of the availability of assistive devices.

Status Update:
Routine or Ongoing

12.2. Division: Family Health

Status of Current Activities or Initiatives 2011- 2012

1. Activity or Initiative
Events/groups held at accessible venues

Actions to date:

- Efforts are made across the division to hold prenatal, parenting, safety, nutrition, breastfeeding groups, and workshops at accessible venues. Routine/ongoing
- Our clinical setting is wheelchair accessible, including washroom facilities. These considerations are also considered when hosting any outside events. Routine/ongoing.
- Program/service/location accommodated a support person or service animal. Support people and service animals are welcome at groups/workshops and clinics. Routine/ongoing
- Sign language interpreter booked. Sign Language Interpretation services are available for individual clients/families or groups with speech or hearing impairments as needed. Routine/ongoing
- Assistance provided to complete forms. Staff members assist clients/participants with disabilities to complete forms and/or staff complete forms on behalf of clients/participants and ensure that clients/participants understand and consent. Routine/ongoing.
- Assistive devices used for program/service delivery. Assistive devices are available for use by individual clients and families or for groups/workshops/clinics as needed. Information about available assistive devices is shared with clients when appropriate. Routine/ongoing
- Program/service delivered in a format, which accommodated a person's disability. Services are adapted based on clients needs. A variety of teaching and communication strategies are used as needed, to ensure that all clients have access to the information provided by the PHN. Accommodations are made as needed for both children and parents with disabilities. Routine/ongoing.

- Signage posted at PHS facilities re: accessibility features/assistive devices availability. Family Health Offices have accessible facility signs posted in areas that open to clients.

Status Update:

Routine or Ongoing

2. Activity or Initiative

Home Visit/Inspection conducted to those with disabilities

Actions to date:

- Provide early identification of individuals with disabilities (developmental delays) through home visiting.
- Provide one on one home visiting to those for whom their disabilities created barriers to receive services.
- Provide emergency bus/taxi vouchers, if required for clients to access services. In addition to providing services in client's home, other locations can also be accommodated based on client's needs.
- Visits with a lactation consultant are available for clients who are unable to attend the clinic related to any disability

Status Update:

Routine or Ongoing

3. Activity or Initiative

Accessible information developed in various formats (online, print, verbal and digital)

Actions to date:

- Low literacy educational materials (grade 4-5 literacy level) are available in a variety of formats to meet client needs.
- Web site designed to meet AODA standards. AODA requirements are reviewed and incorporated in the production of online materials including parenting and child safety web pages <http://hamilton.ca/parenting>.

Status Update:

Routine or Ongoing

4. Activity or Initiative

Marketing campaign developed to include AODA standards

Actions to date:

- AODA requirements are reviewed and incorporated in the production of all written materials.
- Documents/graphics created to allow accessible conversion (text-to-speech/audio/images).
- Have started to ensure that electronic documents have features enabled to allow for accessible conversion.

Status Update:

Routine or Ongoing

5. Activity or Initiative

Documents modified to address intellectual/cognitive disabilities.

Actions to date:

- Literacy level of documents is reviewed during development and efforts are made to reduce literacy level in order to increase accessibility for those with intellectual / cognitive disabilities.
- Have resources available in pictorial formats to meet the needs of those with intellectual/cognitive delays who are unable to read.

Status Update:

Routine or ongoing

6. Activity or Initiative

Provided workspace accommodations

Actions to date:

- Workspace adjustments are made for staff with disabilities and those who require ergonomic accommodations.
- Individualized a plan for emergency response/evacuation for an employee. Employees with special needs have the option to develop individualized plans in case of emergency

Status Update:

Routine or ongoing

7. Activity or Initiative

Facility assessment conducted to ensure physical accessibility

Actions to date:

- Conducted assessment of facilities where community groups are held, to ensure accessibility. Advocate for better access for people with disabilities at sites that co-sponsor program with other community agencies.
- Consulted with Facilities and request for the landlord to install a raised handicapped toilet in response to client in a wheelchair who had difficulty getting off the wheelchair on to the toilet.

Status Update:

In progress

12.3. Division: Healthy Living

Status of Current Activities or Initiatives 2011- 2012

1. Activity or Initiative

Program planning process ensured access to all programs/services

Actions to date:

- Incredible Years Parenting Groups were offered in sites that are accessible and on bus routes.
- Public Health Nurses within the School Programs provide consultation to school staff and provide assessment and referral of students with disabilities; and facilitate access to services and resources. The Healthy Schools website is AODA compliant.
- The Quit Smoking Clinic provides programming and service for the community, including those with disabilities. During program planning, we reviewed program plans with an equity lens to determine if they met AODA requirements or could be modified to better meet the needs of the population. New paper forms and online information were created to support individuals with impaired vision. We continue to offer assistance in completion of forms, and offer assistive devices upon first contact.
- Worked with other Healthy Living Division (HLD) programs and community partners (e.g., schools, community committees) to ensure Injury Prevention (IP) initiatives are delivered in an accessible format. When creating resources IP adheres to AODA standards, and booking event venues IP uses facilities that are physically accessible to all.

Status Update:

Routine or ongoing

2. Activity or Initiative

Program/service delivered in a format, which accommodated a person's disability

Actions to date:

- Support and consultation re: tobacco-screening training to multiple health professions (Smoking Cessation Community of Practice) who serve people with disabilities. Health Professional training offered in venues that offered physical accessibility. Written materials provided align with AODA standards.
- The Centre for Addiction and Mental Health (CAMH) in partnership with the Ministry of Health Promotion and Sport is collaborating with Hamilton Public Health Services, to roll out the STOP (Smoking Treatment for Ontario Patients) Program, an initiative that aims to reduce tobacco smoking in the province by increasing the use of effective smoking cessation medication and other resources. Sessions held in venues that offered physical accessibility. Written and Visual materials provided align with AODA standards. All clients are informed of the availability of assistive devices at first contact. Offer assistance to fill out any forms.

Status Update:

Routine or ongoing

3. Activity or Initiative

Events/groups held at accessible venues

Actions to date:

- All venues organized by IP team ensured accessibility. When working with community partners, we informed them of AODA standards for collaborative work. Paper forms and online resources, including website, are developed in accordance with AODA standards.
- Bug Buster's head lice clinic services are held at accessible venues. Sessions held in venues that offered physical accessibility.

- Activity Friendly Communities (AFC): Facilitates action / advocacy to increase the walkability of the community and accessibility for individuals with physical disabilities. Provides input for secondary and master plans, and advocates for policy changes.

Status Update:

Routine or ongoing

4. Activity or Initiative

Accessible information developed in various formats (online, print, verbal and digital)

Actions to date:

- Materials printed in large print. Materials meet AODA guidelines and electronic documents are available to be printed in larger format if needed, and available upon request.
- Event flyers included information re: accessibility feature/assistive devices availability
- Events are planned and quality checked for AODA compliance. Staff look for accessible venues and include a statement about assistive devices being available.

Status Update:

Routine or ongoing

5. Activity or Initiative

Provide workspace accommodations

Actions to date:

Accommodations to workspaces and equipment made for identified staff members with accommodation needs.

Status Update:

Routine or ongoing

6. Activity or Initiative

Individualized a plan for emergency response/evacuation for an employee

Actions to date:

Managers made aware and discussed possible types of requests and potential plans. Staff members have been made aware of their right to have assistance and how to request it.

Status Update:

Routine or ongoing

7. Activity or Initiative

Internal/external areas of building/facility modified to meet accessibility standards

Actions to date:

During Health and Safety inspections, accessibility is considered, and accessibility features such as the door opener are checked to ensure proper operation. As a result of inspection, door opening will be readjusted to ensure adequate time for persons with slower mobility to enter.

Status Update:

In progress

8. Activity or Initiative

Policies & procedures developed/ revised to include AODA standards

Actions to date:

All component groups (Activity Friendly Communities; Healthy Food Systems; Workplace; and Cancer Prevention & Screening) are geared towards policy development and supportive environments, and this would address policies inclusive of individuals with physical and cognitive (including age-related) disabilities. Situational Assessment (SA) completed and awaiting PHSMT approval. SA includes policy recommendations that address all those living in our communities and working in our workplaces, including those with disabilities.

Status Update:

Routine or ongoing

12.4. Division: Health Protection

Status of Current Activities or Initiatives 2011- 2012

1. Activity or Initiative

Home Visit/Inspection conducted to those with disabilities.

Actions to date:

- City residents with disabilities can request that Public Health Inspectors visit their homes to conduct inspections, collect insect samples or provide to advise on environmental health issues. Copies of bed bug inspection reports are provided when requested by clients to support access to ODSP subsidies.
- Home visits for tuberculosis nursing services are provided to clients with disabilities and those who experience isolation or have mental health issues.

Status Update:

Routine or ongoing

2. Activity or Initiative

Program/service delivered in a format which accommodated a person's disability

Actions to date:

- All HP division staff aware of AODA support and resources, and will provide them when needed.
- The Environmental Health Programs have set up a telephone hot line and email support at publichealth@hamilton.ca so that all members of the public can get additional information to printed mail outs.

Status Update:

Routine or ongoing

3. Activity or Initiative

Events/groups held at accessible venues

Actions to date:

All Residential Care Facilities (RCF) and Infection Disease & Infection Control Program (IDP&C) education in-services held at accessible venues. Monthly education sessions are held at accessible venues and AODA assistive devices offered to participants in advance if needed.

Status Update:

Routine or Ongoing

4. Activity or Initiative

Documents modified to address intellectual/cognitive disabilities

Actions to date:

- Environmental Health Programs information is available on the City's website at Grade 5 level. Review of environmental health information handouts to ensure that they read at an acceptable level. Some resources have been updated according to AODA requirements.
- Review all health information materials to ensure that they use plain English, larger font size and are at an appropriate literacy level.

Status Update:

Routine or Ongoing

5. Activity or Initiative

Accessible information developed in various formats (online, print, verbal and digital)

Actions to date:

Environmental health information is available in multiple formats: handouts distributed to residents, phone lines and online information to advise on Environmental Health issues

Status Update:

Routine or ongoing

6. Activity or Initiative

Materials printed in large print

Actions to date:

All fact sheets and external reports are available in 12 point Arial font or larger, e.g., the Rural Well Water Quality Report released in March 2012 and the PHS Emergency Plan

Status Update:

Routine or ongoing

7. Activity or Initiative

Web site designed to meet AODA standards

Actions to date:

Environmental Lead Awareness initiative will meet the AODA requirements for compliant website for information to the public, Website expected date of completion/development May/2012.

Status Update:

In progress

12.5. Division: Office of the Medical Officer of Health (OMOH)

Status of Current Activities or Initiatives 2011- 2012

1. Activity or Initiative

Events/groups at accessible venues

Actions to date:

Annual Social Determinants of Health (SDOH) workshop(s) delivered for new PHS staff and those who have not yet attended. Fall of 2011: all three workshops were held in an accessible venue to ensure that staff with disabilities also attended training.

Status Update:

Routine or ongoing

2. Activity or Initiative

Assistive devices used for program/service delivery.

Actions to date:

Booking of Front Row To Go System: Booked Speaker to ensure that staff with hearing impairment/disabilities had access to verbal information during workshops

Status Update:

Routine or ongoing

3. Activity or Initiative

Website designed to meet AODA Standards

Actions to date:

Creation of Social Determinants of Health (SDOH) website/pages meet AODA Standards (e.g., font size and type; high contrast; text-to-speech feature, readability, etc.).

Status Update:

Routine or ongoing

4. Activity or Initiative

Development of Accessible material

Actions to date:

- Documents/graphics created to allow accessible conversion (text-to-speech/audio/images). Created accessible PowerPoint Presentations, ensuring that font size and type, and graphics include text-to-speech features for those members with visual impairments. Routine/ongoing
- Accessible information developed in various formats (online, print, verbal and digital) written documentation includes accessible format

Status Update:

Routine or ongoing

5. Activity or Initiative

Provided workspace accommodations

Actions to date:

Staff workspace modified to meet individual physical needs. Addressed staff ergonomic issues. Conducted ergonomic assessment and implemented recommendations (ergonomic equipment) in collaboration with PBI-SPS.

Status Update:

Complete – February 2012.

12.6. Division: Planning & Business Improvement

Status of Current Activities or Initiatives 2011- 2012

1. Activity or Initiative

Events/groups at accessible venues

Actions to date:

Face-to-Face with the Medical Officer of Health (MOH) meetings with PHS Staff booked at accessible venue, materials are accessible for those with sensory and mobility impairments, sound system (FrontRow device) provided so the speaker can be heard, MOH presentation developed with font and graphics were AODA compliant.

Status Update:

Routine or ongoing

2. Activity or Initiative

Accessible information developed in various formats (online, print, verbal and digital).

Actions to date:

- Program evaluations, situational assessments are available on-line and in various formats. Dissemination of program evaluations, health Status Update reports, etc. use web-based technology that allows for font magnification, text to speech functions, and readable graphics.
- Materials prepared for surveys, participant invitations, focus groups in school settings etc. developed using low literacy levels for parents and participants with potential intellectual disabilities. Surveys are designed so that they follow the AODA guidelines regarding font size, style, high contrast colour, etc. AODA disclaimer paragraph will be inserted at the

bottom of participant invitations. An example is the Staff Learning and Professional Development Needs Assessment and Framework project, which ensured AODA compliance of written surveys and focus group tools for individual with visual disabilities.

- PHS Employee Performance Management Toolkit pilot project materials were developed to be AODA compliant. Completed October 2011.
- Coordination of student placements includes consideration of the needs of students with disabilities. This is discussed at orientation to determine what accommodations may be needed during the placement. A Preceptor Planning document that includes a process/policy link is provided to preceptors/tutors at the beginning of each school term AODA information is included in the PHS Student Placement Manual under 'Other Legislation' (p 36).
- Application Analysts review content for font-resizing prior to approving content for website publishing, to comply with existing PHS Web Author Guidelines and AODA.
- Developed the assistive devices training module materials (handouts), to ensure accessible information is AODA compliant (font size & type, high contrast, text-to-speech format, and readability).

Status Update

Routine or Outgoing

3. Activity or Initiative

Web site designed to meet AODA standards

Actions to date:

- The Public Health Services Library website is being developed to be AODA compliant: <http://hamilton.ca.libguides.com/PHSLib> Modifications still taking place. Completed items include:
 - Additional descriptive text added on the back end to describe links and images.
 - Video tutorials have been created with always-visible captions.
 - Additional descriptive text added on the back end to describe links and images; alternatives to video or website content are text-based, non-PDF documents; high contrast web design is prevalent on the site, font is nearly always 14pt, with some exceptions at 12 pt size.
- Application Analysts oversee PHS programs and services portal web pages to ensure accessibility and usability. They have developed PHS guidelines for web-based knowledge transfer tools for general audiences, which focus on usability and accessibility features. Specific examples from the past year include the Alcohol Drug and Gambling Services, Injury Prevention, Parenting, and Prenatal websites.
- Application Analysts are responsible for the redevelopment of the PHS intranet according to AODA and international web development guidelines for accessibility and usability. They updated the PHS intranet AODA reference web pages, to support staff awareness of legislation, accessibility issues, and departmental supports. This included a link to the Emergency Management of Ontario website, addressing emergency preparedness planning to meet needs of people with visible and/or non-visible disabilities & seniors with special needs. New Employee Orientation has an accessible tutorial, including videos with text and visual step-by-step instructions, and it is posted on the PHS Intranet.

- The PHS application analysts develop a comprehensive test plan for all PHS websites to assess the variations of tools (Text-to-Speech software programs) and browsers, to ensure compliance with AODA and PHS Web Author Guidelines.
- The PHS application analysts have enhanced organizational capacity for creating accessible websites/web pages by orienting new web authors of accessibility issues, reviewing content submitted by web authors before approval, and referring them to the Equal Access PHN to discuss AODA legislation.

Status Update

Routine or Outgoing

4. Activity or Initiative

Marketing campaign developed to include AODA standards

Actions to date:

Marketing and Communications staff provides advice to internal clients (PHS programs and services) of AODA requirements for print promotional materials, and ensure that promotional campaigns and materials for the general public comply with AODA guidelines.

Status Update:

Routine or Ongoing

5. Activity or Initiative

Documents/graphics created to allow accessible conversion (text-to-speech/audio/images).

Actions to date:

- Ensure that PHS Annual Report to the Community and findings from data analysis meet AODA compliance requirements, such as font size, font type, alternate format, text-to-speech, etc.
- Efforts are underway through the OSCAR Project to enhance access to PHS programs, services, and events through the availability of online, web-based registration links. In progress, pending on corporate web redevelopment initiative

Status Update

Routine or Ongoing

6. Activity or Initiative

Provided workspace accommodations.

Actions to date:

In conjunction with Facility Services workstations, office furniture and workspaces have been reconfigured to comply with AODA standards and support staff ergonomic needs at the following office locations:

- 1 James St. South
- 1 Hughson Street North
- 21 Hunter Street North

- 100 Main Street East
- 2255 Barton Street East
- 2 King Street, Dundas
- 1447 Upper Ottawa Street

Status Update:

Routine or Ongoing

7. Activity or Initiative

Signage posted at PHS facilities re: accessibility features/assistive devices availability.

Actions to date:

- Information Technology Group (Application Analysts) will update clinic locations to include accessibility information on all locations.
- Internal/external areas of building/facility modified to meet accessibility standards
- Accessible washroom installed at 1 James Street S, 8th floor. Door is equipped with automatic or push button door opener and signs are clearly visible.

Status Update:

Completed - 2011

8. Activity or Initiative

AODA implementation activities and initiatives

Actions to date:

- Provide consultation and expertise on health, safety and wellness for all PHS staff members, including those with disabilities, in adherence with AODA and other legislation: Occupational Health & Safety (OH&S) Act; Workplace Safety & Insurance Act; Building Code; Fire Code.
- Availability of a Preceptor Planning document in the PHS Student Placement Manual, to ensure that preceptor and tutors support students requiring accommodations.
- PHS staff have links to Sign Language (ASL) interpreters and Braille conversion for their programs and service delivery. Annual Cultural Interpretation (CI) and Cultural Translation (CT) services report identifies ASL and Braille utilization, cost, trends, and quality of service
- Public Health Equal Access Committee (PHEAC) is a multi-disciplinary group that promotes awareness of accessibility issues and AODA legislation, and advises PHS management team on inclusion and diversity issues.
- Quarterly staff Equal Access eNewsletter informs staff of AODA legislation compliance, such as font type and size, high contrast, text-to-speech, readability, use of assistive devices, etc.
- Enhance supports for obtaining knowledgeable consent from PHS clients experiencing communications barriers. Specific example is consultation with the Community Mental Health and Street Outreach Program to develop a new consent form for the collection, use, and disclosure of personal health information as part of the implementation of the Ontario Common Assessment of Needs (OCAN) for clients with mental health challenges.
- New PHS staff orientation includes AODA eModule. Revisions made according to new released AODA information.
- Equal Access PHN consults and supports PHS staff to identify, address, prevent, and remove educational and environmental barriers and advises on best practices for AODA

compliance at PHS facilities, as required. Informed staff of AODA legislation such as "Emergency Response For Employees with disabilities" as a Corporate policy.

- Ensure that AODA issues are addressed as part of the Ontario Council on Community Health Accreditation (OCCHA) requirements.
- Policies & procedures developed/revised to include AODA standards
- Developed an online PHS Braille conversion request process and best practice guidelines.
- Updating PHS AODA Compliance Plan and monitoring process to reflect the Integrated Accessibility Standards.
- Consider client accessibility as part of all project work and operational activities, including PHS policy and procedure development and revision. No P&Ps related to AODA were revised during this period.

Status Update:

Routine or Ongoing

9. Activity or Initiative

Training for staff implemented

Actions to date:

Developed and implemented PHS Assistive Devices rollout plan including inventory control system, training modules, tools, and online process for booking assistive devices. Provided 28 training sessions to PHS staff on legislation, the use of assistive devices and best practices: 319 (67%) of PHS staff attended the sessions. A database has been created to monitor the use of assistive devices by programs/divisions.

Status Update:

Phase I completed Feb. 2012.

13. DEPARTMENT: PUBLIC WORKS

Mandate:

- To liaise and provide support and expertise to the City Manager, Corporate Management Team, Council, and the Public Works, Infrastructure & Environment Committee
- To serve the residents and businesses of Hamilton by providing leadership and guidance to ensure the City's mission, vision, values and goals are achieved, as they relate to the services provided by Public Works

13.1 Division: Environment & Sustainable Infrastructure

Status of Current Activities or Initiatives 2011-2012

1. Activity or Initiative

Red Hill Valley Trail

Actions to date:

Draft Landscape Management Plan (2003) calls for the use of the upper portion of Mount Albion Road to remain asphalt for multi-purpose trail usage. Southerly portion of Upper Mount Albion was closed to vehicular traffic in November 2007 and opened for pedestrian use and cycling.

Status Update:

Design work is underway to complete the trail connection from the Red Hill Valley Trails at Mud Street to the Arbour Road Bridge and from the Arbour Road Bridge to the accessible trail at the Mount Albion Conservation Area on Stone Church Road. It is expected that the work will be tendered in the fall of 2012, for spring 2013 construction.

2. Activity or Initiative

Rapid Transit

Actions to date:

Review of the AODA Legislation, Built Environment Standard and passenger concerns to comply with the AODA plan. The City of Hamilton Barrier Free Guidelines (2006), City of Hamilton Urban Braille Design and Implementation Manual and the City of Hamilton Response to the AODA Proposed Accessible Built Environment Standard were provided to all Consultants bidding on the RFP for the Rapid Transit Preliminary Design and Feasibility Study in October of 2009. These requirements to be considered in all areas of the Rapid Transit Facility including LRT trains, station design, Public Realm areas, etc.

The following are excerpts from the successful proposal addressing these items:

"The design of the Flagship, Downtown and Outside Downtown categories of stops, all of them applying barrier-free principles that allow access for all, will be important to ensure system coherence and wide community support" (1.32)

"Barrier-free Stop Accessibility Requirements will be addressed in developing the stop specifications. These will follow the Ontario Disabilities Act requirements." (2.117)

Status Update:

The Contract has been completed and compliance to all requirements of the AODA was monitored throughout the entire design process. This includes the Public Realm plans, the station design, the municipal sidewalks adjacent to the stations, etc.

The exact technology for the transit route was determined, and Metrolinx provided the recommendations regarding the type of transit, the vehicle design including the "barrier free" standards.

The 30% Planning Design and Engineering Contract ensured that the requirements of the AODA, the City of Hamilton Barrier Free Design Guidelines, etc will be incorporated into the detailed engineering design of all stations and adjacent Public Realm areas.

3. Activity or Initiative

Accessible garden plots at proposed Community Garden at Victoria Park.

Actions to date:

Consultation with ACPD was to establish design criteria for barrier-free garden plots at the proposed Community Garden. Detail design drawings and specifications were completed in September 2009 that included accessible garden tables, accessible shed with individual storage cupboards at wheel

chair height, concrete paved surface around the accessible tables and as a centre pathway through the ground level garden plots.

Status Update:

The project has been placed on hold until a road reconstruction schedule has been established for this street. Construction schedule not yet determined.

4. Activity or Initiative

Hunter Street Streetscape Functional Plan from Wellington Street to Queen Street.

Actions to date:

The Streetscape Functional Plan include the addition of Urban Braille sidewalks. Functional Plan has been reviewed in spring 2012.

Status Update:

Construction schedule not yet determined.

5. Activity or Initiative

Road Construction

King William: from James to Hughson;

Hughson, from King William St to Rebecca; Rebecca, from Hughson to John;

James, east side sidewalk only, adjacent to Lister Block

Actions to date:

Road reconstruction for the above limits including installation of Urban Braille sidewalks, ramps at corners and site furniture (benches with back and arm rests).

Status Update:

Complete. Contract tendered and awarded in April 2011.

Constructed from spring 2011 to November 2011

6. Activity or Initiative

Accessible Pedestrian Signals, to improve pedestrian mobility among those with poor or no sight.

Actions to date:

In March 2012 Council approved standardized hardware and expenditure of \$150,000 annually to install Accessible Pedestrian Signal systems. New and reconstructed signal locations will now be upgraded with APS hardware. Staff are in the process of procuring hardware.

APS report approved by GIC March 21, 2012. All signal designs since 2010 have taken accessibility into consideration and are APS ready. Initial list of priorities prepared. Hardware alternatives evaluated and chosen by combination of CNIB, ACPD, seniors advisory committee and staff.

As requested by the Advisory Committee for Persons with Disabilities, a report was submitted and passed, in March 2012, to the City of Hamilton General Issues Committee on the status of the project and what resources, including financial pressures that would be required to achieve full

implementation in Hamilton by 2025. The recommendations did not include a full scale retrofit option to be completed by 2025 due to excessive cost.

Status Update:

Built Environment Sub Committee to provide staff with a priority list of locations to be retrofitted with APS hardware and to advise staff of the method of training new users. Access and Equity office have developed a plan to provide mobility training. Staff will meet to discuss process. Public Works staff are in process of purchasing equipment for 2012 installations. Public Works staff waiting for priority list of APS locations to be determined by BESC

7. Activity or Initiative

Roundabouts

Actions to date:

Staff met with the “Built Environment Sub Committee” on April 24th, 2009, to discuss process to develop roundabout standards that will sufficiently address accessibility issues. Council subsequently directed general consideration of new roundabout designs by the committee.

Status Update:

The recently completed roundabout at Jerseyville Road and Highway 52 was the first design to be considered by the BESC, at its May 17, 2010 meeting. Future roundabout designs will be presented to BESC for their input.

8. Activity or Initiative

East Mountain Trail Loop.

Actions to date:

The Environmental Assessment and Design Development were done for Phase 1 in 2009. The construction of Phase 1 from Felker’s Falls to Upper Mount Albion was completed in spring 2011. Phase 2 includes the portion from Mud Street to the pedestrian bridge over the LINC, to Stone Church and the Mount Albion Conservation Area, to be designed in 2011 with construction in 2012.

Status Update:

Design work is underway to complete the Phase 2 trail connection from the Red Hill Valley Trails at Mud Street to the Arbour Road Bridge and from the Arbour Road Bridge to the accessible trail at the Mount Albion Conservation Area on Stone Church Road. It is expected that the work will be tendered in the fall of 2012, for spring 2013 construction.

Phase 3, connecting the Eramosa Karst trails at Highland Road, through existing trails in Valley Park to Mud Street is scheduled for construction in 2014. The existing trails will be upgraded to asphalt surface for the entire length, and include widening in areas to 4 m.

9. Activity or Initiative

Functional design stage of the Gore Master Plan project – pedestrianization initiative for the south leg of King Street E.

Actions to date:

Through the public stakeholder consultation process, 11 Project Objectives were identified. One of these objectives is Accessibility. Through detailed design accessibility will be a consideration in making various decisions, For example, surface materials, curbs or flush adjacent spaces. Project Manager met with Advisory Community for Persons with Disability on March 19 to review plans for Master Plan and Pilot Project. Resulting recommendations have been implemented. The Gore Master Plan pedestrianization initiative is the result of a recommendation of the Downtown Transportation Master Plan, 2008 Review, which recommended that HSR buses be relocated to the new terminal on MacNab St, that a Functional Design Study be undertaken (the Gore Master Plan) and that a pedestrianization pilot project be undertaken to assess the success and acceptance of pedestrianizing the south leg of King. The pilot project will run July 6 to Sept 15/12.

Status Update:

We are currently in Phase 5 of the project, which is a detailed design. Part of this will be the pilot project in 2012. Recommendations of the pilot project will be used to finalize the detailed design, prior to requesting construction funds through the annual capital budget process, and project tendering.

10. Activity or Initiative

CP Rail Trail. This is a multi-use, recreational trail which parallels Main Street West and extends the existing Ancaster-Brantford trail.

Actions to date:

Construction started in the summer of 2011 and was completed in the fall of 2011.

Status Update:

Complete.

11. Activity or Initiative

Wilson Street reconstruction (Fiddlers Green Road to Halson Street) including installation of Urban Braille sidewalks from Halson Street to Gateway feature.

Actions to date:

Design completed in Winter 2011. Contract tendered and awarded in January 2012.

Status Update:

Construction to be completed in July 2012.

12. Activity or Initiative

Contract PW-11-10 (HSW), King William St. reconstruction and Hughson Street streetscape reconstruction

Actions to date:

Construction started in the spring of 2011 and was completed in the fall of 2011.

Status Update:

Complete.

13. Activity or Initiative

Churchill Park Master Plan, 145 Cline Ave., Westdale neighbourhood, ward 1.

Actions to date:

The master planning process has been in progress since Sept 2010 and involved extensive public and staff consultation. A draft master plan has been prepared and presented to the public for comment.

Status Update:

The draft master plan includes significant components for future redevelopment and management of the Churchill Park site. From an accessibility point of view, an extensive pathway system is proposed to provide everyone barrier free access to all areas of the park. The plan includes more benches and tree planting to increase shade for park users. The final report is being written and will be submitted in 2012 to the various approving agencies.

14. Activity or Initiative

Jerome Park - 1305 Upper Wellington Street, Ward 7.

Actions to date:

The master plan addressed this by including accessible play equipment, walkways, sunshelter, multi-use court, and spray pad.

Phase 1 - clearing.

Phase 2 - earthworks

Phase 3 - walkway, senior play equipment, retaining walls, plantings, storm water management

Phase 4 - spray pad, multi-use court, junior play area and walkways.

Status Update:

The Jerome Park development project is currently under construction with a scheduled completion date of summer 2012, to be fully completed for public use.

15. Activity or Initiative

Facilities Capital Project

Actions to date:

The corporate Barrier Free Design Guidelines (BFDG) are incorporated into each Facilities Capital Project.

Status Update:

The following projects are scheduled for completion in 2012:

a) North Wentworth Twin Pad Arena, 27 Hwy. 5 West, Flamborough - construction of a new twin pad hockey arena. The facility is fully accessible as per the BFDG. Substantially completed- April 17, 2012.

b) Stoney Creek Recreation Centre, 45 King St. West, Stoney Creek - construction of a new recreation centre complete with pool, youth and senior programming space. The facility will conform to the BFDG. Planned substantial completion- May 31, 2012.

c) **Westmount Recreation Centre, 35 Lynbrook Drive, Hamilton** - the new, fully accessible recreation centre features a pool, gymnasium, youth and senior programming space. Planned substantial completion- August 31, 2012.

13.2 Division: Energy, Fleet, Facilities & Traffic

13.2.1 Section: Corporate Facilities Management

Status of Current Activities or Initiative 2011-2012

1. Activity or Initiative

Emergency evacuation plans: Comply with the 2012 Integrated Accessibility Standards (IAS) Fire & Emergency Plan requirements for the Corporate Facilities Management (CFM) Portfolio of Buildings. The work includes updating the physical fire plans for each CFM building to meet the IAS requirements.

Actions to date:

Staff have been made aware that individual evacuation plans are to be coordinated with their supervisors in compliance with the IAS. Consultants were engaged to complete the physical fire plan update for each facility in the Corporate portfolio of buildings - Corporate Offices, Libraries, Yards and Fire stations.

Status Update:

The updating of physical fire plans for CFM facilities is anticipated to be completed by the end of 2012. Procedures for the yearly maintenance of the fire plans will be complete in July 2012.

2. Activity or Initiative

Program Initiative. Each year a 'program' focused initiative will be investigated to remove as many barriers to accessibility as possible as it relates to specific accessibility items, standardization, or guidelines. For example, an interior signage strategy. The program also aims to identify potential standardization programs that impact accessibility within our Facilities.

Actions to date:

Two priority programs items were identified as targets for development:

- a) Project Management process which impacts accessibility through design, control and monitoring of capital renewal projects.
- b) Interior Signage and way-finding standardization, which has a direct impact on accessibility.

Status Update:

Initial review for 2012 complete, further needs analysis will be ongoing for identification of future programs which impact accessibility.

3. Activity or Initiative

Removal of Barriers from Dundas Town Hall

Actions to date:

The following items were identified in 2009 building audit, and have been addressed:

- Accessibility signage made available throughout the building
- Repair of concrete pathways
- Replacement of panic hardware and buttons at accessible entrance
- Installation of power operator on accessible washroom door
- Repair of flooring, where needed
- Door handle hardware on the main floor public spaces have been replaced
- Fire extinguishers are made accessible
- Review illumination of exterior site signage and emergency lighting levels
- Paint interior columns and elevator door frames
- Add accessible parking space/aisle/signage
- Meeting room technology updates

Status Update:

All items have been completed as of June 2012.

Note due to heritage restrictions and operational concerns, no solution was found as of yet for the addition of carborundum nosing strips to the stairs. No changes occurred to the stairs as a result of the review.

4. Activity or Initiative

Facilities Capital Renewal Projects - The following capital renewal projects, in the Facilities listed, are in progress or were completed as noted.

a) Waterdown Library & Civic Center, 163 Dundas St. East – a full building reconstruction is in progress and scheduled for completion in 2012. Planning and development phases have begun and Barrier Free Guidelines will be considered throughout the process.

Actions to date:

Design is complete, construction will begin in 2012, Access and Equity Office has been engaged in the design process for feedback on accessibility and an accessibility checklist will be completed with respect to the City of Hamilton Barrier Free Guidelines.

Status Update:

Anticipated completion date is December 2013.

b) Lister Block Project – a full building renovation and fit-up is in progress and scheduled for completion in 2012. We will provide input as stakeholders and future stewards of the facility as requested by the ESI group throughout the construction and fit-up process.

Actions to date:

Construction on the building was completed in March and the relocation of staff was completed throughout March and April. A site visit by our Access and Equity Office team along with the City of Hamilton Built Environment Sub-Committee was done on March 19th and we are awaiting their report.

Status Update:

Complete and occupied as of April 2012, accessibility changes may be considered as a result of the Built Environment Sub-Committee Report which is pending.

c) Old Courthouse Facility, 50 Main St. East – the interior ramp to the entrance off of the basement parking is to be reconstructed per BFG Section 5 Physical Accessibility.

Actions to date:

Scope, budget and schedule review.

Status Update:

On-hold.

d) City Hall, 71 Main St. West all exterior stair nosing are to be painted per Section 6 Visual Accessibility of Barrier Free Design Guidelines.

Actions to date:

Stair nosing review with the Access & Equity Group representative in April of 2011.

Stair nosing was painted in June 2011.

Status Update:

Complete.

e) Ancaster Municipal Center, 300 Wilson St. – larger automatic door push button operators are being installed to improve accessibility as per BFDG Section 5, Physical Accessibility.

Actions to date:

Push buttons replaced.

Status Update:

Complete.

f) Stoney Creek Municipal Center, 777 Hwy 8 Stoney Creek – barrier-free entrance door relocated to be closer to the exterior access ramp. Larger automatic door push button operators are being installed to improve accessibility as per BFDG Section 5 Physical Accessibility.

Actions to date:

Large push buttons for the automatic door operators were added. Review of the relocation of the entrance door completed, entrance was not relocated a review of the ramp is pending for 2012.

Status Update:

Complete.

g) Kenilworth Library, 103 Kenilworth St. – renovations to include ramp re-construction and the addition of an accessible parking space to improve accessibility as per BDFG Section 5 Physical Accessibility. Also included are modifications to the customer service desk.

Actions to date:

Kenilworth renovations including ramp re-construction, accessible parking space and customer service desk were completed in November 2011.

Status Update:

Complete.

h) Red Hill Library – minor renovations to include modifications to the customer service desk and automatic doors with push button operators added to improve accessibility per BFG Section 5 Physical Accessibility.

Actions to date:

Red Hill Library renovations, modification of customer service desk and automatic door operators completed in June 2011.

Status Update:

Complete.

i) Barton Library, 571 Barton St. East – minor renovations to include modifications to the customer service desk to improve accessibility as per BFDG Section 5 Physical Accessibility.

Actions to date:

Barton Library renovations and modifications to the customer service desk completed September 2011.

Status Update:

Complete.

5. Activity or Initiative

Parking Initiatives

Through the annual rehabilitation of parking lots initiative we will integrate and improve the accessibility as per the BFDG Section 5.1.6 Physical Accessibility, Vehicular Access.

a) Binbrook Library, 2641 Highway #56 – parking lot renovations to include an accessibility component.

Actions to date:

Scope, budget and schedule review.

Status Update:

Work to be scheduled.

b) Dundas Library, 18 Ogilvie St. Dundas - parking lot renovations to include an accessibility component.

Actions to date:

Scope, budget and schedule review.

Status Update:

Work to be scheduled.

c) Fire-station 4, 729 Upper Sherman Ave - parking lot renovations to include an accessibility component.

Actions to date:

Scope, budget and schedule review.

Status Update:

Work to be scheduled.

13.2.2 Section: Energy Initiatives

Status of Current Activities or Initiatives 2011 – 2012

1. Activity or Initiative

Lighting Design Initiatives

The Energy Initiatives Office works on multiple lighting projects each year. In the case of a full design and implementation the lighting design and implementation will incorporate the requirements set out in BFDG Section 6, Visual Accessibility.

a) Fire Halls - 29 Fire stations – currently the design work is being reviewed, the BFDG requirements being incorporated as applicable and the replacement of lighting fixtures and installation of new fixtures is scheduled to be completed by December 2011.

Actions to date:

Installation of new fixtures was completed in December 2011.

Status Update:

Complete.

b) Libraries - 19 Branches - the design work is complete, the BFDG requirements have been incorporated as applicable and the replacement of lighting fixtures and the installation of new fixtures are scheduled to be completed by December 2011.

Actions to date:

Installation of new fixtures was completed in December 2011.

Status Update:

Complete.

13.3 Division: Transportation, Energy & Facilities

13.3.1 Section: Transit

Status of Current Activities or Initiatives 2011 – 2012

1. Activity or Initiative

Policy Review: Accessible Transportation Services

Actions to date:

- Continued review of identified barriers completed
- Individual policy review

Status Update:

- policy statements completed:
 - carry-on items on DARTS buses
 - DARTS vehicle surveillance system
- policy statements under consideration
 - children as companions
 - oversize mobility aids

2. Activity or Initiative

Strategic Service Review: Accessible Transportation Services

Actions to date:

Carried out research and consultation activities; Council Report “Accessible Transportation Service Delivery (PW11003) – Transportation service delivery models to ensure that persons with disabilities are guaranteed 100% trip service”

Status Update:

Identified requirement to maintain consideration within Accessibility Plan activities and to ensure compliance with legislative requirements of AODA

3. Activity or Initiative

Eligibility & Registration: Accessible Transportation Services

Actions to date:

- Report to Council on new eligibility and registration policy implementation
- Service enhancement requirements for budget consideration
- Identification of AODA Transportation Standard (i.e. Integrated Regulation) impacts, including eligibility component
- Travel training pilot recommendation to Council
- Further consideration of service enhancement by Council after enactment of AODA Integrated Regulation in 2011

Status Update:

Sponsorship of travel training pilot focusing on persons with developmental disabilities to be undertaken during 2011 – 2013 timeframe – implemented in 2011

4. Activity or Initiative

Fare Harmonization: Accessible Transportation Services

Actions to date:

- Identification of AODA Transportation Standard (i.e. Integrated Regulation) impacts, including fare parity component

Status Update:

Complete. Ensure compliance with legislative requirements of AODA Integrated Accessibility Standards

5. Activity or Initiative

Review of Service Standards: Accessible Transportation Services

Actions to date:

- Service standards reviewed within context of requirements of AODA Integrated Regulation
- Consultation with ACPD Transportation Subcommittee on various aspects of anticipated requirements

Status Update:

Ensure compliance with legislative requirements of AODA Integrated Accessibility Standards

6. Activity or Initiative

Review of HSR (Conventional Transit) Accessibility

Actions to date:

- Service standards reviewed within context of requirements of AODA Integrated Regulation
- Consultation with ACPD Transportation Subcommittee on various aspects of anticipated requirements

Status Update:

Ensure compliance with legislative requirements of AODA Integrated Accessibility Standards

7. Activity or Initiative

Awareness of conventional and specialized transit service

Actions to date:

Continued communication through various media to ensure that customers and other stakeholders are aware of both conventional and specialized transit service that is available

Status Update:

Ongoing

8. Activity or Initiative

Customer Survey

Actions to date:

Survey completed; results published

Status Update:

Completed

13.4 Division: Operations & Waste Management

13.4.1 Section: Roads & Maintenance

Status of Current Activities or Initiatives 2011 – 2012

1. Activity or Initiative

Wheelchair Ramp Re-Configuration. These are the curb depressions which allow a person in a manual or motorized wheelchair to access the roadway to cross. Differentiating this activity from a similar activity from the ESI division is the fact that these are corner curbs that are currently not depressed, which get re-configured to allow for access to wheelchairs and other accessibility devices.

Actions to date:

There have been 9 corner curbs re-configured to be accessible so far in 2012. The breakdown is as follows: 2 in Ward 6, 4 in Ward 7 and 3 in Ward 8.

Status Update:

There are currently 3 locations on the wait list in Ward 2, 3 in Ward 3, 7 in Ward 4, 7 locations in Ward 5 and 6 in Ward 13. Depending on funding in the concrete program, these will be re-configured or roll over to the 2013 wait list.

13.5. Division: Energy, Fleet, Facilities & Traffic

Status of Current Activities or Initiatives 2011 – 2012

1. Activity or Initiative

Project Based Building Initiatives. Each Facilities Capital Renewal Project done for the Departments within the City Of Hamilton inherently incorporates the corporate Barrier Free Design Guidelines. In addition to actively removing barriers to accessibility in our facilities, we integrate barrier removal into current projects wherever feasible.

Actions to date:

The following capital renewal projects, in the Facilities listed, were addressed in 2011 and improvements were made to accessibility as noted.

a) Wentworth Operations Center – Modification of the exterior lighting for entrance pathway at Wentworth Operations Center to improve the illumination of the pathway for employees that work in the evening.

b) HSR Ticket Counter - Renovations to the HSR Ticket counter at the GO Station to include an accessible counter.

c) HSR Office Washroom - Renovations to the HSR group GO Station 3rd Floor Office space to include a fully accessible washroom.

Status Update:

Ongoing. The projects listed will be completed by end of year 2012 unless otherwise noted.