

Meeting Minutes

Meeting: City of Guelph

Accessibility Advisory Committee (AAC)

Date: Tuesday, February 17, 2015

LOCATION: City Hall, Room B

TIME: 3:00 TO 5:00 P.M.

CHAIR: Jennifer Popkey Bergen (Chair)

PRESENT: Brooke Sillaby, Laurie Lanthier, Janice Pearce Faubert, Tanya Davis, Mary Grad, Cathy McCormack, Brad Howcroft, Michael Greer, Sarah Mathison, Malcolm McLeod, Julian Murphy, Ruth Russell, Rebecca Finkelstein (Co-op student), Leanne Warren (Liaison), Lynne Briggs, John Alves (Transit), Nancy Button (Transit), Laura Phillips (Police Services), Scott Grover (Police Services)

REGRETS: Julia Philips, Missy Tolton

Please note:

No Peanut Products permitted at this meeting.

Please refrain from wearing scented products.

Accessibility related accommodations available upon timely request to Leanne Warren 519-822-1260 ext. 2670.

Agenda Items

1. Welcome to all

2. Approval of the Agenda

- Motion to approve the agenda by Brad and seconded by Janice
All in favour - carried

Approval of Minutes of December 16, 2014

- Motion to approve the minutes by Brooke and seconded by Cathy
All in favour - carried
 - The second half of Janice's last name missing in December meeting minutes

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3. Meet the New Committee Members: Ruth Russell, Michael Greer, Sarah Mathison, Malcolm McLeod, Julian Murphy

All members in attendance shared a little bit about their interests on the committee.

4. New Service: T-911-For Information – Laura Phillips (Guelph Police Services), Amanda Moorhead (Canadian Hearing Society), Scott Grover (Guelph Police Services)

Amanda did not attend

Scott and Laura presented the follow:

- T-911 service is a way for people to call 911 on their cellular phone.
- The service is designed for people in our community who are not able to communicate with the 911 service through voice because they cannot or have difficulty hearing or speaking on a phone. For example a person who is Deaf, has Aphasia or isn't able to speak.
- The Guelph Police Service and Fire Department will launch the program in Guelph toward the end of March.
- The ambulances service will also be included but behind the scenes the calls will be managed by Guelph Police.
- Those expecting to use the service will register with their cell phone provider. A voice package is required to use the service.
- Once registered, in an emergency the person would dial 911 which will send a prompt to the communicator that the individual requires T-911 service.
- A communication protocol has been developed to ensure that terminology will be understood by those whose first language is American Sign Language (ASL)
- The service will be available 24 hours a day/7 days a week.

Discussion:

- **AAC Member:** When registered, and someone calls 911, do you give the option to call or text? Is voice required?
Police Services answer: The T-911 service is a free service but the user must have voice plan to register. The voice phone call is kept open so background noises or someone hearing can be heard
- **AAC Member:** If someone had a stroke would the service have the ability to figure out where the person was?
Police Services answer: It's not straight forward when the person uses a cell phone at this point. We may be able to with some cell phone providers but it takes time.
If the person calls from a landline (house telephone) we can find out the address quite quickly.

Recommendation

AAC Member: Maybe advertise using a video (like Toronto did). In this video, there should be a deaf person signing, with live transcript.

Follow-up

AAC Member: On pictures there are “geo tags” so if someone takes a picture, you can access their location. Can the caller send a picture to T-911 to see if the location can be identified from the “geo tag”? To be researched. **Leanne to report back at next meeting**

AAC Member: If there is a requirement for the voice service, this needs to be advertised ahead of time. To be researched to see if voice service is required. **Leanne to report back at next meeting**

5. Transit Mobility: Program Updates - For Information – John Alves

- John Alves, Supervisor of Mobility and Community Bus Services

New Contract Service Provider

- BTS-Bert Transportation Services Inc. is the new service provider
- They are a family business with their main office in Vaughn. They are attempting to hire local drivers only.
- They have been given 30 days to normalize their operations here in Guelph by Transit.

New Scheduling System

- Transit, which possibly includes John, will be going to Cedar Rapids, Iowa to test the new reservation system for mobility called PASS.
- The new system will be linked up with Google Maps. This will provide flexibility in system such as customizing typical loading times for individual passengers as well as other efficiencies.
- Testing in Guelph Transit Mobility vehicles will begin in March on two Mobility buses. The system will be in all of the Mobility vehicles by end of June

New Mobility Application

- The new mobility application we have is more in depth to allow us to assist with special needs so drivers are aware and can assist.

Community Bus

- There are eleven Mobility-type vehicles including two community buses.
- Looking at schedule changes for the Community buses. Currently there are two buses serving the entire City and running on a 60 minute schedule. In this review we are looking at splitting the route into 4 quadrants and spending 30 minutes in each loop.

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Discussion

- **AAC Member:** Concerned about passenger load, the member had left a message to cancel a ride over the holidays however the van still came to pick her up.

John answer: The new scheduling system will have intelligent voice recognition which means that the system will call passengers to confirm their reservation the day before their pre-booked ride.

- **AAC Member:** Concerns about the system cancelling rides if a person doesn't answer their phone.

John answer: The call is a reminder only. If the person wants to cancel their ride there will be a process that they have to initiate such as calling to cancel.

6. Transit Conventional Buses: Guelph Transit Priority Project – For Information – Nancy Button Supervisor of Scheduling

- We did a route review of one afternoon on Thursday January 15 and we got a good sample covering all routes for passenger volumes
- Working on changing routes because there are routes that are over serviced and underserved
- Route 13 is too long so we will be getting rid of the end, leaving the last 2 stops un-served
- There will still be service on Eastview, which will become a perimeter route
- By taking these stops away, we will improve service on the Gordon Norfolk Woolwich corridor
- We try to provide a stop 400m within most houses in Guelph
- We are having a public consultation in March
- Will talk to John about including community bus routes in these conversations
- The last public meeting not many people there. We would like to do online comment forms following that. Changes should happen in the beginning of September

Discussion

- **AAC Member:** Lives at end of route 13. There are always people there at those stops including a neighbor who is blind.

AAC Member: Do you take the university schedule into consideration?

Nancy answer: Right now there are express routes to the university that are cancelled when classes are done for the summer. We are moving towards having regular routes at a higher frequency when university is in session, instead of express routes.

Public Consultation

- **AAC Member:** Will people get a notification saying their stop will be taken away?

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Nancy answer: The information about new routes will be put in the Tribune and the public consultation will be at City Hall to ensure accessibility. The information will be sent to Leanne who will send it to her networks

- **AAC Member:** Are you looking at adding stops closer to recreation services?
Nancy answer: Not looking at adding stops. We are more focused on reallocating buses so that they are not leaving people behind. Next summer the Trapeze scheduling/route system will count passengers and other statistics to see which stops are heavily used.
- **AAC Member:** Recommends that when posting information about the public consultation that posters on the buses be updated as old material still posted. Further, recommends that less information cluttering the postings on the bus with a phone number to call for more information would be ideal as passengers can't read the entire posting when they walk past.
- **AAC Member:** John talked about a review for the Community bus. It would be ideal if all of the information be solicited for both reviews at the same time.
- **AAC Member:** Is it possible to have 2 sessions for public consultation? Concerns about people who use Mobility needing to go out in the evening when fewer Mobility vehicles are on the road.
- **AAC Member:** What will the consultation ask of those attending?
- **Nancy:** It is still taking form. Not many people attended the last public meeting. We would like to do online comment forms. The route review draft and dot map where passengers get on and off as a resource. As well, ask for opinions and questions.

7. New Service: Video Relay Service – For Information – Jennifer Popkey Bergen

- This service should be coming to Canada in early 2016 (was not ready on-time for Fall of 2015)
- It is a video service for deaf people and those who can't use traditional phones
- CRTC approved in concept for Canada across in ASL LSQ English and French
- If you want to talk with someone deaf, you call their phone number and will be redirected to a servicer. When deaf person opens the video phone (can be computer tv or smart phone) the interpreter will start signing and the two participants will have an easier conversation
- The interpreter will only have access to the cities and the phone numbers
- Already have this service in the US and the UK

AAC Member: what does it cost in US?

Jenn answer: The only cost to deaf customer is high-speed internet so the screen doesn't freeze. It is considered a right to access, making it free

8. Pedestrian Routes: Update on Accessible Pedestrian Signal Funding Application – For Information – Leanne Warren

- The city has received the funding for accessible pedestrian signals

9. Pedestrian Routes: Tactile Warning Surface Indicators – For Recommendation – Leanne Warren

- Last summer extensive research was done on truncated domes (not flat) versus the ridges that we have right now or something similar to the ridges but reverse (they use them in Germany and Japan but we have not found a source in Canada)
- We use the ridges right now but they do not meet the AODA
- Currently, when snow clearing happens, the tops off of the domes get popped off, which defeats purpose. We are looking at going with cast iron instead
- City staff want to go with brown cast iron instead of the yellow because they are worried that as paint gets rubbed off it wont look as nice and will be too noticeable
- The yellow pops are part of visual cue –the brown iron doesn't pop
- Found a study that says it doesn't matter what the level of colour contrast is when using yellow because any yellow meets the contrast level standards
- If we paint the cast iron yellow it will wear off at the top so there will be even more contrast with bottom part. It might need to be re-painted
- The AODA just requires colour contrast

AAC Member: How will ice build-up affect the domes?

Leanne answer: when concrete is set up the bolt that receives them is attached to a panel and is embedded so water should not get in. Both brown and yellow have a textured top so less water build-up. On a 2% angle so there is water drainage

AAC Member: The snow will cause the yellow to pop more

AAC Member: The city will paint yellow, not brown lines down the middle of the road

Leanne: We need to go for truncated cast iron domes. Is the AAC recommending that we go ahead with the style that's not painted or recommending that they be painted yellow and see how long it takes for them to wear down?

Recommendation: For the construction year of 2015, the AAC recommends that cast iron truncated dome panels with yellow paint finish be used. Further, the committee will reassess this recommendation during the autumn months of 2015 when installations can be reviewed.

- Motion to approve recommendation by Mary and seconded Brooke
All in favour - Carried

10. Pedestrian Routes: Solid Waste Concern at Accessible Parking on Norfolk Street – For Information – Leanne Warren and Julia Phillips

- Julia is in contact about 4 solid waste containers in the accessible parking spots, where the lifts would drop at Wilson, in front of Norfolk Medical Center.

11. AODA: Consultation Process for New and Renovated Trails – For Recommendation – Leanne Warren

- Part of design of public spaces in AODA is that the AAC be consulted for any new or renovated city owned trails that will go in
- Site plan has the expertise to be able to read drawings and focus on connectivity to municipal sidewalks surfaces and finishes

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- Site plan meets every 2 weeks so more likely to get these things across the table
- Some members of the AAC would have a lot of ideas, so those who are interested can contribute. We can send information out through an e-mail to AAC members

Leanne: Do you want site plan to review drawings in detail and make recommendation to AAC, or as a full committee, do you want to review these drawings?

Decision: Other non-Site Plan members can give feedback and then the Site Plan Committee will make a recommendation

12. Site Plan Sub-Committee: Report – For Information – Brad Howcroft

- We meet every other Monday from 1-2:30 or 3
- The next meeting is next Monday the 23rd of February
- The purpose of the committee is to review site planning and the mission is to have input so outside design is accessible for city.
- We look for parking, elevation, ramps, sidewalks, where there should be curb cuts and several other things
- We go through different sites at every meeting and approve about 100 site plans per year
- We are asking for new members from the AAC. We usually have 5 members but there is one spot vacant and will be 2 other vacant spots at the end of this year
- You would go through short training briefing with Leanne to teach what we look
- If you cannot come every Monday that's ok –once a month will be good as well

Leanne: we review site plans under the ODA and can ask for any site plans we want to look at. There were sites being built where there was no accessible parking and we have made those changes. Hopefully over the next 2 years there won't be a need to have Site Plan Committee meetings every 2 weeks because developers will understand what is expected (some developers getting better).

13. Guelph Barrier Free Committee: Access Recognition Awards May 25th - For Information – Leanne Warren

- Mayor Cam Guthrie will present awards at council
- Please consider completing and fanning out nomination forms

February Agenda Items:

Site Plan Sub-Committee Report

Next Meeting:

April 21, 2015 from 3 – 5 p.m. City Hall; meeting room to be announced