

Meeting Minutes



City of Guelph

Accessibility Advisory Committee (AAC)

February 19, 2019

City Hall, Meeting Room 112

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

Meeting Chair: Mike Greer, Vice-Chair

Committee Liaison: Leanne Warren

Minutes: Sarah Wren

Attendance: Sarah Mathison, Elizabeth Lowenger, Deborah Stienstra, Ted Stevens, Jason Dodge, Malcolm McLeod, Maddy Workman, Mike Greer, Harold Grace, Donna McMurdo, Elyse Trudell

Regrets: Julian Murphy, Brooke Sillaby, Lynn Jeurond, Lorelei Root

Agenda Items

All welcomed by the Vice-Chair.

AAC Members introduced themselves and shared the topic(s) they are most interested with relation to accessibility and the City.

Sarah: On AAC for couple years.

Elizabeth: works at University of Guelph, Manager of Student affairs for vet school.

Deborah: Works at University of Guelph, Professor- Research in Disability, prime interest in accessible housing and trails.

Ted: Retired.

Maddy: Final year of High School, starts college in September.

Jason: Works for Hospice Wellington. Joined AAC September 2014. Interest in autism and accessible housing.

Malcolm: Advisor on Disability at University of Guelph

Mike: Vice-Chair, interest in affordable accessible housing

Harold: Moved to Guelph recently; retired from CNIB. Interest in transportation and voting.

Donna: Second year on AAC; is on the AAC Site Plan committee. Background as rehab consultant.

Elyse: Works as an OT at Homewood Health Center in eating disorders, on Youth Advisory Council Mental Health Commission of Canada. Interest in accessibility and mental health.

Item 1, 2 and 3

Item 1, Approval of the Agenda

Motion to Approve: Malcolm

Seconded: Harold

Carried.

Item 2, Declaration of Conflict of Interest

None heard.

Item 3, Approval of Minutes of December 19, 2017

Motion to Approve: Malcolm

Seconded: Deborah

Carried.

Item 4

Guelph Transit – **For Information** – Jason Simmons, Guelph Transit Operations Manager and Michael Feren, Trainer at Guelph Transit

1. Mobility, Convention, and Community bus updates related to accessibility

Follow up to December AAC meeting:

1. 1st question for follow-up. Loading order and any impact to riders as a result- no issues regarding the ProMaster supervisor vehicles. Two more ProMasters were ordered last week.
2. 2nd question for follow-up. Regarding online system: There won't be information needed on size of mobility device as all vehicles can accommodate assistive devices that are 31"x 48".

Items from today's meeting:

- Ride share is new software that will allow Mobility riders the option of booking their trips through an online application.
- It is expected to be ready for testing in April this year and therefore Transit will ask for volunteers who use mobility to test the application.
- Feedback will be obtained on the website.
- Customers will be able to rate satisfaction from 1-5 rating plus add comments.
- Customers will need to use either a smart phone or computer to use the application however customers will still have the option of phoning in to Mobility to book their rider just as they do now. This application just provides another option to book transportation.
- Mobility ridership statistics:
 - 2017: 13,500 bus hours
 - 2018: 17,926 bus hours
 - 43,000- 48,000 trips
 - 2018 Red Top 180 trips
 - First month in 2019 ridership is up 20% than previous year.
- AAC asked about ice issues has there been any issues with not being able to pick up passengers.
 - Jason hasn't heard of any cases. Staff are instructed that safety is first; taking the time they need to safely get riders on.

- Jason was asked if university students at the University of Guelph would be able to opt out of bus passes and if so, how this would impact Transit.
- Jason said Transit isn't part of the opt-in, opt-out as a referendum was held at the University of Guelph that resulted in support for the current program where all students ride Guelph Transit with their student card as their bus pass.
- AAC asked about the Trapeze system at Transit and the implementation of this work.
- Jason clarified that Trapeze has several elements to it including payroll through to scheduling and trip planning. Of 16 elements, 14 have been implemented.

2. New driver training – assisting people with a disability

- Michael Feren remarked that he is certified by the Province to train and issue driver's licenses from a G license to the B class license. The training process takes about 4 – 6 weeks. Part of this training includes the Accessibility for Ontarians with Disabilities Act (AODA) training. Transit is in the process of hiring new drivers for conventional and Mobility. AODA training for all drivers includes how to secure a wheelchair, and that on the conventional bus, passengers need to request the driver to secure their wheelchair. The securement systems is a four point system. Mobility service is door to door.
- When asked if existing drivers receive training, Michael responded that he is considering ½ - 1 day training to recertification every three years. This training would refresh drivers on securing wheelchairs, use of bike racks, and fire extinguisher safety.
- The AAC members were reminded that if they bring a concern to Transit regarding the service that the following details are required: the date and time, location, and service (Mobility or conventional), and 3-digit number of the bus. Members are encouraged to let Leanne know of the concern if the members don't know how to connect with Transit and she can facilitate.

AAC asked if drivers are selected for Mobility specifically? Jason, said they have a collective agreement that needs to be followed. The date they apply is their seniority. In order of seniority, they can select where vacancies are available. Sixty percent of the work hours on the Mobility system are not guaranteed hours however driver position on the conventional system are full-time.

AAC asked if Transit has considered including people or customers who identify as having a disability in their training to share their story? Michael responded that Transit doesn't do that. AAC recommend Transit consider their recommendation as it could be useful if for example someone who is blind could advise on how to be guided. Michael mentioned the importance of consistency in their training and noted that Leanne Warren had recently sent him guidelines from CNIB that demonstrate techniques for being a Sighted Guide that will be added to the training.

AAC asked who is responsible for checking if the wheelchair/assistive device securement equipment is working. Transit replied that each driver checks the bus equipment at the beginning of each shift.

Jason mentioned that new operators shadow current drivers for 2 weeks. Hoping they will see over that time everything they need to be prepared for.

Item 5

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

Follow up from February meeting:

1. With regards to the unoccupied sports fields as leash 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.
Parks Planning replied that all leash free areas will be fenced in.
2. 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?
Parks Planning replied that the City does not follow up with dog owners in the parks; that would be the Human Society. That process is complaints based. That said, a dog owner should carry the dog license with them.
3. 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?
Parks Planning replied that there will be shaded seating within the fenced area of these dog parks.

Item 6

On-street Accessible Parking – **For Information** – Leanne Warren

Follow-up questions from last meeting. By-law reported non-registered accessible parking permits are able to be seized. By-law manager sent 4 staff on a course last year to learn how to identify counterfeit permits. When they are found they are sent to the Ministry. If someone has borrowed another MTO permit, after calling the owner, if owner does not collect it is sent to the Ministry. 385 tickets issued for 2018. Leanne reiterated calling in to report rather than approaching the possible offender. An incident a few years ago resulted in an assault, which of course we want to avoid a repeat of.

AAC raised issues with accessible parking being replaced with priority shopper parking space. If concerns are raised they should call Property Standards. When developments are received through Site Plan accessible parking is signed off on and cannot be removed or relocated without approval from City.

AAC asked - When using another vehicle with a permit they don't own.

Leanne noted that if parked in accessible parking, by-law staff will seize the permit, contact the owner to collect. If not collected it's then returned to the MTO.

The offender would be fined.

The Accessible Parking sign is called an Rb-93. The sign must be displayed within appropriate view of parking space so that it's obvious which space it is assigned to. Pavement painting isn't mandatory.

If only pavement painting is shown and there isn't an Rb-93 sign, report to Leanne however note that the year that the building was built/renovated last will dictate if accessible parking and the signs were required. AODA is grandfathered-in.

Item 7

Accessible Housing – **For Discussion** – Leanne Warren

This is a complex situation. Leanne to meet with staff to further investigate the most appropriate level of government to talk to. Perhaps someone from the Province or Federal Govt. re: flex housing, VisitAbility and so on. Maybe talking with 1 or 2 developers to understand their perspective.

- AAC questions for the City Staff, Provincial and Federal Staff, Developers:
- AAC suggests a smaller group may be more effective rather than the full committee.
- Biggest issues is the Ontario Building Code (OBC).
- AAC should consider how the carbon footprint has influenced changes in our community
- From a Building standard perspective – let builders give a choice to the buyers. Provide an accessible option for house plans. AAC member mentioned that other municipalities are building accessible units/ apartments. The member will provide Leanne with exact details on other communities so she can follow-up.
- AAC member mentioned social and cooperative housing. Are there success stories of developers who have tried and succeeded?
- Leanne asked for clarification: Are we are speaking on single family dwelling.
- AAC concerned about 2 story houses with no options from a developer. Equality of choice.
- Education piece is very important, the availability to make a choice is very important. Which means a variety of choices.
- AAC members feel that the dollar bottom line is the challenge.
- Leanne mentioned that as long as plans for a house meet the Ontario Building Code (OBC) then there's no legislation for the City to rest on - this is a huge hurdle.
- OBC 3.8.2.1(5) clause that seems to preclude single family accessible housing.
- AAC concerned that some guidance is not given to developers so that their sites are accessible including townhouses and commercial buildings. Integrating accessible design that works is a concept that developers need to understand more. Guidance before preliminary submissions should be given.
- AAC agree that they need to focus their energies on what exactly they plan to advocate for. Such as: save money, healthcare – funds that go into making houses more accessible, to advise in early stages of building, senior's needs, fall prevention techniques could save money later on. Accessible housing could help around environmental needs.

Specific questions for City: (Clarify with Leanne's notes)

- What policy can be put in place to raise the bar of building code requirements?
- Community scan through the CAOs office: How many reflect the need for a neighbourhood community and visiting that community and how many statements relate to accessibility?
- What do we know about the demographic of Guelph and projections? What are we doing to get there?

Leanne encouraged members to reach out with any further feedback or questions to raise with staff. Feedback needed within the next week.

Sub-committee: Mike, Deborah.

Item 8

Library Focus Group – **For Information** – Leanne Warren

Want to include accessibility as aspect for main branch. Will need to meet the FADM. But what services should they have? Invited to attend drop in 11-12noon Feb 25 at Main Branch 100 Norfolk, Level 2. If you want to attend but concerned about the lift, other opportunities can be discussed. Lift has a weight limit.

Item 9

Vehicle for Hire Sub-Committee Funding Report – **For Information** – Leanne Warren

Uber and Lyft are setup in Guelph, Pay municipality 7c per ride as they do not provide accessible. Sub-committee was recently struck. Brief update on community engagement in another community (not disclosed). Four top ranking ideas for how funds could be spent. \$10,000 every 6 weeks in Guelph approx.

- 1) Allocate all or portion of funds to non-profit (get additional notes from LW)
- 2) Parallel transit system. Accessible taxis to have GPS (like an Uber feature)
- 3) Reduce the cost of taxi coupons, change max allowance up to 8 books per month (could lead to reselling)(In Guelph, person who uses the mobility system can buy \$40 worth of taxi scripts for \$20 – can buy 2 per month)

Due to time restraints conversation wrapped up early. LW encouraged members, including new members to join the Sub-Committee if interested.

Item 10

Site Plan Sub-committee Report

There were only a few submissions since the beginning of the year however there are more to review in the next week.

Meeting Adjourned.

Next Meeting:

April 16, 2018 from 3 – 5 p.m. City Hall 112

Topics:

- Accessible Housing (April 2019)
- Site Plan Sub-Committee report