

Meeting Minutes



MEETING: **City of Guelph
Accessibility Advisory Committee (AAC)**

DATE: Tuesday, June 18, 2013

LOCATION: City Hall, Meeting Room B

TIME: 3:00 to 5:00 p.m.

CHAIR: Jennifer Popkey Bergen

PRESENT: Brad Howcroft (arrived at 3:20pm), Janice Pearce Faubert, Cathy McCormack (left at 4:45pm), Jennifer Popkey Bergen , Julia Phillips, Missy Tolton (arrived at 3:14pm), Mary Grad (left at 4:57pm), Laurie Lanthier, Paul Reeve, Jane McNamee, Tom Goettler, Jessica Watkin, Leanne Warren (Liaison), Lynne Briggs (Staff-CSS), Emily Laevens (Staff-Minutes), Fred Gerrior (Staff-Transit), David de Groot (Staff-Urban Design/Planning)

REGRETS: Tanya Davies, Doug Grove, Cory Chisholm

MEETING MINUTES

ITEM #	DESCRIPTION
1	Welcome
2	Approval of Minutes of April 16, 2013 meeting 1. Janice recommended some grammar related corrections that will be made • Motion to approve the minutes with these recommendations by Janice 2nd by Julia All in favour: Carried

	<p>Approval of the Agenda Motion approved by Cathy 2nd by Jane</p> <p style="text-align: right;">All in favour: Carried</p>
<p>3</p>	<p>Business Arising:</p> <ol style="list-style-type: none"> 1. Encroachment Agreements and Accessible Pedestrian Routes Downtown – For Information – Leanne Warren <ul style="list-style-type: none"> o Leanne to coordinate the development of a map with the accessible routes of 1.83 metres, not to be encroached upon, marked on it. The map will be a resource for all involved but notably for City departments (Legal) and downtown businesses o Map is underway • Background: <ul style="list-style-type: none"> o Existing encroachment agreements may have been made for up to 10 years o The City’s Downtown Streetscape Manual and Built Form Standards are being updated this year. There is potential that the downtown sidewalks and delineation of the accessible route and vendor area could be designated areas in this process, similar to Carden Street. • Next steps: <ul style="list-style-type: none"> o Meet with legal with map in hand to plot the accessible routes of 1.83 meters o Explore the possibility of by-law enforcement of this accessible pedestrian route 2. Transit – For Discussion – Fred Gerrior <ol style="list-style-type: none"> a. Hours of Mobility Dispatch <ul style="list-style-type: none"> o Transit Staff reported that: <ul style="list-style-type: none"> o The reduced dispatch hours is a resource-related issue. o They have posted an ad for the Supervisor of Mobility Services – role includes looking at current and future needs, new scheduling software and evaluating implementation.

Committee members are concerned that the Mobility Service seems to be worse than it was in the past as:

- I. Passengers are being picked up 30 minutes late which leads to being late for appointments;
 - Fred noted construction may be delaying buses at the moment
- II. Feel that Mobility Service should be available in the evenings
- III. Brainstormed that:
 - a) passengers be notified when Mobility will be delayed more than 10 minutes
 - Fred noted that the goal of Mobility is never to be more than 10 minutes late and that passengers could file a complaint with Transit so that it can be tracked and allows supervisors to investigate.
 - Suggestion of Twitter/social networking feed be used to update Mobility passengers when buses would be late
 - b) Suggested that doctors' appointments be a priority stop
 - Fred noted that there is currently no priority list for Mobility and that scheduling is based on the best flow for buses but the new technology may have features to change this (role of new Mobility Supervisor)
- IV. Staff suggested that a Mobility driver be invited to an AAC meeting as it is felt that it could be interesting to hear things from their perspective however committee members were not sure if this would be of benefit or not as it would only be the perspective of one driver not a broader experience that a supervisory may be able to bring. AAC members were not

comfortable with this suggestion. Some members felt that the concerns had more to do with scheduling process rather than the drivers themselves

- Fred suggested that members email their idea for developing a more effective system to Leanne.

V. Concern came up that one member had asked to speak to a supervisor regarding a conflict with the dispatcher but was told that he/she would say the same thing as the dispatcher was telling her; member wished the dispatcher had confirmed that the issue would be addressed or a phone call after noting that it had been addressed and that the process was overly intimidating

- Fred noted that the new Mobility Supervisor will take care of these issues new software will be in place this time next year may choose more appropriate/effective routes

b. Bus Service Moved from Walmart Parking Lot: Conventional buses that once stopped in the Walmart parking lot now stop on Woodlawn Road. Concerns about the distance that passengers must walk were raised.

- Fred recommended that passengers could consider taking the Community Bus which will take them to the entrance of Walmart

Committee members:

- Concerns about the confusion of some buses going to the Walmart parking lot bus stop and others stopping on Woodlawn,
 - Fred explained that drivers were laying over in the parking lot rather than the road. This is no longer taking place.

- Member concerned about buses not waiting at each stop until their scheduled time –
 - Fred noted that buses should be waiting at each stop based on what is scheduled
- A member requested that a bus stop sign be installed at Walmart for the Community Bus as passengers may not be able to see the bus coming and flag them down.
- Transit is doing a study measuring the delay through every intersection and every corridor, part of bigger picture down the road aiming to reduce delays when buses are running late (cause lights to change based on when buses are running late); a few years down the road, Transit hopes to add a light rail line down Clair/Gordon to Walmart.

c. Calling Out of Bus Stops

Fred reported that Transit is:

- Currently wrapping up Transit Technology Plan, report going to council in September to make final decision on the technology that will be purchased to call out stops among other features
- Implementation is very complex and it takes a few months to perfect new technology, but it is expected that the new system will be fully available this time in 2014
- **Committee** members:
 - Wondered if drivers should be calling out stops in the meantime since she has not experienced this in the past.
 - Fred confirmed that this is proper procedure and if it is not followed it needs to be reported (including route number, location and time of incident, name of driver if possible)
 - Appreciative of the visual display being put

in, but member wondered if there would be a back-up way for deaf patrons to know what is going on if it is announced (over speakers) that the bus is running late/taking a detour

- Fred explained that this is a complex process and currently Transit is limited by cost and technology but hopes that this will be a viable option when the new technology comes in (may still be a challenge based on funds and staffing restrictions)
- Further, members wondered if Twitter would help resolve this issue for deaf clients
 - Fred indicated that there is currently an announcement system in place but if it is to be a more permanent detour for prolonged construction, a detour route can be established
- Further suggestion that even the word 'detour' on display would help deaf individuals understand what is happening
- Member complimented Transit, saying one driver walked up to where he was sitting on the bus and told him that due to a detour they would not be able to drop him off at his regular stop; member wonders if, when these routes are automated, the computers will re-calculate timing of stop announcements if the bus is running late
 - Fred explained that the new technology will know the physical distance between stops and calculate this with delays to accommodate the length of speech to announce each stop; this will avoid having stops announced after they have been passed

3. Accessibility Directorate of Ontario (ADO) Meeting in Burlington on May 9th – For Discussion – All

- Many members attended the May 9th forum. Jen attended the session in Toronto;
- Jen found that the Metro Toronto Convention Center was not a very accessible location (accessible washrooms at the far end of the facility and there are only two)
- There were concerns raised about the start time being at 9:00 a.m. The day before the May 9th event the ADO moved the time to 9:30 a.m. in an effort to respond to the concern of the early start time. Two AAC members were still not accommodated by this new time and arrived well after the meeting had started.
- Both Jen and Leanne mentioned the concern with the start time to the ADO prior to their respective meeting
- The AAC asked Leanne to follow up with the ADO and request more reasonable hours for these bi-annual meetings so that all AAC members who want to attend can do so.
- Members found the meeting to be beneficial and have the following feedback:
 - Members enjoyed the speech by Victoria Nolan, a Paralympics gold medallist, who spoke about living with significant sight impairment and the Paralympics Games
 - There were many interesting things discussed but most didn't seem to apply to the work of the Guelph AAC
 - York Region AAC spoke at the Toronto conference and Jen reminded them that AAC members are volunteers and that it is not their position or responsibility to enforce or legislate at any time; some responsibilities would be at risk of being outside the members' area of expertise – wanted to make sure more tasks are not delegated to the

AAC in the future because it is an advisory committee rather than an “action” committee

- Members felt that the entire event could have been compressed into a half-day if presentations were shortened to the information that was relevant to the work of the AAC not accessibility in general
- Felt that Darren’s session should have been at the beginning as it was deemed the most important information and the script should have been re-written to be more engaging or entertaining; Members felt that the information was important but couldn’t understand how to apply it
- Generally found that the social networking session, which was not facilitated, was not helpful and hard to get started
- Felt that lunch was good with lots of options for those with dietary needs

4. Affordable Bus Pass re-application reminder message – For Information – Lynne Briggs/Leanne Warren

- Leanne reported that some people who applied in the past and purchase the Affordable Bus Pass had not re-applied. This is a concern as the re-application period for many is quickly approaching
- Committee members were asked to help remind those they know who access the program to re-apply as soon as possible.

5. Downtown Guelph Streetscape Manual and Built Form Standards – For Discussion – David de Groot

- David introduced the Downtown Secondary Plan – currently in the implementation phase
- Current project has 3 components:
 1. Streetscape Manual to be updated; manual talks about infrastructure and utilities based on Downtown Plan

2. Built Form Standards: to be updated, provides clarity for developers

3. St. George's Square Revitalization: what to do with it now that buses have left it

- Streetscape defined: garbage receptacles, light standard, bike lanes, width of sidewalk, etc.
- Streetscape Manual will contain a kit of parts so that when engineers design a street they will have approved standards for receptacles, light standards, etc.
- Gordon and Norfolk follows the 2001 manual; but an update is needed
 - David explained that part of this stage is to speak with stakeholders and the public; in late June a workshop is being held to get public feedback
 - The goal is to get all technical input in to planners so that they can prepare manuals, then have separate discussion on St. George's Square because there is so much to talk about
 - Later on planners will release a draft manual for public feedback to determine if suggestions were understood by the planners and if they were captured accurately
 - Goal is to get the final manual to council in late 2013/ early 2014
 - Three stakeholder groups are being recognized in this update: internal stakeholders, committees; and external; planners are trying to connect with groups of people who will be affected by what the streets look like
 - During the public meeting on June 27: people will work through scenarios to see how streets should work and discuss common elements and how they work (workshop format – presentation and then small group discussions and worksheets at each table)
 - ads for this have been in the paper for the past 3

weeks

- located at city hall in council chambers at 7pm
→ may move to meeting room B and C for breakout groups
- It was asked if there will be set plans to select from or whether it will be a more open format
 - David explained that planners are still trying to gather input and don't have set plans; they may rely on precedence pictures to determine likes and dislikes
- It was asked if those with low vision or those who are blind will have access to a description of the pictures beforehand
 - David confirmed that these accommodations can be provided and that requests should be made to Michelle Mercer, the RSVP contact
- Brad attended the afternoon stakeholders session and found it very beneficial, felt that he gave good input on behalf of the AAC but did not find that there was anything of value for AAC members in the evening session for the public; wondering if it is worthwhile to keep attending these
 - David explained that planners are trying to offer a wide variety ways of engaging with the project; the public sessions are for wider audiences than focused stakeholder groups, so it can be a wide mix of people; offered to do a one-on-one session with members if they feel that this would be more beneficial for them
- Jen hoped to attend the June 27 meeting
 - The catchment area is for "downtown" was explained that it includes the north and south side of train tracks and also includes woods 1 and woods 2 site (boundaries: Duke, west side of Gordon/Norfolk and the River)
 - There are lots of other initiatives that planners are trying to keep an eye on as well and come forward with a plan that makes sense with all of

them

- Planners are trying to support principles of Secondary Plan (see slideshow 'Building on Secondary Plan').
- Concern was raised about the use of the term "build beautifully" and how that will be measured.
 - David confirmed that it is important to incorporate accessibility in the principles and that the committee's perspective on problem areas is important
- It was mentioned that AAC members believe that accessibility should be fundamental to plans like these and hope that this will be very evident to others and non-negotiable; see accessibility as something to be considered from the beginning instead of an afterthought
 - David showed a current image of Upper Wyndham Street and an image of a street in Montreal with a rolled curb and bollards (looks similar to Carden Street at Market Square were the AAC have concerns)
- **Committee members:**
 - Wyndham is just designed to move cars
 - some patios come all the way out, so planners should make sure that sidewalks are accessible as a priority and make sure that sidewalks are consistent and patios/sidewalk are along the same line
 - it was mentioned that Leanne is coordinating the encroachment map that will show two main criteria: width of the accessible route to be 1.83m and that the route be in a straight line at least for a city block
 - Members are not in favour of cobblestone/brick/pavers and prefer pavement; current red brick close to the road isn't as accessible for those with canes/balance issues especially with snow
 - David showed a picture of King St. in Downtown

Kitchener and asked for comments

- **Committee members:**

- Sandwich boards are out in the sidewalks and they are tripping hazards
- Patios are not in a consistent line
- Contrast has been an issue on King Street (everything is too melding/grey), need to have 70% contrast
- Following the City's Facility Accessibility Design Manual (FADM) for all street furniture
- Members requested that speed humps are not to be used
 - David did not believe anyone had raised the concept of speed humps but they were considering slowing the traffic to 30 km/h to make it safer for everyone and reduce the need for separate car and bike lanes
- David showed a picture of Macdonell (same size as Wyndham) and a picture from another Quebec street
- parking lane more textured, smoother pedestrian area and rolled curb
- David acknowledged that he had heard the complaints around bricks earlier

- **Committee members:**

- Commented on better contrast between street and sidewalk
- There was discussion about the advantages of angled parking over parallel parking:
 - David explained that angled parking allows for more parking but less sidewalk space and that flexibility in this space is important, for example if businesses want to put out a patio they may be able to put the patio in the angled parking spaces with barriers and leave the accessible sidewalk unaltered
- If the AAC knows what planners are thinking of putting in, members can go out and test (demo is

the best way of find out the accessibility) or research it.

- David told members that if they had other comments to add on other streets, to email himself or Leanne
- David explained that the draft would be completed over the summer and he committed to coming back to the AAC to give members a chance to review and recommend edits
- Leanne suggested that he come back the third week in August, or have the site plan subcommittee look at things in the meantime;
 - David thought August would be too ambitious but guaranteed it would be ready by October and still allow time for edits

6. Site Plan Committee Report

a. Parking Bylaw – For Recommendation – Leanne Warren/Brad Howcroft

- The current bylaw only addresses the number and size of accessible parking spaces
- The sub-committee, with the assistance of staff, has drafted recommendations for a revised bylaw for accessible parking. The draft was developed with the requirements of the AODA Design of Public Spaces (DOPS) in mind. The proposed bylaw either meets or exceeds the DOPS and the Ontario Building Code.

Motion to approve all amendments to the City of Guelph Accessible Parking Bylaw

- **Motion:** Paul 2nd: Mary
- All in favour: motion carried

b. Committee Report – For Information – Leanne Warren/Brad Howcroft

- Meetings of this sub-committee have been sporadic over the past month as few site plans have been submitted for approval.

	<p>7. Sidewalks Marked with Safety Orange Paint – For Discussion – Leanne Warren</p> <ul style="list-style-type: none"> • Operations are marking raised and broken sidewalk panels with two outcomes in mind: <ul style="list-style-type: none"> ○ To inventory the work that need replacement or a technique that slices off lifted concrete; and ○ To highlight to pedestrians that the sidewalk is uneven • Details: <ul style="list-style-type: none"> ○ The sidewalks panels that are mark have two centimetres (2cm) rise or more; ○ The concrete slicing technique reduces cost and means that repairs will be completed sooner. • Last year the repairs were focused in Ward 1
4	New Business: none
5	Meeting Adjourned: 5:01pm
6	Identify and Assign Future Agenda Items: none
8	Next Meetings: August 20, 2013 from 3 – 5 p.m. City Hall meeting room 112