Advisory Committee for Persons with Disabilities
MINUTES
4:00 p.m.
Tuesday, October 12, 2010
Room 192/193 City Hall
71 Main Street West

Present:
T. Nolan (Chair) F. Chesney (Vice Chair)
Councillor B. Morelli,
T. Wallis, B. Lane, K. Nolan, R. Semkow,
R. Cameron, M. Smithson, B. Helwig, A. Mallett, D.
Burkett, S. Derkach

Absent with Regrets:
P. Cameron, M. Thomas

Also Present:
J. Lee, M. Carter, J. Hayat, D. Sadler, Customer Service,
Access and Equity
G. De Caire, Chief of Police
M. Cox, G. Gogeun, S. Holmes, S Burtinshaw, Hamilton
Police Service
R. Grewal, Presto Cards
Andy Grozelle, Legislative Assistant, Clerks Office

FOR THE INFORMATION OF COMMITTEE:
The meeting was called to order at 4:09 p.m. by Chair Nolan.

(a) CHANGES TO THE AGENDA (Item 1)

The Clerk advised of the following changes to the agenda.

(i) That Information item 2009/2010 Winter Control pilot Projects be
added to the agenda as Item 6.1

(ii) That due to an illness Presentation 4.2 will be done by Robbie
Grewal of Presto Cards.

On a motion (Nolan/ Wallis) the agenda was approved as amended.
(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) MINUTES (Item 3)

(i) Minutes of the Advisory Committee for Persons with Disabilities meeting held on September 21, 2010 (Item 3.1)

(Lane/Semkow)

That the minutes of the Advisory Committee for Persons with Disabilities meeting held on September 21, 2010 be approved as presented.

CARRIED

(d) PRESENTATIONS (Item 4)

(i) Chief of Police Glenn De Caire, RE: Advisory Committee Invitation (Item 4.1)

Chair Nolan thanked Chief Glenn De Caire for accepting the Advisory Committee’s invitation and recognized Gary Goguen head of Occupation Health and Safety, Staff Sergeant Mark Cox, Steve Holmes and Sarah Bertinshaw with the COAST team who accompanied the Chief.

Chief De Caire addressed the Committee. His comments included but were not limited to the following:

- Chief De Caire discussed how this issue was brought around by the changes in legislation that came about through as a result of Bill 168
- Chief De Caire discussed the changes of the last year
- Looking at the organizational structure, skills, training and development and business systems
- Discussed how they encounter around 1500 people a year with a mental illness
- Discussed the ACTION strategy headed by Sergeant Mark Cox
- Increased focus on the downtown area has led to a very positive response by the community
- Discussed the two recent bank robberies where police had become familiar with the suspect in advance of the robberies through ACTION and were able to follow up in days after the robberies to make an arrest
- Sends a strong message to keep individuals out
- Deal with a lot of individuals under the Mental Health Act
- Takes a very proactive approach through the COAST program to provide alternatives to individuals
- Working to proactively address the intent of Bill 168 to help protect everyone in the workplace
- Discussed AODA legislation and how the Police Service is working towards that and still has some work to be done with the electronic world to get documents up to the standard that they need to be.
- Discussed how they daily answer 1000 calls, arrest around twenty people and help countless others

Committee members inquired about the following:

Aznive asked about the 1500 people with a mental illness that they deal with in a year
- Police staff responded that the person doesn’t necessarily have to have a mental illness but they do have to present mental illness as according to the Mental Health Act
- Police described how sometimes it isn’t a mental issue sometimes it is situation where someone is in a state due to their current circumstances.

R. Cameron asked how Police work with Social Services to avoid arrest
- Police staff indicated that the COAST program works to help find alternatives and help individuals access local social networks to help individuals
- Police staff indicated that officers have on hand information about all the local social networks to provide information to those they feel may be in crisis or maybe approaching crisis

Lane asked if anyone at the scene would ask if an individual had a diagnosis and if that would impact how police would deal with an individual
- Police staff indicated that they would be asking as part of a conversation related to the situation currently happening
- Police staff also indicated that they do a lot of training to help fight against any stigma associated with mental health
- Police staff indicated that the context is important to note indicating that Police would not ask that question in a one on one basis
- Police staff indicated that this is more done for the medical treatment aspect for helping individuals and ensuring
continuation of care, never for the purposes of investigatory reasons

Smithson asked about the COAST staff’s knowledge of medicine
- Police staff indicated that they have some knowledge related to this

Smithson asked if they took notes when they interviewed people because that could be intimidating
- Police staff indicated that they take every case on a case by case basis

Lane indicated that he had an issue with medical records and that people can be blocked out of volunteering, etc for having an assist to hospital
- Police staff indicated that the appropriate thing would be to take issues like this to the Records Manager

K. Nolan asked about assisting people with dementia
- Police staff indicated that they often use the substitute decision when they encounter individuals to place a family member in a decision making position.

Aznive asked about what happens when a wheelchair breaks down
- Police staff indicated that they do have a ramp for the paddy wagon that they do send out to assist in these cases

Chesney asked about Bill 168 about appropriate responses
- Police staff indicated that if it is a case where the police were initially involved and then the employer they would already be involved.
- Indicated that they are not actively going out to other workplaces to educate in relation to this as it is a resources issue.
- Police staff indicated that one instance a person got fired and the employees called police because they were afraid he was going to come to work to shoot someone. The problem there is why did it take him being fired to have this threat reported

Chair Nolan asked where Committee members could find information on Accessible Services and Plans
- Police staff indicated that they are in the response to the Bill 168 and any changes that are being done.
- Chair Nolan requested that this information be shared with Maxine Carter in case any Committee members are looking for more information.

Chair Nolan thanked Chief De Caire and other Hamilton Police Service representatives for their attendance. Discussed how well regarded COAST is and what a benefit it is to the Community.

(Derkach/R. Cameron)
That the presentation by Chief of Police Glenn De Caire be received

CARRIED

(ii) Robbie Grewal of Presto Cards (Item 4.2)

Chair Nolan invited Robbie Grewal of Presto cards to address the Committee. Grewal addressed the Committee with the aid of a Power Point Presentation his points included but were not limited to the following;

- Discussed RFID technology and privacy issues
- Discussed the goal to intergrate a multijurisdictional transit system
- Indicated that similar programs were in place in major urban centres around the world
- Indicated that they did a test poll of a small initial user group and 90% of them would recommend the card
- Discussed how card could be frozen if stolen and a new card issued.

Chesney asked what would happen if the card went through the laundry
- Grewal indicated that it would likely still work although he would suggest such an experiment

Chesney asked how the card would help track peoples movement patterns
- Grewal indicated that you could go online or visit or call a call centre and get there information.
- Grewal discussed the scope of the project and that it will be rolled out on HSR starting in February 2011 on a limited trial basis and expanded by May 2011.

Aznive asked about the 10% of initial testers surveyed that would not recommend the card
- Grewal indicated that it was often because of issues related to functionality and the role out of the new card which have since been addressed.

Aznive asked if of the 500 people surveyed if anyone with disabilities had been included
- Grewal indicated that there wasn’t that type of methodology behind the survey and that they took the first 500 respondents.
- Azniv commented that she found this disturbing

Smithson asked how they would differential child fares or tourist fares.
- Grewal indicated that the card could be set to senior, child or student and the correct fare would be issued.
- Grewal also indicated that they are looking at unveiling a card that would expire for the use of tourists.

Chesney asked about how GO Transit fares are calculated
- Grewal indicated that since these fares are distance based an individual taps on when they enter the train and then taps off when they leave.
- Grewal also indicated that you can set default trips if you regularly make the same journey so that you do not have to tap off

Manzuk asked about Big Brother issues around RFID chip technology
- Grewal indicated that the card has been passed by the Privacy Commissioner and that when data is presented it is not based on individual trips and movement but aggregate values.

Lane asked about a paper record of a ticket
- Grewal indicated that a paper record would not be printed however there would be a transfer pass given when riding transit.
- Grewal indicated that transaction records can be accessed online or through calling or visiting a call centre

R. Cameron asked if there was anyway to limit the area a card could be used in to prevent children or those with different mental capabilities from leaving a city
- Grewal indicated that no such system had yet been put in place however there is a feasibility that the ability would be there if the demand arouse in the future.

Chesney suggested that they should do some testing on people with different ranges of disabilities questioning whether someone who is a quadriplegic could use a swipe card.
- Grewal indicated that is one of the reasons why they are former a customer service advisory group to look at issues such as this and would welcome participation from the group members in this process.

- There was much interest in taking part in this and it was decided by the Committee that the information should be forwarded to all members to allow them to participate.

Wallis asked about whether there would be payment units set up at the back entrance of buses as that is often where wheelchairs are required to enter.

- Grewal indicated he was unsure and would need to double check with what the HSR was planning to do.

Jane Lee inquired if there is anything more that can be done to make the visually impaired aware of the fare they are paying.

- Grewal indicated that there is tones at the payment centre indicating that payment has been received and that they are considering customer service machines and that they do have the call centre and online options for getting information however at the point of payment there isn’t an indication of the fare to the visually impaired.

Chair Nolan thanked Grewal for his presentation.

(Manzuk/Wallis)
That the Presentation by Robbie Grewal of Presto Cards be received. CARRIED

(e) SUB-COMMITTEE UPDATES (Item 5)

(i) Transportation Sub-Committee Minutes, August 24, 2010 (Item 5.1)

(a) ATS Performance Report – June 2010: REVISED

(Wallis/R.Cameron)
That the Transportation Sub-Committee Minutes, August 24, 2010 be tabled to the next meeting.

CARRIED

(f) DISCUSSION ITEMS (Item 6)

(i) 2009/2010 Winter Control Pilot Projects Update (OWM 10-027)

(Derkach/Manzuk)

CARRIED
(g) NEW BUSINESS (Item 7)

Chair Nolan suggested that the following three items be added to the next meetings agenda as discussion items;

(i) Rescue Vehicles
(ii) Representation of People with disabilities on boards and Committees
(iii) Update on audible signs

(h) ADJOURNMENT (Item 8)

(Wallis/R.Cameron)
The Advisory Committee for Persons with Disabilities adjourned at 6:00 p.m. CARRIED

Respectfully submitted,

Tim Nolan, Chair
Advisory Committee for Persons with Disabilities

Andy Grozelle
Legislative Assistant
October 12, 2010