

Meeting Minutes

City of Guelph

Accessibility Advisory Committee (AAC)

Tuesday, August 16, 2016

City Hall, Meeting Room 112

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

Meeting Chair: Brad Howcroft

Vice-Chair: Julia Phillips

Attendance: Sarah Mathison, Jason Dodge, Malcolm McLeod, Brad Howcroft, Julia Phillips, Brooke Sillaby, Raminder Kanetkar, Michael Greer, Tanya Davies

Regrets: Kate Ducak, Ruth Russell, Marlene Pfaff, Cathy McCormack, Julian Murphy, Missy Tolton

Agenda Items

Welcome to all

Item 1 and 2 and 3

Item 1. Approval of the Agenda

Agenda edit:

- Items 7 and 11 were presented in place of each other to respect the work hours of employees in attendance

Approved by Brooke; seconded by Sarah

Carried

Item 2. Declaration of Conflict of Interest

- No conflict of interest noted

Item 3. Approval of Minutes of June 21, 2016

Approved by Malcolm; seconded by Jason

Carried

Item 4

Guelph Mobility: PASS System and Program Updates - **For Information** – Robin Gerus

- Trapeze software: PASS scheduling mobility trips
 - PASS is an advanced scheduling and dispatching application
 - Mobility services acknowledges that there is a lot of work with this project as they move forward
- Passenger system change: From an automated service, Mobility can now call a passenger back to confirm their ride however the passenger will need to request

this service at this time. New applicants will receive this request which includes renewed applications.

- Driver system change: A driver now talks one on one with the dispatcher and or supervisor instead of an open conversation on the radio as it was in the past. This great transfer of information and uses fewer radio channels.
- Mobility services reports 1333 registered mobility customers.
- Supervisor of Mobility services encourages customers to contact him directly if there are concerns.
- Complaints transferred directly to Supervisor's phone line and will be responded to in a timely fashion.
- Five question survey will be introduced to gain feedback on the Mobility service
 - Satisfaction, routes, single most important thing that the customer thinks that mobility services can correct
 - Rate the Mobility and community bus service.
- Statistics: During July 2016 there were 4000 trips booked however 662 of those trips were cancelled. As a result the following changes are being considered:
 - Expand booking period of time
 - Review of the application process
 - Studying the phone system to address concerns such as:
 - Callers being on hold for a long time. Possibility changing to the option to stay on the queue or leave your phone number and someone will return the call.

AAC Feedback

- Will surveys be available on the bus?
 - Robin replied: That Mobility doesn't want to replace or compete with the current transit survey so he is looking at options.
- Now that passengers can book rides on the weekends, will notification be given to passengers?
 - Robin replied that:
 - Signs are in the process of being put on vehicles
 - Support offered to connect with business and support agencies in Guelph.

Item 5

Site Plan Sub-Committee Report – **For Information** – Julia Phillips

- Meeting throughout the summer, 7-10 site plans are reviewed on average.
- September will be focused on park signage.
- If anyone is interested in joining, a half hour training session with Leanne is required and then AAC members are welcome to attend as many meetings as they see appropriate.

- Meet Monday afternoons from 1-3 p.m. and Tuesday evenings 6-8 p.m. every second week.

Item 6

Signage bylaw, Accessibility and Encroachments (Downtown Sidewalks) – **For Information** – Leanne Warren

- “A-frame” or tent signs cannot block the 2 meter pedestrian sidewalk – people are encouraged to contact bylaw who will enforce this bylaw: Contact bylaw at bylaw@guelph.ca or 519-837-2529
- By-law available 24 hours

Item 7

Update of Travel Training Pilot Program – **For Discussion** – Sam McFarlane

- Summer session of the Travel Training Pilot program has included three participants with varying disabilities who are very happy with the program
- Program is expected to continue in the fall
- Difficulty finding volunteers in the summer

Item 8

Accessibility for Ontarians with Disabilities Act (AODA) Update and Canadians with Disabilities Legislation Information – **For Information** – Leanne Warren

AODA

- As reported in June, the changes won't affect the work of the AAC. The changes include:
- The Accessible Customer standard was released in June as reported during the June AAC meeting. At that time we didn't have the opportunity to discuss the details of this updated legislation. The changes worth noting include:

Service animal has been redefined as:

(4) For the purposes of this Part, an animal is a service animal for a person with a disability if,

- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - (ii) A member of the College of Chiropractors of Ontario.
 - (iii) A member of the College of Nurses of Ontario.
 - (iv) A member of the College of Occupational Therapists of Ontario.
 - (v) A member of the College of Optometrists of Ontario.
 - (vi) A member of the College of Physicians and Surgeons of Ontario.
 - (vii) A member of the College of Physiotherapists of Ontario.
 - (viii) A member of the College of Psychologists of Ontario.

(ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support Persons has had instructions added for clarity.

- To ensure the intended interpretation is used for the support person section, the requirement now includes instructions from a human rights perspective regarding organizations who feel that a person requires a support person to accompany them when on the premises. If this is the case, the provider shall waive the payment of the admission or in connection with the support person's presence.
- The City takes a softer approach and offers a one2one volunteer or some other support mechanisms that are respectful of the person. These cases are rare.
- Option for a PAL (Personal Assistance in Leisure) card
 - Allows an individual with a disability to bring along a person for assistance in leisure environments
 - Not applicable for outside entities (Sleeman Centre, River Run Centre)
- All other changes are for clarification. We were happy to see that we had interpreted the original correctly and so no other changes for the City at this time.
- Another update is expected next year. The next change should be all of the Integrated Standard other than customer service and design of public spaces.
- The Province seems to be gearing up for this process as they are surveying libraries to see if they understand and feel that they can comply with the technology requirements in the legislation.

Canadians with Disabilities Legislation Information:

- Please note that the federal consultation with Canadians on planned accessibility legislation is now open. It can be accessed by clicking the following link: http://www.esdc.gc.ca/en/consultations/disability/legislation/index.page?_ga=1.264613135.1486084409.1469472617

Canadians are invited to comment or make recommendations on:

1. The goal of the legislation (which "is to increase the inclusion and participation of Canadians in society and promote equality of opportunity by improving accessibility and removing barriers in areas of federal jurisdiction.")
2. The approach the legislation should take to improve accessibility and remove barriers
3. The types of organizations that should be covered by the legislation
4. Accessibility issues and barriers the legislation should address
5. How compliance with the legislation should be monitored and enforced
6. How to raise accessibility awareness and support organizations in improving accessibility
7. How the Government would report to Canadians on the effectiveness of the legislation and when/how the legislation would be reviewed.

- The questionnaire, an online Fluid Survey, and the [accessible PDF version of the discussion guide](#), "What Does an Accessible Canada Mean to You," are available until February 2017. It is also available as Text, Audio, and American Sign Language. Feedback can be provided in English, French, or American Sign Language. It can also be provided in online, handwritten, video or audio submissions.

Please address your inquiries or provide your input to the federal Office for Disability Issues via:

Phone: 1-844-836-8126

TTY: 819-934-6649

Fax: 819-953-4797

Email: accessible-canada@hrsdc.gc.ca

Mail: Consultation - Federal Accessibility Legislation

c/o Office for Disability Issues

Employment and Social Development Canada

105 Hotel-de-ville St., 1st floor, Bag 62

Gatineau QC K1A 0J9.

Item 9

AAC Orientation Handbook Update – **For Information** – Leanne Warren

- Only one edit this year. From the Clerk's office a new hierarchy for the AAC to report to Council:
 - Council will no longer meet as separate committees but rather all Council members will meet with the committees.
 - This means that at the beginning of the month Council will sit as one or two of the standing committees. The information from staff will be introduced to all of Council at this time. Council and the public will have from near the beginning of the month until the Council meeting at the end of the month to understand and ask questions regarding the topics introduced at the beginning of the month.
 - The November standing committee will hear topics from the Infrastructure, Development and Enterprise Services (IDES) committee that the AAC reports through to Council. The October standing committee will hear topics from another standing committee.

Item 10

Annual Information Report – **For Discussion** – Leanne Warren

- The AAC's annual information report will go before the standing committee on November 7
- Leanne will know the time for a presentation from the AAC toward the end of September
- Brad will be available to give the presentation but usually has Julia present as well. Julia is unavailable on November 7th
- Looking for an AAC member to volunteer to present in place of Julia

Topics for the Annual Council Report

From an accessibility perspective the AAC carried out the following significant tasks over the past year at the request of staff:

- Monitored and consulted on Accessibility for Ontarians with Disabilities Act (AODA) legislation proposed changes and updates
- Advised on the Travel Training Pilot Program
- Consulted on several site plans of City facilities such as Guelph Police Services Headquarters and Victoria Road Recreation Centre as well as private commercial, industrial and residential Site Plan application
- Participated in the development of the Site Plan Guidelines by compiling standardized designs to guide developers in their designs
- Consultation requirements for employees to engaged the AAC lead to a standardized approach for:
 - on-street parking; and
 - outdoor play spaces, rest areas, paths of travel, trail design and trail amenities
- Reaffirmed the accessibility needs of downtown sidewalk accessible routes
- Supported Operation's request for funding of outstanding intersection curb ramps
- Partnered with Transit to test components of Transit's Trapeze software to ensure accessibility is considered
- Consulted with Engineering on accessible traffic island design

Future tasks in addition to ongoing work:

- Advise staff on the update of the City's Multi-Year Accessibility Plan
- Request that affordable housing incentives and standards include accessible affordable housing
- Review traffic calming and roundabout recommendations to reflect practices that do not create a barrier for people with a disability
- Advise on facility audit for accessibility

FINANCIAL IMPLICATIONS

There were no direct financial implications to the work of the AAC.

End of topics for the annual Council Report.

- Please let Leanne know by September 14th if someone is interested in stepping in for Julia for the presentation

Item 11

Solid Waste Green Bins and Sidewalks – **For Discussion** – Leanne Warren

- Chad reported that on August 15 the topic of setting carts away from sidewalks and accessibility areas was covered as a reminder to all collections staff.
- A new bylaw is needed regarding green bins not blocking the accessible route.
- Solid waste makes an effort to ask Solid Waste drivers to not set carts down on the sidewalks but rather aim for boulevard or mouth of the driveway.
- Contact Solid waste with any form of concern
 - waste@guelph.ca or call: 519-767-0598 or TTY 519-826-9771
- AAC mentioned that carts in front of accessible parking another concern
 - Solid waste has met with mobility bus drivers to address places they pick people up and drop people off to ensure that these areas are clear of green bins or other items that my block the accessible route
- Customers with a disability can request assistance from Solid Waste as an accommodation if they require assistance moving their cart to the curb or the same but only for the winter season.
- When Solid Waste encounters recurring concerns with the same businesses or infractions of the rules, reminder materials will be left behind
- More feedback the better regarding accessibility
 - Day, area, time and specifics where carts have fallen over that are blocking the sidewalk is needed to follow up.
- AAC mentioned concerns at Neeve and Richardson.
- AAC mentioned that sometimes their collection is missed.
 - Chad suggested that waste should be set out by 6:30 am however if it is missed people are encouraged to call the Solid Waste office
- Opportunity for feedback and AAC review for waste bylaw during the creation process.
- AAC suggestions:
 - For signage on the green bins to remind individuals to try to keep them straight up and off the sidewalks.
 - Idea of a door hanger to not leave them on the sidewalks if carts have fallen over
 - Chad responded that staff try to put it where the bin belongs instead of where it was placed in an effort to demonstrate the appropriate location.
- AAC concern about green bins almost always falling over.
 - Chad responded that additional padding is going to be placed on the truck arms to allow for a tight fit of the bins
- New trucks are being considered for the future
- Full yard waste collection aimed for next year

Item 12

Ice Removal – **For Discussion** – Leanne Warren

- Concern about people using the road not the sidewalk with mobility device when ice is building up
- What is our expectation for ice build up?
- Information to be gathered between now and October?
- Understanding statistics is important-what do bylaws classify as acceptable?
- What is the City's commitment to access transit bus stops and traffic signals?
 - Expectation:
 - Be able to reach in timely and safe way
 - Same for traffic signals, have to be accessible to persons using mobility devices
- AAC members are encouraged to generate discussion regarding ice removal before October meeting so that Leanne can follow up with that department and report back at the October meeting.
- Early September-discussion will be started with staff
 - Operations uses specific measurements for snow and ice depth that will trigger clearing. This measurement is different depending on pedestrian traffic.
- AAC recommended:
 - Maybe look at turning radius for accessible pedestrian buttons
 - Staff attend future AAC meeting to hear of concerns
 - A list of areas of concern brought forward as an idea

Item 13

Access Recognition Awards – **For Information** – Sarah Mathison

- The Guelph Barrier Free Committees are currently taking nominations for the Access Recognition Awards. The awards are presented to people, groups and businesses who have gone beyond the expected, such as the AODA, to identify and remove barriers for people with disabilities. Further, there is an award for an individual with a disability who has realized a significant accomplishment. The mayor will present the awards during the November 28th Council meeting. Deadline to submit a nomination is August 31, 2016

Item 14

December 3rd Event for International Day of Person with Disabilities – **For Discussion** – Leanne Warren

- City Staff are planning on celebrating this event however the topic and date have not been set as the 3rd is a Saturday
- With the AAC presentation to IDES Committee on November 28th and the International Day that same week, maybe the awards could serve as a kick-off event or at least be the kick-off topic in promotional material.

Feedback

- Aim for an online web presence
- Post something in the Guelph Tribune; possibility the City page
- Recognize positive individuals and accomplishments in the community

Item 15

Invite AAC to bring forward any agenda items in the weeks before AAC meeting – **For Information** – Leanne Warren

Meeting Adjourned

October Agenda Items:

Site Plan Sub-Committee Report

December 3rd Event for International Day of Person with Disabilities

Annual Information Report

Travel Training Pilot Program

Guelph Mobility

Site Plan Sub-Committee Report

AODA Required Consultation Status

Next Meeting:

October 18, 2016 from 3 – 5 p.m. City Hall 112