

Meeting Minutes

City of Guelph

Accessibility Advisory Committee (AAC)

Tuesday, December 18, 2018

City Hall, Meeting Room 112 (Marg McKinnon Room)

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

Chair: Julian Murphy

Vice Chair: Mike Greer

Committee Liaison: Leanne Warren

Minutes: Sarah Wren

Agenda Items

All were welcomed by the Chair.

Attendance: Julian Murphy, Mike Greer, Brooke Sillaby, Donna McMurdo, Sarah Mathison, Malcom Mcleod, Brad Howcroft, Lynn Jeaurond, Deborah Stienstra

Regrets: Marlene Pfaff, Raminder Kanetkar, Cathy McCormack, Jason Dodge, Missy Tolton

Item 1, 2 and 3

Item 1, Approval of the Agenda

Motion to approve: Malcolm

Seconded: Mike

Carried

Item 2, Declaration of Conflict of Interest

None heard.

Item 3, Approval of Minutes of October 16, 2018

Motion to approve: Brooke

Seconded: Sarah M

Carried

Item 4

Guelph Mobility Updates and Transit's submission to the Multi-Year Accessibility Plan – **For Information** – Laura Catalano-Bragues, Supervisor Scheduling Service Planning, Guelph Transit

In 2019 Mobility passengers will be able to book on-demand trips with the Mobility service by phone or using an online app. Note: this changes is based on availability of seats.

Part of this change is due to the new 'R-Bok' trucks that will soon be on the road. These vehicles will hold more passengers than current vehicles. Further, Transit will add two new 'Pro-

master' vehicles (expected to be in service mid-Spring 2019). These smaller vehicles will hold 7 passengers with 3 spaces for mobility devices.

Currently, new Ford Transit vans are now on the road. These are Mobility Supervisor vehicles that can be used in the case of an overload passenger schedule or last-minute bookings. There has been no need for use for the Supervisor vehicles as yet.

Total Mobility trips are up 28% over last year. Available bus hours have gone up 30%. Mobility vehicles are able to carry more people on trips due to new scheduling software. This means that there are fewer trips on the accessible Red Top taxi; 95% less than last year.

Mobility holiday hours will be the same as the conventional schedules during the holiday season. Christmas Eve bus hours end at 7pm. Christmas and New Year's Day will run on statutory holiday hours. The hours for New Year's Eve will be extended for both conventional transit and the mobility service.

AAC commented that between mid-November to mid-December that there were no bookings available during certain time periods. There is a concern that the recent and near-future changes may not result in on-demand ride requests. Laura responded that in December there is a peak in ridership due to holiday events/ increase in social planning for passengers. Typically there are 3900-4000 rides taken in December, so far this month (December) there have been 6500. It is thought that this increase is the reason for the challenges with the availability during that time.

Shortly, Transit will hire 7-10 new employees that will make up a pool of drivers that will receive training to work across the three different services, Conventional, Community and Mobility services. Transit is changing to a management system that combines the three services rather than Mobility and the Community bus being separate entities.

AAC were concerned that riders still need to book a week ahead of time for trips that are ongoing, week after week. Laura will look into seeing if ongoing trips can be booked 2 weeks at a time, in advance. She will report back to the committee in February.

Laura will also share more details regarding the loading order of the new vehicles and if there are impacts to the riders as a result. Further, Laura will share more information about the upcoming online system and if different information is needed from riders, such as the size of their mobility device. The AAC offered to vet the design of this new system as a test run for Transit before the system is live.

Motion: When this app is being developed for finer details the AAC recommend that Guelph Transit engage the AAC to gain input from the user perspective and then to test the app.

Approved by Mike

Seconded: Brad

Item 5

On-street Accessible Parking – **For Engagement** – Allister McIlveen, Transportation Services

On-street is the focus of this discussion. For off-street parking the City follows the Accessibility for Ontarians with Disabilities Act and the City's Facility Accessibility Design Manual. For other parking in the downtown, such as in the parking structures (parkades) Transportation Services multi-purpose the parking. For example more accessible parking spaces are added when special events are taking place.

If a person requests an accessible on-street parking space, Transportation Services follow up with an investigation to determine several factors such as the distance from other accessible parking spaces. They also often engage Accessibility Services as part of their information gathering.

AAC asked if there are statistics on usage and compliance. Allister responded that with 2 hour parking in the downtown that there is no way of tracking the usage of the accessible parking spaces.

Bylaw employees report vandalized signs or if a sign is moved.

Leanne will connect with bylaw to find out the statistics of non-registered accessible parking permits are seized as it was mentioned that this was the case a few years ago. The AAC are interested to learn if non-registered accessible parking permits are still being found in Guelph. Further, the AAC would like to know the number of tickets that are issued for illegal parking in a signed accessible parking space.

There was discussion regarding response times if a vehicle is illegally parked in an accessible parking space. Allister commented that this is a challenge as bylaw response is at time fast enough to catch the vehicle and ticket it however Leanne mentioned that in the past people have reported that offenders often use the parking spaces for very short periods of time (5 to 10 minutes); it is unlikely that there is enough time for a person to report the concern and for bylaw to attend before the person leaves.

AAC asked if they are allowed to take a photo of the offending license plate. Allister advised against doing that for a couple of reasons. Most importantly taking a photo of an offender could upset the person and place the person taking the photo at risk. Secondly, the City's bylaw don't monitor all accessible parking spaces. Some properties hire their own employees to monitor and ticket the accessible parking.

AAC asked where the revenue for the fines goes? Allister replied that if the \$350 ticket is paid before going to court, the funds are directed into the City's general revenue pot. However if the ticket goes to court, the \$350 fine is directed to recoup the court process expenses.

AAC asked if the accessible parking model that is used in Toronto, where a person can park in any on-street parking space for any length of time if they display their Ministry of Transportation of Ontario (MTO) accessible parking permit, could be considered in Guelph's downtown.

Allister said that in Guelph a person can park up to five hours in an accessible space, whereas all other on-street parking in the downtown is limited to two hours parking. If a person parks in a non-accessible parking space, they should use discretion as the bylaw officers may permit this if they understand that this is the expectation however that may not always be the case.

Leanne encouraged the AAC to let her know if there are any future questions about parking.

Item 6

Vehicle for Hire Sub-Committee Report –Terms of Reference – **For Information** – Leanne Warren

This sub-committee (Sarah M, Cathy (invited to join as a former member as of January), Brooke, Brad (invited to join as a former member as of January), and Malcom) gathered to discuss ideas to propose to the City on the use of the funds that are being collected from non-taxi vehicles for hire (Uber and Lyft); these companies shall pay \$0.07 (7 cents) per ride to help off-set the fact that they do not have accessible vehicles. It is felt that the funds collected should be used in a way that is related to accessibility. Funds started being collected in September with October being the first full month.

The sub-committee are currently looking for information from other municipalities. Only one or two municipalities have determined how these funds will be spent however collecting the funds is a normal practice.

The sub-committee will meet in the New Year to discuss the findings of their research and to develop a list of ideas for further discussion with the manager of Community Investment (Resource regarding disbursements of funding) and Bylaw Compliance, Security and Licensing (Hold the funds and will administer the program).

Current thoughts from the sub-committee include:

- Individuals applying for accessibility features on their own vehicle
- Individual vehicle for hire to be made accessible
- Programs related to accessibility training
- What happens if individuals don't spend the funds on the intended purpose?

Further discussion is needed.

Leanne invited AAC members to let her know if they wish to join the sub-committee, it's not exclusive. New AAC members will also be invited to join this sub-committee in the new year.

Item 7

Site Plan Sub-Committee Report – **For Information** – Mike Greer

No meeting last week due to only a few site plans to review.

- a. Ward to Downtown Bridge – designs were received by all AAC members
Staff reported that the bridge will run parallel with the existing train tracks. The design plans that the sub-committee viewed addressed accessibility very well as far as aesthetics and accessibility related to the route, grading and seating. The sub-committee had no additional comments for staff. The group look forward to seeing detailed design.
- b. Cedarvale Ave playground equipment – designs were received by all AAC members
The group reviewed plans at a recent presentation. It's a small parcel of land. Some recommendations were made to improve accessibility with regard to the flow of people using the play structures however overall no major issues.

Motion: The AAC supports the site plan committee comments to staff regarding concerns with the flow from the bottom of the slide to the top of the slide in both senior and junior areas. Further, the sub-committee asked that all components have interaction for all abilities. Such as a bucket seat for the zipline, choose the wheelchair accessible sand digger (no seat), and a wider base for the XYRA 35 so that children are able to sit/ stand on it.

Motion by Mike
Seconded: Lynn
Carried.

- c. Site Plan committee highlights (deferred to end of meeting)

Item 8

City of Guelph Multi-Year Accessibility Plan – **For Engagement** – Leanne Warren

Leanne gave an overview of the content of the 2018 to 2021 multi-year accessibility plan. This includes more employee training, maintenance of the accessibility features in public spaces. The Plan will be seen by Council in June 2019. That said, the work in this plan has been taking place and will continue regardless of the timing of the formal Plan.

The City Executive Team has requested a staff committee be struck.

A plan to make the Guelph.ca website fully compliant by January 2021 is being implemented in the New Year with the hiring of a contract position.

It is thought that some sections of the AODA will be updated by the Province in 2019 and 2020 as standard development committees are meeting now. The next step will be a public comment period for each of these standards.

Item 9

Wilson parking structure and accessibility – **For Information** – Leanne Warren

- Leanne talked about the accessible pedestrian connect from Northumberland west to east that will include two elevators within the parking structure that then exit onto Wilson Street. This route was not accessible in the past; this is a great improvement over the old design.
- Accessible parking numbers within parking structure meet the AODA.
- The location of the accessible parking is on the ground level.
- Areas of refuge are included in the stairwells as in all City buildings.
- Electric vehicle parking/charging
- Payment methods including phone app – “Pay and Display” parking payment machines will meet the FADM. Customer will also be able to use an online app to pay for parking, similar to the app that is in use now.

AAC member comments on the improvements to the pedestrian route from MacDonnell to the side entrance to the Quebec Street Mall however two of the old curb ramps remain and are very steep. Leanne will investigate.

Item 10

Accessible Affordable Housing – **For Information** – Leanne Warren

Staff from Planning and Zoning will meet with the AAC on February 19 at a regular AAC meeting.

During 2016 Planning staff developed the Affordable Housing plan. The AAC are using the term “affordable” as it is defined in that document. The Ontario Building Code has accessibility requirements for multi-unit buildings however there is no mention of accessibility in other types of housing. The AAC aim to investigate ways of addressing this gap.

Recently during a Council meeting an AAC member heard that affordable housing can be classed as 80% of market value. It’s recommended that the staff person from Planning be asked where this number comes from? Further, how is that number impacted by housing prices that change from month to month and can drastically change over six and 12 month periods of time?

The Province is already thinking about affordability so it makes sense that the “accessible” perspective be added to this existing initiative.

Further discussion that should be included when the AAC meet with Planning staff is the Site Plan sub-committee’s concern over apartment buildings with OBC required accessibility features to be positioned on a property so that the accessible entrance is on a significant slope or so that the accessible route to the accessible entrance is on a slope (running and/or cross slope)

During the Make your Mark community plan, the AAC said affordable housing was discussed but accessibility wasn’t a focus. The AAC feel that builders need to understand what families’ needs are, shouldn’t only be fully accessible for just the occupant but their family and friends, multi-family usage.

Leanne invited the AAC to let her know if any issues come to mind that should be discussed with Planning so staff can be prepared with good information so that the AAC can have a thorough discussion.

Item 11

Leash Free Program Policy – **For Engagement** – Leanne Warren

Leanne requested feedback from the AAC for Parks Planning regarding this draft policy. Comments included:

The policy was well written.

With regards to the unoccupied sports fields as leach free areas section, an AAC member requested that in very large parks that if someone is on the other side of the park that the keeper and dog remain far enough away to not interfere with the other person/people in the park.

Further, with regard to the dog being required to wear its license. Can a keeper be required to produce the in a timely manner if the license is lost?

With regard to the design of the dog park, can there be a design stipulation that accessible seating with shade be located within the park or close to the park entrance?

Leanne will get back to the AAC with a response on these questions.

Item 12

Appreciation of outgoing members – **For Discussion** – Leanne Warren and Julian Murphy

Raminder Kanetkar was an active member of the AAC beginning in 2016. Her expertise as an architect with an interest in accessibility was helpful for the AAC. We appreciate her advice and wish her the very best as she shares her understanding of accessibility in her work.

Marlene Pfaff was with the AAC since 2016 as well. Marlene shared with the committee her gentle way of advocating for people with a disability. Marlene has chosen to travel for the next few years and hopes to apply to the AAC again once she is in Guelph to stay.

Cathy McCormack, is not able to join us for her last meeting with the AAC. Cathy was a dedicated member of the AAC for 8 years. She participated on the Site Plan Review Sub-Committee for two years. Her advice on accessible recreation was very helpful in the design of playground equipment. Thank-you for all of your work to further accessibility in Guelph Cathy.

The AAC and City of Guelph wish to thank Brad Howcroft for his significant commitment to the work of the AAC. He was Chair for several years, past Chair for this year, participated in the Site Plan Review Sub-Committee and rarely missed a meeting of any of these committees

Item 13

Celebration of AAC accomplishments during 2018 and new AAC members – **For Information** - Leanne Warren

It has been a busy year for the AAC. During 2018 the committee gave input to the following projects:

Traffic Calming

The AAC allowed the use of portable speed cushions only during construction projects with the stipulation that each driveway would have a route that would not require driving over a speed cushion. All construction projects would include removing the cushions prior to winter weather.

Trails, Parks and Playground Structures

The AAC met with several Parks Planning staff to recommend when replacing or building new playground structures that accessibility be tied into the high elements so all elements of the play structure includes play for everyone.

Parks Planning staff also met the Site Plan sub-committee to talk about trails in parklands such as Stone Road.

Finally, the AAC met with Parks Planning staff and a consultant to review trail plans for the Speedvale Underpass

Site Plan review committee

Review approximately 105 site plans during this year. This means that 105 parking lots, connecting walkways and accessible routes will be installed properly.

Transit

The Site Plan sub-committee were engaged by Transit to reviewed bus stop designs. The outcome was a motion of recommendation to Transit. The AAC also engaged with Transit on locating the door of bus stops on the sidewalk side of a shelter where the boulevard is too narrow to locate the door on the street side of the shelter.

Taxis

The AAC were engaged by By-law on the satisfaction of accessible taxi service in the community. It was recommended that the system of licensing remain as it has been. The result of this licensing system is that we have more accessible taxis in Guelph than other communities of the same size.

By-law has also required vehicles for hire that are not Taxis and do not have accessible vehicles to pay a fee. The AAC formed a sub-committee to recommend to the City what the pot of fees should fund. The AAC will be working on this recommendation into 2019 and supported by by-law and the Manager of Community Investment.

Municipal Election

The AAC heard the efforts of the Clerk's office to ensure an accessible municipal election.

Accessible Housing

AAC recommended to Urban Design that accessible housing other than apartment-style housing is needed in Guelph.

Looking forward to 2019

Meet with Planning and Zoning staff to talk about accessible affordable housing and other accessibility questions related to those departments (February 2019).

During 2018 the AAC gave feedback to the Community Plan. We will watch for projects to develop out of this initiative and look forward to participating further in this project and in the Trail Master Plan

New AAC members selected by Council include: Harold Grace, Elizabeth Lowenger, Laura Root, Edgar (Ted) Stevens, Elyse Trudell, Maddy Workman.

An AAC shared a positive development in her neighbourhood, she can now cross at Grange and Auden Road and not have to walk an extra block. It has a new crossing and tells you that the lights are flashing.

Brad thanked the Committee for all their work over the 8 years he has been with them.

Next Meeting:

February 19 2019 from 3 – 5 p.m. City Hall 112

Future Topics:

- AAC Annual Information Report to Council
- Site Plan Sub-Committee report: update the AAC general recommendations to developers for Site Plan review
- Accessible playground including sensory activities for adults similar to parks in the United States.
- AODA Engagement as needed which may include: Guelph Trail Master Plan, reviews On-Street Parking Consultation, outdoor play spaces, recreation trails.