

# Meeting Minutes

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## City of Guelph

### Accessibility Advisory Committee (AAC)

Tuesday, October 18, 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, Malcolm McLeod, Brad Howcroft, Julia Phillips, Brooke Sillaby, Raminder Kanetkar, Tanya Davies, Julian Murphy, Marlene Pfaff, Cathy McCormack

**Regrets:** Kate Ducak, Missy Tolton, Jason Dodge, Michael Greer, Ruth Russell

## Agenda Items

Welcome to all

### Item 1 and 2 and 3

Item 1. Approval of the Agenda

Approved by Brooke; seconded by Malcolm

**Carried**

Item 2. Declaration of Conflict of Interest

**No conflict of interest declared**

Item 3. Approval of Minutes of August 16

Approved by Sarah; seconded by Malcolm

**Carried**

### Item 4

Guelph Mobility Updates - **For Information** – Robin Gerus

- Guelph Mobility had a busy summer and provided some statistical updates
  - From July to present Mobility provides from 4200 to 4500 trips a month with demand growing on a monthly basis
  - Averaging 600 cancelled trips a month
  - So far in October there has been 300 cancelled trips
    - This may be caused by a tendency to over book
    - Mobility Service is working towards creating enough passenger confidence to reduce over-booking
  - No shows ranged from 55-65 a month from July to October

- Community bus carries just over 1000 passengers a month
- In the process of reviewing new vehicles to fit current mobility and service needs
- Continuing to try to cut down on third party carriers by having mobility on the road for longer hours
- Mobility Service is working through some kinks with the Trapeze booking system
  - It is not perfect and as a result some individuals are not trusting the system fully yet
  - There may be a gap between real service and system expectations; for example, the system does not always take construction, heavy traffic and other delays into account. Transit is working to resolve this gap.

#### AAC Feedback

- What is the follow up process for no-shows?
  - Robin replied that after three no-shows a friendly letter about how a no-show impacts other riders is sent out to the rider.
- Suggestion put forward from committee to connect with senior residence to promote Mobility's services.

### Item 5

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

- Site Plan Sub-Committee is starting to see an increase in site plans and is becoming busy again after a fairly slow summer.
- The subcommittee has started talking about trailhead signage and has generated some great conversation.
- This topic will be brought to the AAC in the coming months as the City works through an update to the Trail Master Plan.

### Item 6

#### Accessibility Audit of City Facilities – Phase One – **For Information** – Leanne Warren

- Accessibility Services is carrying out an accessibility audit of all the City of Guelph corporate assets
  - This includes Sleeman Centre, River Run Centre, park washrooms, etc.
- River Run Centre audit has been completed and went smoothly
- Once the audit is complete, there will be a document produced that highlights how each asset meets the OBC, how it meets the FADM, and recommendations as to how the asset can be changed to reach the FADM
  - The City will be looking for guidance from the committee regarding prioritizing accessibility retrofits in the future; for example, discussion will include how to prioritize different assets and if this task should be taken on by the Site Plan Sub-Committee.
- The audit process is taking place in three phases due to the number of assets.

### Item 7

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

- Because of the timing of the new permanent part-time position the Travel Training Program will resume in the spring.

## Item 8

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

- Expecting AODA updates each year for the next three or four years.
  - Web Content Accessibility Guidelines (WCAG 2.0) are being updated with an expected release date of May 2017. This update is expected to influence an update of the Information and Communication section of the AODA later on in 2017 or early 2018.
- The authors of the WCAG 2.0 are aware that there are issues with the current guidelines; for example clear directives regarding keyboard navigation in the new release.
- No new information about Canadian with Disabilities Legislation Information (CDLI).
- The AAC is strongly encouraged to see what is being proposed and provide comments about the CDLI.
- Every province has different standards. With this in mind, there are concerns that the current Ontario standards will exceed a federal standard and therefore create barriers for people with a disability in Ontario. An example, British Columbia has significantly different laws about service animals than Ontario's more progressive AODA requirements.

## Item 9

December 3<sup>rd</sup> Event for International Day of Person with Disabilities – **For Discussion** – Leanne Warren and Sam McFarlane

- Aiming for a "travelling road show" approach to celebrate this date. A few AAC and Guelph Barrier Free Committees members will visit City facilities with Sam and Leanne to share promotional materials outlining the goals of this United Nations day as well as the City's commitment to diversity and avoiding/removing barriers related to accessibility.
- AAC and Barrier Free Committee members who are interested in helping are encouraged to contact Sam.

## Item 10

Annual Information Report – **For Discussion** – Leanne Warren, Brad Howcroft, Julia Phillips

- The AAC's annual report will go to Council over the next month as an information report. During either January or March, Brad and Julia will present to Council a summary of the report.
- Brad and Julia were invited to a meeting through the Mayor's office and had the opportunity to talk with the Lieutenant Governor of Ontario Elizabeth Dowdeswell regarding affordable, "Accessible" housing options for the province.
  - They felt that they had some impact with their message of adding the word "Accessible" to the affordable housing conversation.
- Impressed with who they met and the opportunity to network with locals.
- Idea brought forward from the committee to have keynote speakers at committee meetings on various topics to broaden committee understanding of barriers in our community for people with a disability.
- Next June would be first time for a guest to come. April meeting discussion to develop a short list of agencies that could be invited.

## Item 11

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

- Operations reported that the snow accumulation threshold to trigger snow clearing is a council approved standard; for example:
  - 1cm of snow or more triggers operations to respond in the downtown as well as slippery conditions.
  - 4cm for high priority routes (high traffic areas, hospitals, churches, schools)
  - 8cm for residential sidewalks
- The expectation for snow clearance around pedestrian signals is that they are free of snow.
- Operations is working to coordinate clearing of the roads and sidewalks to reduce the times that a windrow is left behind however this is a difficult schedule to coordinate.
- Operations staff interested in attending next AAC meeting

AAC Feedback

- Where should people call to report a winter weather barrier such as slippery conditions/snow removal?
- 8 cm seems high for residential sidewalks. Concern extends to noting that the front wheels on a wheelchair can be only four inch casters which make moving in snow extremely difficult if it is more than a couple of inches deep. Snow that has frozen with foot impressions in it is impossible for a wheelchair to move through.
- The winter conditions phone line should be active in November but Leanne will confirm this. This phone line is dedicated to receiving concerns related to winter conditions that are creating a barrier for people with a disability.
- It was suggested that people are given information so that they can report winter weather barriers using social media.

## Item 12

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

- Follow up requested with regard to the plan of staff adding a cushion on the side of the collection vehicle arms to more accurately pick up the green bins
- Some downtown businesses don't have room for the bins and are placing them at the accessible parking, creating a problem for those with a lift on their vehicle. For example at the Norfolk Medical building.

## Item 13

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

- The Guelph Access Recognition Awards recognize individuals or organizations that have made a substantial contribution above and beyond the expectations and requirements of the AODA by removing barriers for individuals with disabilities or overcoming a significant personal barrier
- The awards will be handed out November 28<sup>th</sup> during the City Council meeting.
- Individuals receiving awards include:
  - Ross Knechtel
    - Ross has overcome significant mental health barriers to become an important part of the Guelph Wellington Seniors Association. He is known as the "Webmaster" as he assists Senior's with technology.
  - Ann Caine

- Founder of the Sunrise Therapeutic Riding and Learning Center has removed barriers to recreation for countless Guelph residents with a disability.
- Has been recognized at the national and provincial level for her positive impact on the disability community
- Artisanale French Country Cooking
  - Recognized for the wide variety of accommodations made for individuals with disabilities ranging from specific individual food preparation, very accommodating services, to an accessible restaurant layout.
- Celia Payne
  - Fitness instructor who is recognized for her ability to adapt classes to all of her participants abilities while educating participants on the importance of healthy active living for all abilities
- Norm's Esso
  - Recognized for the wide range of accommodations made for customers with a disabilities ranging from mobility device tire inflation to car pick up service so an individual with a disability does not have to leave his or her home.
- Emergency Services of Guelph
  - Recognized for implementing the Text with 911 service during the spring of 2015 which was well ahead of the Ontario-wide launch in the coming weeks of 2016. Text with 911 is an emergency system for individuals who are Deaf, deafened, hard of hearing and/or speech impaired.
  - Mike Gatto-Public Information Officer-Guelph Police Services
  - Jonathon Green-Guelph Police Services
  - Scott Grover-Guelph Police Services
  - Laura Phillips- Communications Trainer/Auditor-Guelph Police Services
  - Harry Dunning-Manager of Administration and Emergency Preparedness-City of Guelph-Posthumously
  - Michelle Rickard-Communications Officer-City of Guelph

## Item 14

AODA Required Consultation Status – **For Information** – Leanne Warren

- Update on table to track required consultations through the AODA
  - Most are parks related.
  - Trailhead signage is a large topic moving forward.
  - Recommendation will come to AAC formally from the AAC Site Plan Sub-Committee.
- The members were asked to think about how often they would like to review these consultation outcomes; for example, annually, biennially, following a municipal election when all members have re-applied, etc.
- AAC to think about it and be an item for December

## **Item 15**

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

- December 2016 topic: frequency to review consultation outcomes.
- April 2017 topic: Committee to suggest a couple of support agencies that they would like to learn more about. Goal is to network within the community and to better understand barriers that people with a disability experience.

Meeting Adjourned

## **Next Meeting:**

December 20, 2016 from 3 – 5 p.m. City Hall 112