Advisory Committee for Persons with Disabilities
MINUTES
4:00 p.m.
Tuesday, December 9, 2008
Committee Room 207
Hamilton Convention Centre
One Summer’s Lane

Present: Councillor Morelli, Fran Chesney, Bob Helwig, Brian Lane, Aznive Mallett, Tom Manzuk, Kim Nolan, Tim Nolan, Robert Semkow, Mary Smithson, Terri Wallis

Regrets: Darlene Burkett, Pat Cameron, Roger-Wayne Cameron, Sharon Derkach, Elizabeth Wagner

Also Present: Eddie Lee, Community Relations Advisor, Mayor’s Office
Jane Lee, Maxine Carter, Customer Service, Access & Equity
Mary-Ann Meyer, City Clerk’s Office

FOR THE INFORMATION OF COMMITTEE:

The meeting was called to order at 4:05 p.m.

(a) CHANGES TO THE AGENDA (Item 1)

The Clerk advised of the following changes to the agenda:

Item 5.3(a), Report from November 5, 2008, and 5.3(b), Minutes of Previous Meeting – October 1, 2008, to be deleted. Item 5.3 will consist of a verbal update only.

On a motion (M. Smithson/B. Helwig), 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 November 11, 2008 (Item 3.1)

(K. Nolan/F. Chesney)
That the minutes of the Advisory Committee for Persons with Disabilities meeting held on November 11, 2008 be approved as presented.

CARRIED

(d) SUBCOMMITTEE UPDATES (Item 5)

(i) Customer Service Sub-Committee Update (Item 5.1)

(a) Report from November 26, 2008

No action items. Mary Smithson provided a brief overview of the report.

Jane Lee distributed a copy of the draft Customer Service Sub-Committee’s feedback form respecting the AODA Customer Service Standards Implementation. Ms. Lee requested that feedback be received by January 20, 2008.

She also distributed an accessible meeting checklist and a document describing ways to provide better service to persons with disabilities, as part of the draft.

Ms. Lee also advised that the Customer Service Sub-Committee would co-ordinate the submission of comments respecting the draft Accessibility Standards for Information and Communication. Comments need to be received by the sub-committee by December 15th, as they are meeting on December 16th to put together a submission.

Some discussion ensued, including but not limited to the following:

- Should the Committee examine current customer service levels within the framework of the proposed standards?
- The sub-committee feels that any area in which a person is provided service in person should have an automatic door opener, an accessible counter, and an accessible washroom.
- The draft Standards Implementation is a wish list of things to be addressed.
The City must come up with a customer service standard, but is allowed to provide alternate service where it cannot meet the need. For example, the sub-committee did not provide Braille as an option but it may be provided on request.

Will the sub-committee come up with policies to be sent to Council?

- ACPD was consulted respecting the equity and inclusion policy, and the consultants will be drafting policies based on the feedback received. A draft policy will be submitted to the Customer Service Sub-Committee April, prior to being sent to ACPD for consideration and then to Council.

- Need to avoid labeling and need to treat people as individuals when providing customer service.

- The legislation outlines in writing what the standards are – people should be able to be accommodated when coming to counter.

The Clerk advised that Council also has an item of correspondence on the December 10, 2008 agenda respecting the Communication and Information Standards, with a recommendation that it be referred to ACPD. The Clerk was requested to follow up with this item.

(b) Minutes from the Previous Meeting – October 21, 2008 – For Information

(B. Lane/M. Smithson)

That the minutes of the Customer Service Sub-Committee meeting held on October 21, 2008 be received for information.

CARRIED

(ii) Transportation Sub-Committee Update (Item 5.2)

(a) Report from November 25, 2008

No action items. Aznive Mallett provided a brief overview of the report.

Some discussion ensued, including but not limited to the following:

- With respect to the failure to implement extended hours – was there any question of deferring the revenue and
increasing passenger rides in coming year as a result of not implementing it until the last two months of the year?
  o The budget was for a one-year trial so that one year is just starting a bit later.
• Communication/promotion of the extended hours is important.
• There is a new policy for passengers on the DARTS Board, which will be discussed at the meeting on Thursday evening.
• The DARTS Board was going to ask for 6% increase but had to cut that to 2% - They will cut some service levels but will maintain the human rights protocol.

Concerns were expressed respecting comments made at the Transportation Sub-committee meeting about the capability of persons with disabilities to operate as members of the DARTS Board.

(F. Chesney/B. Helwig)
That the Advisory Committee for Persons with Disabilities submit a letter to Council outlining their concerns with offensive remarks made by the Executive Director of DARTS respecting the capabilities of persons with disabilities to function as members of the DARTS Board, and that a copy of this letter be forwarded to the Chairperson of DARTS Board.

CARRIED

Maxine Carter, Access & Equity Coordinator, requested that the staff responsible for the Eligibility Project Steering Committee provide a substantial update on the progress of the eligibility project. Kim Nolan advised that the Eligibility Steering Committee has scheduled a meeting for the first week of January.

(b) Minutes of Previous Meeting – October 28, 2008 – For Information

(B. Lane/M. Smithson)
That the minutes of the Transportation Sub-Committee meeting held on October 28, 2008 be received for information.

CARRIED

(iii) Built Environment Sub-Committee Update (Item 5.3)

Fran Chesney, Tom Manzuk, and Maxine Carter provided a brief verbal update. They advised that the sub-committee heard the presentations from two vendors concerning audible pedestrian signals. It is the intent of Operations and Maintenance to test the systems at two intersections
in the City. ACPD members will be asked to try the signals and to share the information with others. The sub-committee will also be preparing criteria to guide the selection of intersections at which to install audible pedestrian signals.

On a motion (B, Lane/M. Smithson), the sub-committee updates were received.

(f) DISCUSSION ITEMS (Item 6)

(i) Education, Awareness and Attitudinal Barriers (Item 6.1)

Brian Lane advised that he is planning to get together with Maxine Carter to document examples of attitudinal barriers in order to determine the best way to address the problem. Committee agreed to call this the “Stories Project”. The stories could be used as case studies in customer service training. Terri Wallis and Aznive Mallet will be working with Mr. Lane and Ms. Carter as well.

The Clerk was requested to e-mail members to ask whether they have any stories that they wish to share as part of this project.

(g) NEW BUSINESS (Item 7)

(i) Letter from Mayor

The Clerk advised that a letter from the Mayor, thanking members of ACPD for their contributions to the 2008 Accessibility Plan, has been distributed to Committee members.

(ii) Letter from Dorothy Anderson

Copies of correspondence from Ms. Dorothy Anderson were distributed to Committee members. Chair Nolan explained that a letter was also sent to Council and has been added to the December 10, 2008 Council agenda with a recommendation that the correspondence be referred to the Advisory Committee for Persons with Disabilities.

Chair Nolan requested that that the Clerk look up the comments regarding roundabouts that were made by the Advisory Committee for Persons with Disabilities previously, as well as the staff report that was brought forward in August.

The Clerk advised that she would also e-mail an update to Committee on Thursday, after the letter has been before Council.
(iii) **Snow Removal**

Tom Manzuk advised that Committee was supposed to hear back from staff respecting snow removal. The Clerk advised that she would contact staff.

(iv) **Letter to Council**

*(K. Nolan/A. Mallett)*

That a letter be sent to Council commending staff on changes that have been instituted to make meetings of the Advisory Committee for Persons with Disabilities more efficient.

**CARRIED**

(h) **ADJOURNMENT (Item 8)**

*(B. Lane/T. Wallis)*

The Advisory Committee for Persons with Disabilities adjourned at 5:56 p.m.

Respectfully submitted,

Tim Nolan, Chair  
Advisory Committee for Persons with Disabilities

Mary-Ann Meyer  
Legislative Assistant  
December 9, 2008