



Hamilton

A G E N D A

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES (ACPD)

Tuesday, July 12, 2016

Rooms 192/193, 2nd Floor

City Hall, 71 Main Street West

4:00 p.m.

1. CHANGES TO THE AGENDA

2. DECLARATIONS OF INTEREST

3. APPROVAL OF MINUTES

3.1 June 14, 2016

4. DELEGATION REQUESTS

5. CONSENT ITEMS

5.1 Transportation Working Group Meeting Notes – May 24, 2016

5.2 Built Environment Working Group Meeting Notes – May 3, 2016

5.3 Built Environment Working Group Meeting Notes – June 7, 2016 (to be distributed)

5.4 Integrated Standards Working Group Update (no copy)

5.5 Work Plan Working Group Update (no copy)

5.6 Terms of Reference Working Group Update (copy of Terms of Reference attached)

6. DELEGATION

7. STAFF PRESENTATION

7.1 Light Rail Transit Project

8. DISCUSSION ITEMS

8.1 Request from the Light Rail Transit Project Team respecting Advisory Committee for Persons with Disabilities participation in a streetscape workshop for the proposed Light Rail Transit corridor (item deferred from the June 14, 2016 meeting) (no copy)

8.2 Accessibility Feedback Complaint Form update (item deferred from the June 14, 2016 meeting) (no copy)

9. NOTICES OF MOTIONS

10. MOTIONS

11. GENERAL INFORMATION / OTHER BUSINESS

11.1 Copy of Correspondence to the Director, Access & Equity from the Accessibility Directorate of Ontario respecting Changes to Accessible Customer Service Standard

12. ADJOURNMENT



Hamilton

Advisory Committee for Persons with Disabilities

Minutes 16-006

4:00 p.m.

Tuesday, June 14, 2016

Rooms 192 and 193, 1st Floor

City Hall

71 Main Street West

Present: A. Mallett (Chair),
P. Cameron, C. Cruickshank, P. Kilburn,
T. Manzuk, T. Murphy, K. Nolan, T. Nolan, M. Sinclair, S. Soto,
T. Wallis

**Absent
with regrets:** Councillor S. Merulla – City Business

Also absent: E. Lindeboom

**THE FOLLOWING ITEMS WERE REPORTED TO THE GENERAL ISSUES
COMMITTEE FOR CONSIDERATION:**

1. **Transportation Working Group Meeting Notes – April 16, 2016 (Item 5.1)**

(Kilburn/Semkow)

- (a) **Consultation with the Advisory Committee for Persons with Disabilities on the Staff Report respecting a 3-year pilot program for a 100% “On Demand” Accessible Transportation System operated by the Taxi Industry**

WHEREAS City Council has accepted the recommendation of Advisory Committee for Persons with Disabilities to investigate the feasibility of a 100% on-demand accessible transportation pilot project with a report back to the Accessible Transit Services Review Sub-Committee; and,

WHEREAS it is critical that any pilot project be properly designed with full input of Advisory Committee for Persons with Disabilities, and other persons with disabilities;

THEREFORE BE IT RESOLVED THAT:

The Advisory Committee for Persons with Disabilities be included in the consultation on the staff report respecting the feasibility of moving to a 100% "On Demand" Accessible Transportation System; and that the consultations include the design, implementation and evaluation of the pilot project.

CARRIED

(b) Consultation by the Hamilton Street Railway staff with the ACPD (Item 2)

WHEREAS Hamilton Street Railway (HSR) bus driver behaviour as experienced by persons with disabilities demonstrates a lack of knowledge and understanding of HSR and *Accessibility for Ontarians with Disabilities Act* (AODA) passenger policies; and,

WHEREAS This misunderstanding of HSR and AODA policies results in drivers devising their own version of policies; and,

WHEREAS Driver behaviour inhibits passenger access boarding and deboarding buses; and,

WHEREAS Driver behaviour compromises reasonable passenger safety;

WHEREAS Collectively, driver behaviour is grossly disrespectful to passengers with disabilities; and

WHEREAS There is an absence of consultation with the Advisory Committee For Persons With Disabilities (ACPD) regarding accessible bus design configuration by the Hamilton Street Railway; and,

WHEREAS The practice of the HSR has been exclusionary with respect to consultation with the ACPD on matters of accessible transportation; and

WHEREAS This lack of consultation can serve only to be more costly to the City; and,

WHEREAS These issues combined can only compel passengers with disabilities to seek other access for their transportation needs through Disabled & Aged Regional Transportation System further increasing overall transportation costs to the City;

Therefore be it resolved that:

The HSR consult with the Advisory Committee for Persons with Disabilities on all matters related to accessible transportation, including but not limited to: service delivery; policy development and implementation; revision of the complaints process and proposed new vehicle design.

CARRIED

2. Update of the 2006 Barrier Free Design Guidelines (Item 8.2)

(T. Nolan/Cameron)

That financial and administrative resources be put forward by Public Works, in consultation with CityHousing Hamilton, to update the 2006 Barrier Free Design Guidelines and that those guidelines include updated requirements for accessible housing within City owned and operated housing facilities.

CARRIED

**3. Resignation from the Advisory Committee for Persons with Disabilities
(Added Item 8.5)**

(Manzuk/Kilburn)

That the Resignation of Jeff Gilbreath from the Advisory Committee for Persons with Disabilities, be received and referred to the Selection Committee.

CARRIED

FOR THE INFORMATION OF COMMITTEE:

(a) APPROVAL OF THE AGENDA (Item 1)

The Clerk advised the Committee of the following changes to the agenda:

1. ADDED DISCUSSION ITEM (Item 8)

8.5 Resignation from the Advisory Committee for Persons with Disabilities

2. ADDED GENERAL INFORMATION ITEM (Item 11)

11.1 Copy of Correspondence to the Director, Access & Equity from the Accessibility Directorate of Ontario respecting Changes to Accessible Customer Service Standard.

3. STAFF PRESENTATION - WITHDRAWN (Item 7)

The Clerk advised that staff will not be able to present Item 7.1 respecting the Calculation of Rent for Students in Rent-Geared-to-Income Housing, due to illness. The presentation will come to a future meeting of the Advisory Committee for Persons with Disabilities.

(Kilburn/T. Nolan)

That Item 8.2 respecting the Inventory of Accessible Social Housing, be moved up the agenda to occur after the Approval of the Agenda of the June 14, 2016 meeting.

CARRIED

(Kilburn/T. Nolan)

That the agenda for the June 14, 2016 meeting of the Accessibility Committee for Persons with Disabilities be approved, as amended.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) APPROVAL OF MINUTES (Item 3)

(i) May 10, 2016 (Item 3.1)

(K. Nolan/Kilburn)

That the May 10, 2016 Minutes be approved, as presented.

CARRIED

(d) CONSENT ITEMS (Item 5)

(i) Built Environment Working Group Meeting Notes – May 3, 2016 (Item 5.2)

As copies of the May 3, 2016 Built Environment Working Group were distributed at the start of the meeting, the item is being deferred to the July 12, 2016 meeting of the Advisory Committee for Persons with Disabilities, to give the Committee more time to review.

(ii) Integrated Standards Working Group Update (Item 5.3)

No report.

(iii) Work Plan Working Group Update (Item 5.4)

No report.

(iv) Terms of Reference Working Group Update (Item 5.5)

Copies of the updated Terms of Reference for the Advisory Committee for Persons with Disabilities were distributed at the start of the meeting, and the item will be discussed at the July 12, 2016 meeting of the Advisory Committee for Persons with Disabilities.

(e) DISCUSSION ITEMS (Item 7)

(i) Request from the Light Rail Transit Project Team respecting Advisory Committee for Persons with Disabilities participation in a streetscape workshop for the proposed Light Rail Transit corridor (Item 8.1)

In the absence of the Manager, Access and Equity Office, this item is deferred to the July 12, 2016 meeting of the Advisory Committee for Persons with Disabilities.

(ii) Inventory of Accessible Social Housing (Item 8.2)

Kirstin Maxwell, Policy and Program Specialist, addressed the Committee respecting an Inventory of Accessible Housing, with the aid of speaking notes. A copy of the speaking notes have been included in the public record. Ms. Maxwell's comments included, but were not limited to the following:

- Motion Leading to Report, July 1, 2014
- Definitions
- Inventory of Accessible Affordable Housing
- Housing Needs of Persons Experiencing a Disability in Hamilton
- Next Steps

(Kilburn/Cameron)

That the Inventory of Accessible Social Housing, be received.

CARRIED

For disposition of this matter, refer to Item 2

(iii) ATS Performance Report: Period Ending December 31, 2015 (Item 8.3)

(Murphy/Kilburn)

That the ATS Performance Report: Period Ending December 31, 2015, be referred to the Transportation Working Group for a review and report back to the Advisory Committee for Persons with Disabilities, in the fourth quarter of 2016.

CARRIED

(iv) Accessibility Feedback Complaint Form update (Item 8.4)

In the absence of the Manger, Access and Equity Office, this item is deferred to the July 12, 2016 meeting of the Advisory Committee for Persons with Disabilities.

(v) Resignation from the Advisory Committee for Persons with Disabilities (Added Item 8.5)

The Clerk advised the Committee that a member of the Advisory Committee for Persons with Disabilities has resigned. Quorum for the Committee will decrease by one member. The Selection Committee will make a decision on filling the position on the Committee in the fourth quarter of 2016.

For further disposition of this matter, refer to Item 3.

(f) GENERAL INFORMATION / OTHER BUSINESS (Item 10)

(i) Copy of Correspondence to the Director, Access & Equity from the Accessibility Directorate of Ontario respecting Changes to Accessible Customer Service Standard (Added 11.1)

In the absence of the Manger, Access and Equity Office, this item is deferred to the July 12, 2016 meeting of the Advisory Committee for Persons with Disabilities.

(g) ADJOURNMENT (Item 11)

(Kilburn/Semkow)

That there being no further business, the Advisory Committee for Persons with Disabilities Committee be adjourned at 6:00 p.m.

CARRIED

Respectfully submitted,

A. Mallett, Chair
Advisory Committee for Persons with
Disabilities

Loren Kolar
Legislative Coordinator
Office of the City Clerk

Transportation Working Group
Advisory Committee for Persons with Disabilities
Tuesday, May 24, 2016
Room 193, City Hall

Members in Attendance:

Terri Wallis (Vice-Chair), Elizabeth (Jane) Cardno, Aznive Mallett, Tom Manzuk, Tim Murphy, Kim Nolan, Tim Nolan, Robert Semkow, Mary Sinclair

Also Present:

Maxine Carter, Owen Quinn, Susan Daly

Regrets:

Paula Kilburn (Chair), George Brovac

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda** - approved
2. **Review of Meeting Notes – April 26th** - approved
3. **Accessible Transit Services Review**
 - Next meeting for ATS Review Subcommittee is on June 9th
 - Members met on May 17th to discuss the results of DARTS Customer Survey but they need more time to discuss the survey
 - ATS noted with the shift of trips from buses to vans, the cost per trip is projected to decrease from \$28.49 in 2015 to \$25.00 in 2020; Tim N. inquired as to number of buses vs. vans – ATS to investigate
 - Members asked when the 2015 ATS Performance Report will be available; ATS noted that the report should be completed by June
 - Members inquired if ATS passenger statistics are current - ATS noted that passenger records are current based on various communication methods, and that 55% of registered passengers are active (have taken one trip in previous year); Kim noted that DARTS are contacting passengers to find out if they still require service
 - Members asked if ATS records illustrate the forms of transportation that passengers require and if they have vehicle type exclusions

- Mary inquired if ATS has list of passengers who require DARTS when traveling to inaccessible locations; ATS noted that these passengers would be given conditional eligibility for DARTS

4. **AODA Integrated Accessibility Standards**

a) Electronic Pre-boarding Announcements

- Technology for electronic pre-boarding announcements is already on buses but door sensors must be connected to system controllers to ensure that announcements (route/destination) only happen when doors open; target date for completion is end of Summer 2016
- Members inquired if all bus operators will receive appropriate communication on electronic announcements; HSR management do provide appropriate memos to all operators

b) Emergency Preparedness and Response Policies

- ATS distributed the relevant AODA policies to members

5. **HSR Service**

a) Emergency Bus Evacuation Procedure

- ATS distributed the HSR Emergency Bus Evacuation Procedure and noted that HSR staff are trained to assist persons with disabilities in evacuating buses due to emergency situations
- Mary inquired about procedures for assisting persons whose mobility device becomes inoperable; Maxine noted that City staff have started an action plan to address these situations and there will be an update on this item at ACPD on June 6th

b) Complaints for passengers using wheelchairs

- ATS has contacted the appropriate HSR staff and are waiting for information on the number and nature of complaints from HSR passengers using mobility devices

6. **ATS-DARTS Policy Review**

a) ATS Policies to be reviewed by ACPD

i. Trip Cancellations by Type

- ATS explained the type of trip cancellations used by DARTS
- Tim N. noted that there should be an additional type of trip cancellation for those situations where a passenger has contact with the driver but do to circumstances is not actually ready and waiting

at pick-up location (i.e. driver speaks to passenger through intercom in apartment lobby but passenger does not meet driver at the front building entrance within 5 minutes); members noted that the policy should reflect that DARTS needs to accommodate passenger trips

ii. Service Area and Transfer Points

- ATS noted that DARTS serves the entire geographical area of the City of Hamilton and has a transfer point in the City of Burlington (Joseph Brant Hospital) where DARTS passengers can transfer to Burlington Handi-van and vice versa; this complies with AODA which states that connections between service providers are required where there is a contiguous urban area
- Members asked if DARTS provides service to the Burlington and Aldershot GO Stations; ATS confirmed that DARTS will transport its' own passengers to and from both of these locations

b) DARTS Policies to be reviewed by ACPD – no discussion

7. Other Business

a) Terms of Reference (TOR) for ACPD Transportation Working Group

- Maxine noted that she will review her notes from the Transportation Working Group review a few years ago (facilitated by Karen Smith, consultant) as to whether a TOR was completed

b) Driver Training for Types of Accessible Vehicles

- At the ACPD meeting on May 10th, members asked Mark Mindorff (DARTS Executive Director) about driver training for various types of vehicles; depending on the type of vehicle, training is completed by DARTS, VETS or MV-1 Canada
- Members suggested that both MV-1 Canada staff and Vince Ormond (consultant) be invited to attend a future meeting to discuss driver training for accessible vehicles

c) ATS Application Form

- Members asked if chiropractors had been added to the list of Health Care Professionals who can complete/sign ATS application forms; ATS confirmed that chiropractors are allowed to complete/sign forms since they have the same status as doctors/physicians

8. Discussion of Agenda Items for next meeting

- AODA Transit Accessibility Public Meeting
- 10 Year Local Transit Strategy

9. **Next Meeting**

- Next meeting to be held on June 28, 2016

Adjournment



**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES
Built Environment Working Group**

**REPORT from Meeting of
May 3, 2016**

a) Recommendations/Reports for Approval

Recommendation 1

Letter to MMAH

M. Sinclair/ P. Kilburn

That ACPD recommend to Council that a letter be sent to the Ministry of Municipal Affairs and Housing, Ontario Building Code section advising that a 45° angled forward facing diagonal grab bar, be added to the design of all accessible washrooms because it is vital to the safety and independence of those individuals requiring them.

CARRIED.

Background

Committee has expressed concern that the L shaped 90° angled grab bars that are currently being installed in accessible washrooms are not designed for individuals who are using the facilities independently. Many

individuals who have a variety of disabilities use public washroom facilities on their own without attendant support and as such in order to be able to use the facilities independently, individuals require the 45° angled grab bar to be able to transfer themselves from their chairs to the commode and vice versa. Unfortunately with the L-shaped 90° angled grab bars this is very difficult to do independently.

Recommendation 2

Rumble Strips (Top stairs at City Hall)

P. Kilburn/ T. Murphy

That ACPD recommend to Council that for health and safety purposes, the City Hall floating staircase leading from the second floor to the first floor have warning strips installed at the top of the stairs on the second floor to let people know they are approaching the stairs and that ACPD be consulted during the process.

CARRIED.

Background

Committee member, P. Kilburn reported that she was on the second floor of City Hall and intended to use the

stairs to go to the first floor when she slipped from the top stair down 2 or 3 steps because there are no warning strips before you approach the top steps. The main problems with the staircase in its present form are that there is all glass surrounding the foyer stairs which creates a visual barrier, the stairs are very wide and can create unsafe conditions if someone trips as they are going down with not much protection around you, and there are no warning strips (or distinct markings) that you are approaching the steps. There needs to be textured warning strips before you reach the landing or approach the first step.

Recommendation 3

T. Murphy/ C. Cruickshank

That the Waterdown Civic Centre accessibility audit report be forwarded to the Advisory Committee for Persons with Disabilities for discussion.

CARRIED.

b) Meeting Minutes

3. Matters Arising from Minutes

3.1 Approval of Minutes.

April 5, 2016.

P. Kilburn/T. Murphy

That the Built Environment Working Group April 5, 2016 minutes be approved, as presented.

CARRIED.

Matters Arising

There were no matters arising.

4. Presentations.

4.1 There were no presentations.

5. Recommendations/Reports for Approval.

There were no recommendations or reports.

6. Business Items.**6.1 Barrier-Free Design Guidelines (BFDG) Revision Project.**

There are no updates for the May 2016 meeting.

6.2 Accessible Pedestrian Signals (APS).**6.2.1 Discussion Regarding Training Tools.**

- Committee members are available to meet with the videographer – a date is to be confirmed.

6.3 Review of New Capital Projects.

There were no new Capital Projects submitted.

Committee has expressed concerns that there have been no new Capital Projects submitted since 2015.

Staff was asked to follow up with the Capital Planning section to request a list of projects.

6.4 Tour of Facilities.

De Lottinville Park

- M. Carter will schedule a tour with the project manager for a Monday after June 12, 2016.
- **Tour of Waterdown Civic Centre- Update**
Committee discussed the Waterdown Accessible Audit Tour Report and proposed the following motions:

T. Manzuk / C. Cruckshank

That Committee request staff to invite the Capital Assets and Strategic Planning (CASP) Managers, Project Managers and staff team responsible for the pre-qualification of consultants and architects to a BEWG meeting to discuss issues about past and future projects including:

- Who authorizes the architects' designs for city projects? Why is the City repeating the same design and construction mistakes, for example, buildings constructed with a lot of external and internal glass with white writing on the glass, such as found in

Waterdown Civic Centre & the Central Library?

- Reviewing the list of prequalified architects and consultants that will be placed on prequalified rosters for City projects.
- When consultants and architects are prequalified, what criterion is used to verify architects' accessibility competencies?

CARRIED.

Discussion regarding a need for the City to advise the Ministry of Municipal Affairs and Housing that a 45° angled forward facing diagonal grab bar, needs to be added to the design of all accessible washrooms because the current 90° L shaped grab bars presents a barrier to individuals who are using the accessible washrooms independently. The current L shaped grab bars are better suited for individuals who have an attendant assisting them.

6.5 Warning Strips on Glass of Bus Shelters.

Tour of HSR Mountain Bus Depot.

- Tour to be booked on a Monday at/or about 4 p.m.

6.6 Outstanding Business Items

- To be discussed at the next meeting

6.7 Review of the Policy Direction regarding Urban Braille.

- Staff to follow up with the Clerk Coordinator to get an update on what has transpired with this motion that was referred to ACPD.

6.8 Accessible Housing

- K. Maxwell, Policy and Planning Specialist, Housing Services to present the housing report at the June 14, 2016, ACPD meeting.
- T. Wallis provided an update regarding 390 Stone Church Road West accessible audit report. There have been no changes regarding the deficiencies audit list such that none of the deficiency items have been addressed with the exception that some residents received key fobs for the front door although a few residents reported to T. Wallis that the fobs do not work well.
- Staff to contact Tom Hunter, CEO of City Housing and provide him with a copy of the

audit checklist and request that he report back to BEWG as soon as possible.

6.9 BEWG Terms of Reference

- The committee proposed to remove this item from the agenda

6.10 City Hall Accessibility (doors, handrails, washroom locks)

- Updates were provided by the staff from the Capital Assets and Strategic Planning section and were documented in the February 2, 2016 BEWG minutes. The committee will need to respond to the updates and provide responses.

7. New Business Discussion Items

7.1. West Harbour - accessibility issues

T. Wallis is a member of the steering committee for West Harbour. T. Wallis reported that accessibility was never a part of the West Harbour Development document and has asked that accessibility be considered in all aspects of West Harbour Development, such as signage, walkways, housing units, urban braille and trails. T. Wallis also noted that the CLC Tall Buildings study did not include accessibility as well.

7.2. Accessible Banking Removed from RBC

M. Sinclair reported that RBC in Jackson Square no longer has a senior's desk, and that only people who use wheel chairs continue to have a separate desk for service. M. Sinclair is meeting with the Branch Manager when he comes back from vacation. The committee determined that this item is not a city issue as RBC is a private corporation.

7.3. Rumble Strips- Top stairs at City Hall

See above in the Recommendations section to ACPD.

8. Correspondence

There was no correspondence.

9. Next Meeting

9.1 Tuesday June 3, 2016, 4:00 p.m. room 192

10. Adjournment

P. Kilburn/T. Murphy

That the Built Environment Working Group meeting, of May 3, 2016, be adjourned, at 6:00 p.m.

CARRIED.

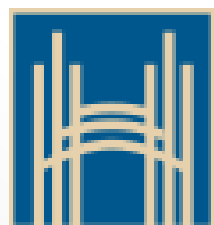
7.1

H A M I L T O N
LRT LIGHT RAIL
TRANSIT



METROLINX

An agency of the Government of Ontario



Hamilton

Vision For Rapid Transit

“Rapid Transit is more than just moving people from place to place.

It is about providing a catalyst for the development of high quality, safe, environmentally sustainable and affordable transportation options for our citizens, connecting key destination points, stimulating economic development and revitalizing Hamilton.”

What is Light Rail Transit?

“Light Rail Transit (LRT) is a transportation system based on electrically powered trains in a segregated right of way. They are designed to deliver reliable, comfortable and convenient transportation services.”

The Past 1950s streetcar



The Future (conceptual only)



Who else has LRT?



Cities around the globe are investing in LRT.

150+ cities worldwide & 40+ North American cities.

To name just a few...

Berlin

Copenhagen

Dubai

Florence

Hong Kong

Jerusalem

Madrid

Ottawa

Paris

San Salvador

Tokyo

Vancouver

Washington

Calgary

Dallas

Edmonton

Frankfurt

Honolulu

Los Angeles

Nagasaki

Panama City

San Diego

St. Louis

Toronto

Vienna

Waterloo

LONG-TERM RAPID TRANSIT STRATEGY



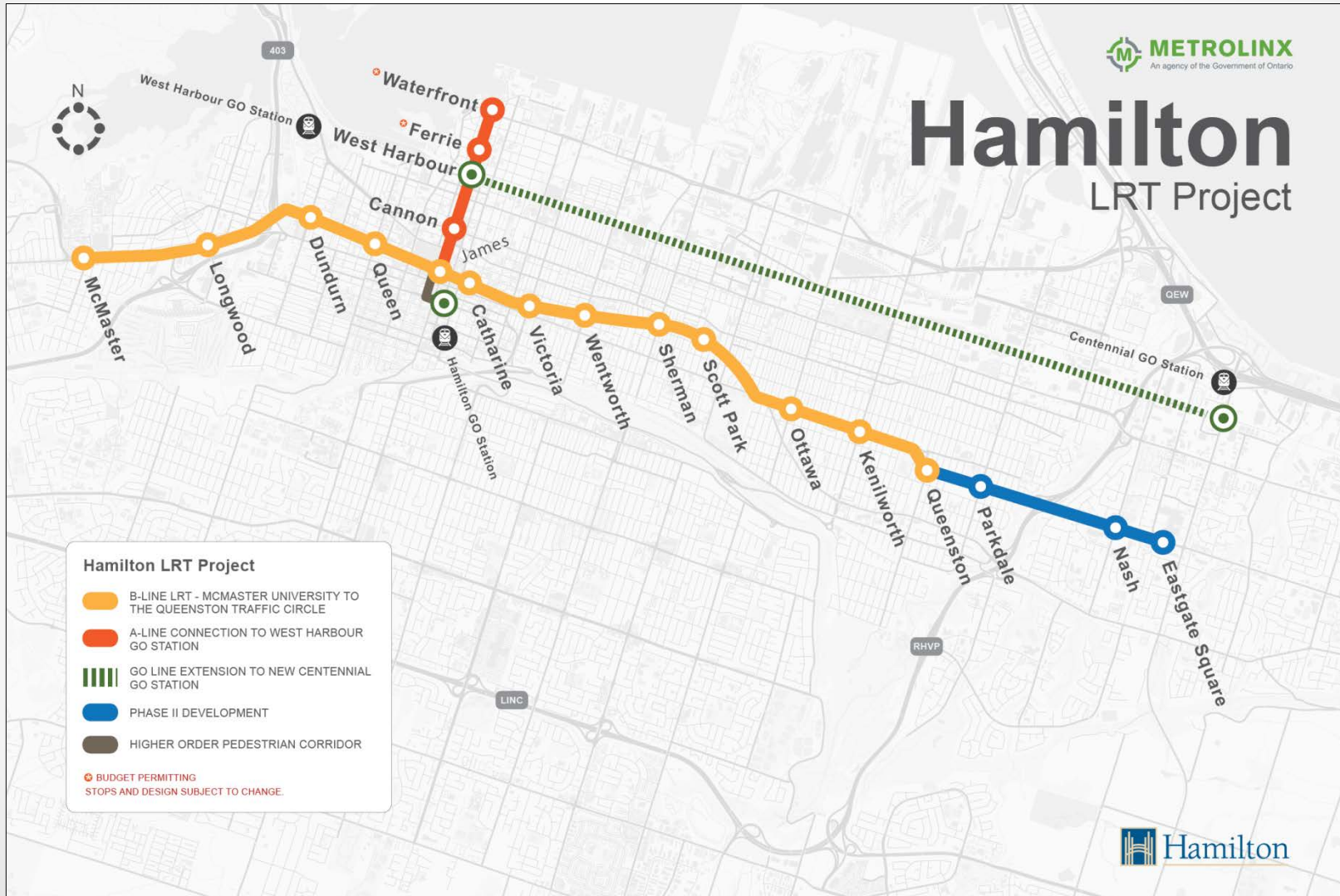
B **L** **A** **S** **T**

Future Expansion

Hamilton Long Term Rapid Transit System "B.L.A.S.T" (Conceptual Only)



LRT ROUTE MAP



ALIGNMENT OVERVIEW

- **B-line**
 - **Primarily centre-running; segregated by curbed barrier**
 - **13 stops**
 - **Majority of stops are 600-800 metres apart**
- **A-line spur**
 - **Shared running LRT (cars can drive over tracks)**
 - **Five stops (budget permitting)**

MCMMASTER UNIVERSITY TO HWY 403

- **Centre-running LRT**
- **Two lanes of traffic in each direction**
- **Bicycle lanes(Macklin St to Cootes Dr)**
- **End-of-line terminal at McMaster University stop for GO, LRT and HSR connections**
- **LRT only bridge over Hwy 403**

MCMMASTER UNIVERSITY TO HWY 403



HWY 403 TO DOWNTOWN

- **Primarily centre-running LRT**
- **Generally, one lane of traffic in each direction**
- **Loading, stopping, parking impacts**
 - **Exploring side street and rear alley access**
- **Connection to A-line spur at King and James Streets**
- **International Village (John to Wellington Streets)**
 - **One eastbound lane of traffic to provide access to parking and driveways on south side**
 - **Westbound traffic diverts at Victoria Ave or Wellington St**
 - **Side-running LRT on the north side of the street**

HWY 403 TO DOWNTOWN



HWY 403 TO DOWNTOWN



A-LINE SPUR – JAMES STREET NORTH

- **LRT will not be segregated from traffic**
 - **Shares the traffic lanes with vehicles, similar to a streetcar**
 - **Same vehicle as the B-line**
- **Minimal parking impacts**
- **LRT runs to the West Harbour GO Station and potentially the waterfront (budget permitting)**

A-LINE SPUR – JAMES STREET NORTH



WELLINGTON STREET TO QUEENSTON CIRCLE

- **Centre-running LRT**
- **One lane of traffic in each direction**
- **Connection to stadium district**
 - **Tim Hortons Field**
 - **Future high school and Bernie Morelli Centre**
- **Connection to Ottawa Street business area**
- **End-of-line terminal at Queenston Circle for LRT and HSR connections**
 - **New transfer hub for east Hamilton and Stoney Creek**

WELLINGTON STREET TO QUEENSTON CIRCLE



Hamilton

METROLINX

Conceptual only.
Produced by Dillon Consulting Limited.

ONGOING WORK

- **Refining design**
- **Traffic impacts and modelling**
- **Ridership modelling**
- **Finalize Maintenance and Storage Facility location**
- **Environmental Assessment (EA) studies. i.e. heritage, noise and vibration**
- **Technical Advisor (TA) engineering and procurement work**
- **Finalize property impact details**

FACTORS THAT COULD AFFECT ALIGNMENT

- **Costs**
- **Stakeholder and community feedback**
- **Design work**
- **Engineering and utility impacts**

NEXT STEPS

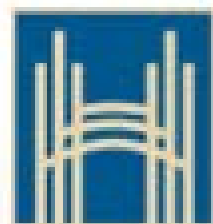
- **Engagement and outreach**
 - **BIAs**
 - **Chambers of Commerce**
 - **Advisory Committees**
 - **Ward meetings**
 - **LRT corridor outreach**
- **Environmental Assessment (EA) Addendum**
 - **July LRT Subcommittee update**
 - **Public meetings in September**

H A M I L T O N
LRT LIGHT RAIL
TRANSIT



METROLINX

An agency of the Government of Ontario



Hamilton

From: [Mercanti, Cindy](#)
To: [Carter, Maxine](#)
Cc: [Kolar, Loren](#); [Thomas, Debbie](#); [Duwai-Sowa, May-Marie](#)
Subject: RE: Changes to Accessible Customer Service Standard Take Effect July 1, 2016
Date: June-09-16 11:03:05 AM

Hello Loren and Maxine

Can you please include this item on the ACPD agenda; as A&E committed to sharing any Standard changes.

Maxine – can you please take the lead on this item during the meeting.

Thank you so very much.
Cindy

C. Mercanti, B.Comm (Hons), MBA, CEA, CQA, CCA
 Director, Customer Service, Access & Equity
 City of Hamilton
 Hamilton, Ontario
 Tel: 905-546-2424, ext. 2654
 Email: cindy.mercanti@hamilton.ca

From: Accessibility Directorate of Ontario [<mailto:accessibility@ontario.ca>]
Sent: June-09-16 9:47 AM
To: Mercanti, Cindy
Subject: Changes to Accessible Customer Service Standard Take Effect July 1, 2016

La version française suit le texte anglais. French text follows.

**Ministry of Economic
Development,
Employment
and Infrastructure**

**Ministère du
Développement
économique, de l'Emploi
et de l'Infrastructure**



**Ministry of Research
and Innovation**

**Ministère de la Recherche
et de l'Innovation**

Accessibility Directorate
of Ontario

Direction générale de
l'accessibilité
pour l'Ontario

6th floor, Suite 601a
 777 Bay Street
 Toronto ON M7A 2J4

6^e étage, bureau 601a &
 601b
 777, rue Bay
 Toronto ON M7A 2J4

Fax: 416-325-9620

Reference number: P1606-1

You are receiving this notice because our database identifies you as the contact responsible for accessibility compliance in your organization.

What you need to know

There are changes to the [accessible customer service standard](#) and [Integrated Accessibility Standards Regulation](#) that will affect your organization.

What are the main changes?

- All employees and volunteers must now be trained on accessible customer service.
- More types of regulated health professionals can provide documentation of a need for a service animal.
- More specific information is provided to clarify that an organization can only require a support person to accompany someone with a disability for the purposes of health or safety and in consultation with the person. If it's determined a support person is required, the fee or fare (if applicable) for the support person must be waived.
- All accessibility standards — including the accessible customer service standard — are now part of one Integrated Accessibility Standards Regulation. This means that the requirements are now better aligned to make it easier for organizations to understand their obligations.
- Private sector and non-profit organizations with 20-49 employees no longer need to document policies (does not remove compliance or reporting requirements).
- Certain terms and definitions have also been updated and **do not** affect your existing requirements.

[Click here for more details about the changes.](#)

When do these changes come into effect?

The changes to the standard will come into effect on July 1, 2016.

What is the deadline to comply with these changes?

All organizations in Ontario with one or more employees must comply with the changes effective July 1, 2016.

What is the deadline to report compliance with these changes?

All public sector organizations, and businesses and non-profits with 20 or more employees must submit their 2017 accessibility compliance report by December 31, 2017.

The 2017 report will include questions relating to compliance with the updated customer service standard.

Why were these changes made?

Accessibility standards must be reviewed within five years after becoming law to ensure they are working as intended.

Changes are based on recommendations from the [Standards Development Committee](#). The public and stakeholders were invited to provide their feedback during an extensive public review process.

Updating the accessible customer service standard is part of [Ontario's Accessibility Action Plan](#) and our commitment to building an accessible Ontario by 2025.

Learn more

Sign up for our free online session [Accessible Customer Service Standard: What You Need to Know](#).

Questions?

Contact the AODA Contact Centre (ServiceOntario) at:

E-mail: accessibility@ontario.ca

Phone: 416-849-8276 or Toll-free 1-866-515-2025

TTY: 416-325-3408 or Toll-free 1-800-268-7095

Learn more at ontario.ca/accessibility

Ministry of Economic
Development,
Employment
and Infrastructure

Ministère du
Développement
économique, de l'Emploi
et de l'Infrastructure



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Accessibility Directorate
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Numéro de référence : P1606-1

Vous recevez le présent avis parce que notre banque de données vous identifie comme la personne-ressource en matière de conformité sur l'accessibilité de votre organisme.

Ce que vous devez savoir

Votre organisme sera touché par les changements apportés à la [Norme d'accessibilité pour les services à la clientèle](#) et aux [Normes d'accessibilité intégrées](#).

Quels sont les principaux changements?

- Tous les employés et bénévoles doivent dorénavant recevoir une formation sur l'accessibilité pour les services à la clientèle.
- D'autres professions réglementées de la santé sont autorisées à documenter le besoin d'un client d'obtenir un animal d'assistance.
- Des précisions sont offertes pour clarifier le fait qu'un organisme ne peut exiger d'un client handicapé qu'il se fasse accompagner d'une personne de soutien que pour des motifs de santé ou de sécurité et en concertation avec le client. Si une personne de soutien est jugée nécessaire, l'organisme doit l'exempter de tout droit d'entrée ou tarif applicable (le cas échéant).
- Toutes les normes d'accessibilité – y compris la Norme d'accessibilité pour les services à la clientèle – sont maintenant regroupées dans le règlement intitulé Normes d'accessibilité intégrées. Autrement dit, les exigences sont désormais mieux harmonisées, et ainsi les organismes pourront comprendre plus facilement leurs obligations.
- Les organismes du secteur privé ou sans but lucratif ayant de 20 à 49 employés ne sont plus tenus de consigner leurs politiques, mais doivent continuer de respecter les exigences en matière de conformité et de rapports.
- Certains termes et définitions ont aussi été modifiés; ces changements n'ont

toutefois **aucune** incidence sur les exigences existantes.

[Cliquez ici pour en savoir plus sur les changements.](#)

Quand les changements à la Norme entreront-ils en vigueur?

Ils entreront en vigueur le 1^{er} juillet 2016.

Quelle est la date limite pour se conformer aux nouvelles exigences?

Tous les organismes de l'Ontario comptant un employé ou plus doivent se conformer aux nouvelles exigences à compter du 1^{er} juillet 2016.

Quelle est la date limite pour l'envoi d'un rapport de conformité aux nouvelles exigences?

Les organismes du secteur public, ainsi que les entreprises et les organismes sans but lucratif comptant 20 employés ou plus doivent soumettre leur rapport de conformité sur l'accessibilité 2017 au plus tard le 31 décembre 2017.

Le rapport 2017 comportera des questions sur la conformité à la nouvelle version de la Norme d'accessibilité pour les services à la clientèle.

À quoi servent ces changements?

Au cours des cinq années suivant leur attribution d'une valeur de loi, les normes d'accessibilité doivent faire l'objet d'un examen visant à vérifier si elles produisent les résultats escomptés.

Les changements se fondent sur les recommandations du [Comité d'élaboration des normes](#). Le public et les intervenants ont été invités à fournir leurs commentaires dans le cadre d'un vaste processus d'examen public.

La mise à jour de la Norme d'accessibilité pour les services à la clientèle constitue l'une des dimensions du [Plan d'action de l'Ontario pour l'accessibilité](#) et de l'engagement de la province à rendre l'Ontario accessible d'ici 2025.

Pour en savoir plus

Inscrivez-vous à notre séance en ligne gratuite intitulée [« Norme d'accessibilité pour les services à la clientèle : Ce que vous devez savoir »](#). (Disponible en anglais seulement.)

Des questions?

Communiquez avec l'InfoCentre ServiceOntario – LAPHO aux coordonnées suivantes :

Courriel : accessibility@ontario.ca

Téléphone : 416 849 8276 ou 1 866 515 2025 (sans frais)

ATS : 416 325 3408 ou 1 800 268 7095 (sans frais)

Pour en savoir plus, consultez le site ontario.ca/accessibilite.