

# **Cycling Advisory Committee**

## **Report**

The 4th Report of the Cycling Advisory Committee  
February 19, 2020  
Committee Room #4

Attendance                   PRESENT: J. Roberts (Chair), B. Cowie, C. DeGroot, R. Henderson, B. Hill, J. Jordan, C. Pollett, E. Raftis, O. Toth and D. Turner (Committee Clerk)

NOT PRESENT: None

ALSO PRESENT: G. Dales, A. Giesen, Sgt. S. Harding, P. Kavcic, T. MacDaniel, L. Maitland, A. Miller, A. Rosebrugh, and M. Stone

The meeting was called to order at 4:04 PM.

### **1. Call to Order**

#### 1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

### **2. Scheduled Items**

#### 2.1 Accessibility for Ontarians with Disabilities (AODA) Orientation

That it BE NOTED that the presentation from M. Stone, Supervisor I, Municipal Policy (AODA), as appended to the agenda, with respect to 'Accessibility for Ontarians with Disabilities' customer service training, was received.

#### 2.2 Dundas-TVP Connection

That it BE NOTED that the presentation from Z. Petch and S. Hayman, Representatives from IBI Group, as appended to the agenda, with respect to the planned Dundas - Thames Valley Parkway (TVP) connection, was received.

### **3. Consent**

#### 3.1 2nd Report of the Cycling Advisory Committee

That it BE NOTED that the 2nd Report of the Cycling Advisory Committee, from its meeting held on January 15, 2020, was received.

#### 3.2 Municipal Council Resolution - 11th and 1st Reports of the Cycling Advisory Committee

That it BE NOTED that the Municipal Council resolution from its meeting held on January 14, 2020, with respect to the 11th and 1st Reports of the Cycling Advisory Committee, was received.

#### 3.3 Municipal Council Resolution - 2nd Report of the Cycling Advisory Committee

That, in light of the discussion-heavy format of the 2020 Ontario Bike Summit ('Share the Road') conference, the following actions be taken with respect to the 2020 Cycling Advisory Committee (CAC) Budget:

a) a second member of the CAC BE PERMITTED to attend the above-noted conference; and,

b) the expenditure of up to \$375.00 + tax from the 2020 CAC budget BE APPROVED to cover the conference fees for the additional attendee;

it being noted that the Municipal Council resolution from its meeting held on February 11, 2020, with respect to the 2nd Report of the CAC, was received.

#### 3.4 Letter of Resignation - K. Brawn

That the City Clerk BE REQUESTED to fill the existing vacancies in the Cycling Advisory Committee (CAC) membership in order that the CAC meet its full potential given the breadth and depth of the committee's objectives, as espoused in its 2020 work plan;

it being noted that the CAC strongly supports a re-staffing process that emphasizes and results in an equitable committee composition, including (but not limited to) diversity in gender, accessibility, age, et cetera.

### 4. Sub-Committees and Working Groups

#### 4.1 2020 Work Plan Sub-Committee

That it BE NOTED that the committee held a general discussion with respect to its 2020 work plan;

it being further noted that discussion around item 5.3 on the agenda resulted in the removal of 'E-Bike Programs' from the committee's 2020 work plan.

#### 4.2 Old East Village Bikeway Working Group

That the Municipal Council BE REQUESTED to forward the attached communications to Dillon Consulting and WSP, respectively, for their consideration;

it being noted that the above-noted communications were drafted by the Old East Village Bikeway Working Group and approved by the Cycling Advisory Committee in response to the developers' presentations and call for feedback at the CAC's December 18, 2019 meeting.

### 5. Items for Discussion

#### 5.1 Development Charges - Discussion

That a more in-depth discussion with respect to development charges BE DEFERRED to the next meeting of the Cycling Advisory Committee;

it being noted that the committee held a brief, general discussion with respect to this matter.

#### 5.2 Connected and Automated Vehicles - Progress Review

That it BE NOTED that the committee held a general discussion with respect to the Connected and Automated Vehicle (CAV) Strategic Plan;

it being further noted that the committee made revisions to a draft letter that will eventually be forwarded to the Civic Administration in response to the call for feedback/input on the CAV Strategic Plan.

5.3 E-bike Programs - Preliminary Discussion

That it BE NOTED that the committee held a general discussion with respect to E-Bike usage, E-Bike classifications, and the difficulty of enforcing proper usage in the absence of concrete Provincial legislation and regulations.

5.4 City of London Commuter Survey

That it BE NOTED that the committee held a general discussion with respect to the City's recently completed 'Commuter Survey', including feedback on the survey's language/format and the survey's value in relation to the potential creation of Transportation Management Associations in London.

**6. Adjournment**

The meeting adjourned at 6:38 PM.



# Accessibility for Ontarians with Disabilities (AODA) Customer Service Training



Melanie Stone

Accessibility Specialist, HR & Corporate Services



## AODA

- Goal: To help make Ontario accessible for all



Photo Caption: This photo is of a woman in a Canadian Sledge Hockey Team jersey, seated in an ice sledge, holding 2 sledge hockey sticks. She is facing the camera with a serious expression on her face. She is holding the sledge hockey sticks with large hockey gloves.



## AODA Components

- The AODA (Accessibility for Ontarians with Disabilities Act) and Integrated Accessibility Standards Regulation (IASR)
- Customer Service
- Information & Communication Standard
- Design of Public Spaces
- Transportation
- Employment



## Thinking about disability

**The AODA uses the Ontario Human Rights definition of disability.** which includes physical disabilities as well as vision, hearing, speech, developmental, learning and mental health disabilities.

**One in 7, to 1 in 5 Ontarians has a disability.**

- **Who are people with disabilities?**
- When we think of disabilities, we tend to think of people who use wheelchairs and who have physical disabilities that are visible and obvious. But disabilities can also be non-visible. We can't always tell who has a disability. A disability can be temporary or permanent, and many of us will experience a disability at some point in our lives.
- The Accessibility for Ontarians with Disabilities Act, 2005 uses the same definition of disability as the Ontario Human Rights Code



## Who is a customer?

- The standards must be followed by:
- the Ontario Government and Legislative Assembly
- all designated public sector organizations, which include municipalities, universities, colleges, hospitals, school boards and public transportation organizations
- private businesses and not-for-profit organizations that have one or more employees in Ontario
- **Who is a customer?**
- A customer can be anyone who is accessing your organization's goods, services or facilities. They may include paying and non-paying members of the public, and individuals your organization might call customers, such as clients, members, patrons or patients.
- Customers can also be other businesses or organizations (also referred to as third parties).



## Ontario Human Rights Definition of Disability

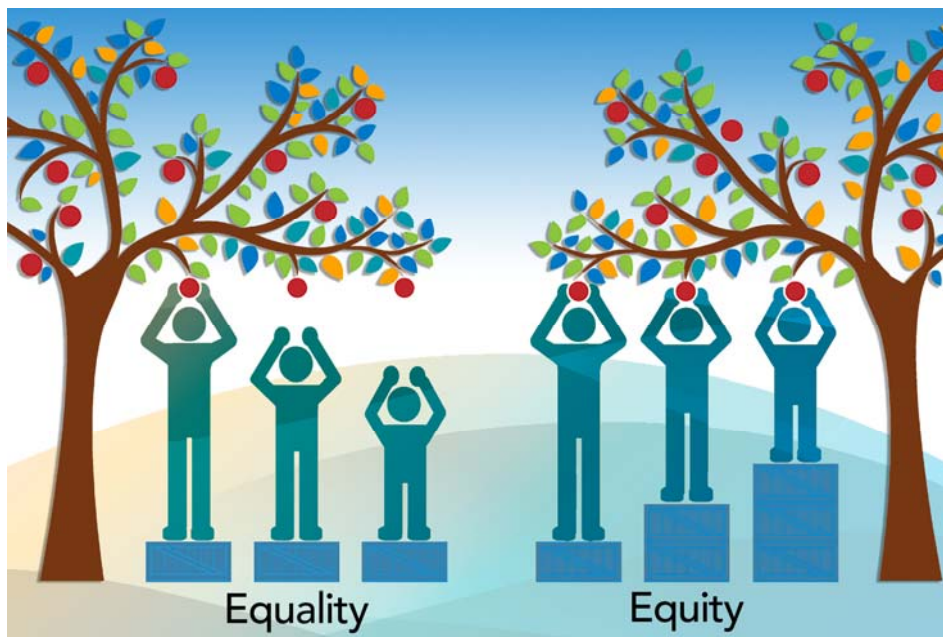
- Defining disability is a complex, evolving matter. The term “disability” covers a broad range and degree of conditions.
- A disability may have been present at birth, caused by an accident, or developed over time.
- Section 10 of the Code defines “disability” as: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,



- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. “Disability” should be interpreted in broad terms.



## Getting to equity





## Ableism

- Discrimination in favour of able bodied people.
- Understanding that the world is built for particular bodies, and workplaces, policies, public spaces, buildings and their contents are often designed in favour of able-bodied people or people without disabilities
- The Supreme Court of Canada — the highest court — has also recognized that there is a social component to disability. It has called this social component “social handicapping.” What this means is that society’s response to persons with disabilities is often the cause of the “handicap” that persons with disabilities experience.



## Who is required to take this training?

- The following people must be trained on serving customers with disabilities:
- all employees and **volunteers** (paid and unpaid, full-time, part-time and contract positions)
- **anyone involved in developing your organization’s policies (including managers, senior leaders, directors, board members and owners)**
- anyone who provides goods, services or facilities to customers on your organization’s behalf (such as external contact centres or facilities management companies)
- Training must be completed as soon as possible after an employee or volunteer joins your organization.
- Training must also be provided when there are any changes to your organization’s accessible customer service policies.





## Customer Service Policies

- The Corporation of the City of London has its own accessible customer service policies.
- We provide information on how to use any equipment or devices available in your organization that can help to provide goods, services or facilities to people with disabilities



## Follow up training will be provided

- More detail on additional tools will be provided in the New Year as we roll out new policies and technology.
- Each committee has different policy requirements under the AODA. Please review the sections applicable to you so that your policy work is informed by accessibility legislation. For example, if you are involved in advising about public spaces, be sure you review the details of the public space standards.



## Customer Service Standard

- Our job is to ensure better accessible structures, programs and services so that we aren't the barrier that prevents people from participation
- The AODA requires commitment to providing quality goods, services and facilities that are accessible to all persons we serve
- We will continue to work with the community and allocate appropriate resources towards the elimination of accessibility barriers in customer service



## City of London Accessible Customer Service Policy

- All of our staff are trained during orientation about how to provide accessible customer service.
- We have a number of tools available for customers to communicate



## Common Mistakes

- Common mistakes
  - Leaning down inappropriately to talk to someone
  - Speaking loudly and slowly without being asked to
  - Being patronizing (good for you! You're outside doing things!)
  - Having different expectations/making decisions on someone's behalf
  - Speaking to a support person/partner only
  - Assuming someone is a support person and not a partner/family member/spouse
  - Offering unsolicited advice
  - Sharing personal stories of disability
  - Assessing someone's disability and worthiness for an accommodation (bathrooms & parking spots are common)
  - Describing people as their mobility aid "We need to move this wheelchair."
  - Moving a mobility aid without direction or permission



## Tips

- Ask before you help. People with disabilities often have their own ways of doing things.
- Don't touch or move a person's equipment (for example, wheelchair or walker) without their permission.
- If you have permission to move a person's wheelchair or mobility aid, don't leave them in an awkward, dangerous or difficult position, such as facing a wall or in the path of opening doors or elevators.
- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level if appropriate or invited.



## Visible and invisible

- There are visible and invisible disabilities. There are temporary and permanent disabilities and there are episodic disabilities.
- Many people have disabilities that involve all three or different intersecting disabilities such as mental health and physical disability.
- For this reason, ask how you can help. Needs change and what works one day may not work the next.



## Individuals with vision loss

- Vision loss can restrict someone's ability to read documents or signs, locate landmarks or see hazards. Some people may use a guide dog, a white cane, or a support person such as a sighted guide, while others may not.
- **Tips:**
- When you know someone has vision loss, don't assume the person can't see you. Not everyone with vision loss is blind. Many have some or fluctuating vision.
- Identify yourself when you approach and speak directly to your customer if they are with a companion.
- Ask if they would like you to read any printed information out loud to them, such as a policy or a bill or schedule of fees. Not everyone can read braille so ask how you can be of assistance.



- When providing directions or instructions, be precise and descriptive (for example, “two steps in front of you” or “a metre to your left”). Don’t say “over there” or point in the direction indicated.
- Offer your elbow to guide them if needed. If they accept, lead – don’t pull.
- Identify landmarks or other details to orient the person to the surroundings. For example, if you’re approaching stairs or an obstacle, say so.
- If you need to leave the customer, let them know by telling them you’ll be back or saying goodbye.
- Don't leave your customer in the middle of a room – guide them to a comfortable location.



## People who are deaf/Deaf or hard of hearing

- People who have hearing loss may identify in different ways. They may identify as deaf/Deaf, oral deaf, deafened, or hard of hearing. These terms are used to describe different levels of hearing or the way a person’s hearing was diminished or lost.
- A person with hearing loss might use a hearing aid, an amplification device or hearing ear dog. They may have preferred ways to communicate, for example, through sign language, by lip reading or using a pen and paper.



- Once a customer has self-identified as having hearing loss, make sure you face the customer when talking and that you are in a well-lit area so the person can see you clearly.
- As needed, attract the person's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- Maintain eye contact. Use body language, gestures and facial expression to help you communicate.
- If the person uses a hearing aid, reduce background noise or if possible, move to a quieter area.
- Don't assume that the customer knows sign language or reads lips.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).
- When using a sign language interpreter, look and speak directly to the customer, not the sign language interpreter. For example, say "What would you like?" not "Ask her what she'd like."



## Speech

- Cerebral palsy, stroke, hearing loss or other medical conditions or disabilities may make it difficult for a person to pronounce words or express themselves. Some people who have severe difficulties may use a communication board or other assistive devices.
- 
- **Tips:**
- Don't assume that a person who has difficulty speaking doesn't understand you.
- Speak directly to the customer and not to their companion or support person.
- Whenever possible, ask questions that can be answered "yes" or "no."
- If the person uses a communication device, take a moment to read visible instructions for communicating with them.
- Be patient. Don't interrupt or finish your customer's sentences.
- Confirm what the person has said by summarizing or repeating what you've understood and allow the person to respond – don't pretend if you're not sure.
- If necessary, provide other ways for the customer to contact you, such as email.



## Learning Disabilities

- The term “learning disabilities” refers to a range of disabilities. One example of a learning disability is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when the person has difficulty reading material or understanding the information you are providing.
- People with learning disabilities just learn in a different way.
- **Tips:**
  - Be patient and allow extra time if needed. People with some learning disabilities may take a little longer to process information or to understand and respond.
  - Try to provide information in a way that works for your customer. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.
  - Be willing to rephrase or explain something again in another way, if needed.



## Developmental or intellectual disability

- Developmental disabilities (such as Down syndrome) or intellectual disabilities can mildly or profoundly limit a person’s ability to learn, communicate, do everyday physical activities or live independently. Supports, encouragement and inclusion
- **Tips:**
  - Don’t make assumptions about what a person can or cannot do.
  - Don’t exaggerate your speech or speak in a patronizing way.
  - Use plain language.
  - Provide one piece of information at a time.
  - If you’re not sure of what is being said to you, confirm by summarizing or repeating what was said, or politely ask them to repeat it – don’t pretend if you’re not sure.
  - Ask the customer if they would like help reading your material or completing a form, and wait for them to accept the offer of assistance.
  - Be patient and allow extra time if needed.



## Mental Health

- Did you know that one in five Canadians will experience a mental health disability at some point in their lives?
- Mental health disability is a broad term for many disorders that can range in severity. A person with a mental health disability may experience depression or acute mood swings, anxiety due to phobias or panic disorder, or hallucinations. It may affect a person's ability to think clearly, concentrate or remember things.
- You may not know someone has this disability unless you are told. Stigma and lack of understanding are major barriers for people with mental health disabilities.
- **Tips:**
- If you sense or know that a customer has a mental health disability, treat them with the same respect and consideration you have for everyone else.
- Be confident, calm and reassuring. Ask the customer for what they need.
- Listen carefully, and work with the customer to meet their needs. For example, acknowledge that you have heard and understood what the person has said or asked.
- Respect your customer's personal space.
- Limit distractions that could affect your customer's ability to focus or concentrate. For example, loud noise, crowded areas and interruptions could cause stress.



## What creates disabling conditions?

- Expectations of fast pace & quick travel
- Ignorance or dismissive attitudes
- Lack of appropriate support technology
- Lack of creativity/problem solving
- Structural inaccessibility (stairs, poor lighting, temperature fluctuations, flashing lights, lack of snow removal, etc...)
- Inequitable funding
- Fear of doing the "wrong" thing so doing nothing at all
- Fear in the workplace
- Distractions and loud noises
- Not providing enough information for someone to request assistance ahead of time.





## Accommodations

- Support persons for customers with disabilities are common and welcome at all city facilities
- Consent is required if confidential information is going to be discussed
- Support person is free to enter City facilities at no charge
- Speak directly to the customer, not the support person unless you are directed to do so



## Service animals

- Customers with disabilities are permitted to:
- Enter all public City facilities with service animals
- Go anywhere customers normally have access unless excluded by law
- Customer is responsible for the care and supervision of their service animal
- Avoid talking to, touching or making eye contact with the working animal
- Employees with disabilities are able to bring their service dogs into any area they are required to work with very few exceptions.



## Service Disruptions

- We are required by law to provide public facing information about all service disruptions.
- If a service/program or building is to be closed or cancelled you should post your service disruption information on your website and other areas easily accessible to patrons.



This photo is an image of a person holding a temporary closure sign. The person's hands are in the photo and their blue shirt is in the background.



## If you host an event or customers be sure to accessible details

- If it applies, inform your customer of the accessible features in the immediate area (such as automatic doors, accessible washrooms, elevators or ramps).
- Think ahead and remove any items that may cause a physical barrier, such as boxes left in an aisle.
- If the service counter at your place of business is too high for a person using a wheelchair to see over, step around it to provide service. Use a clipboard handy if filling in forms or providing a signature is required.
- Keep in mind that a person's physical disability may not be visible or obvious. For example, a person may have difficulty standing for long periods of time and may ask to sit while waiting to be served.



## Additional Assistance Available

Visit [www.london.ca/accessibility](http://www.london.ca/accessibility)

- You can also call me! 😊
- Melanie Stone, Accessibility Specialist  
ext. 2425 [mstone@london.ca](mailto:mstone@london.ca) or  
[accessibility@London.ca](mailto:accessibility@London.ca)



# Dundas- TVP Connection

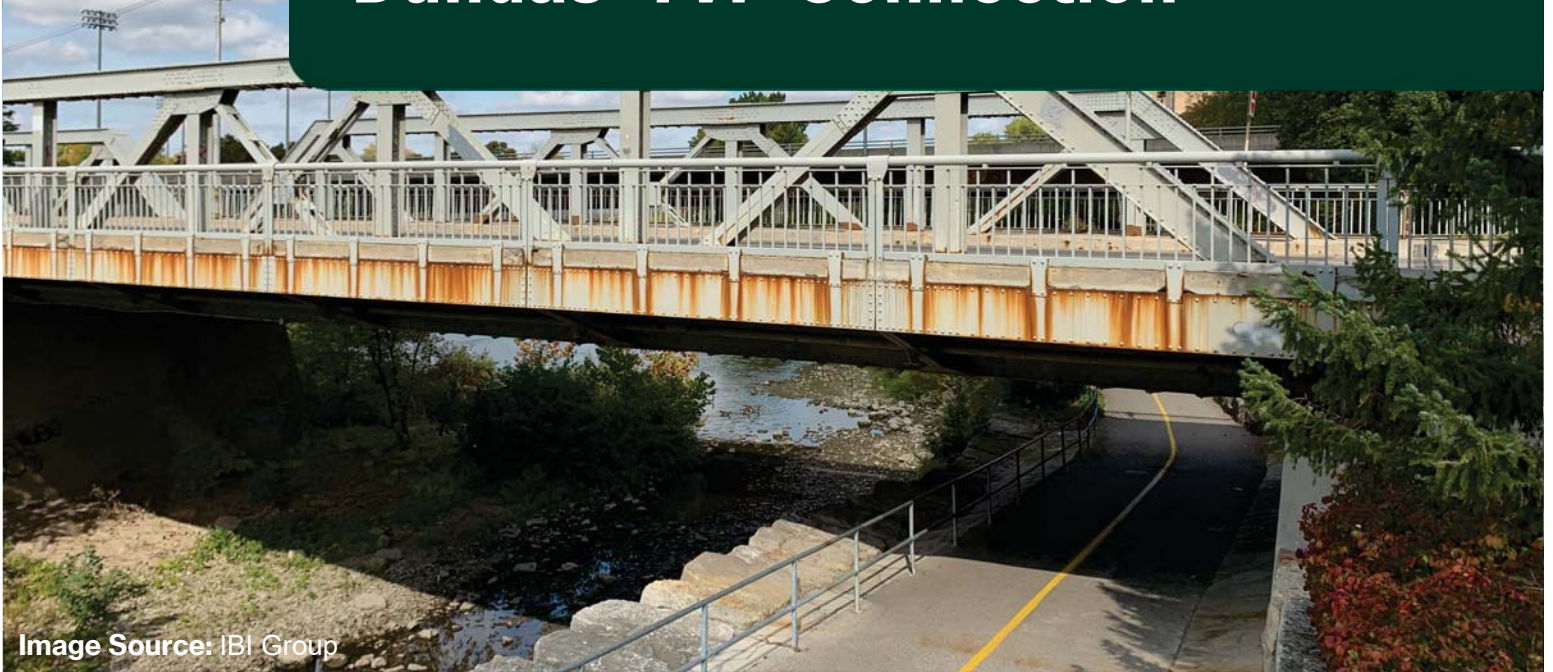


Image Source: IBI Group



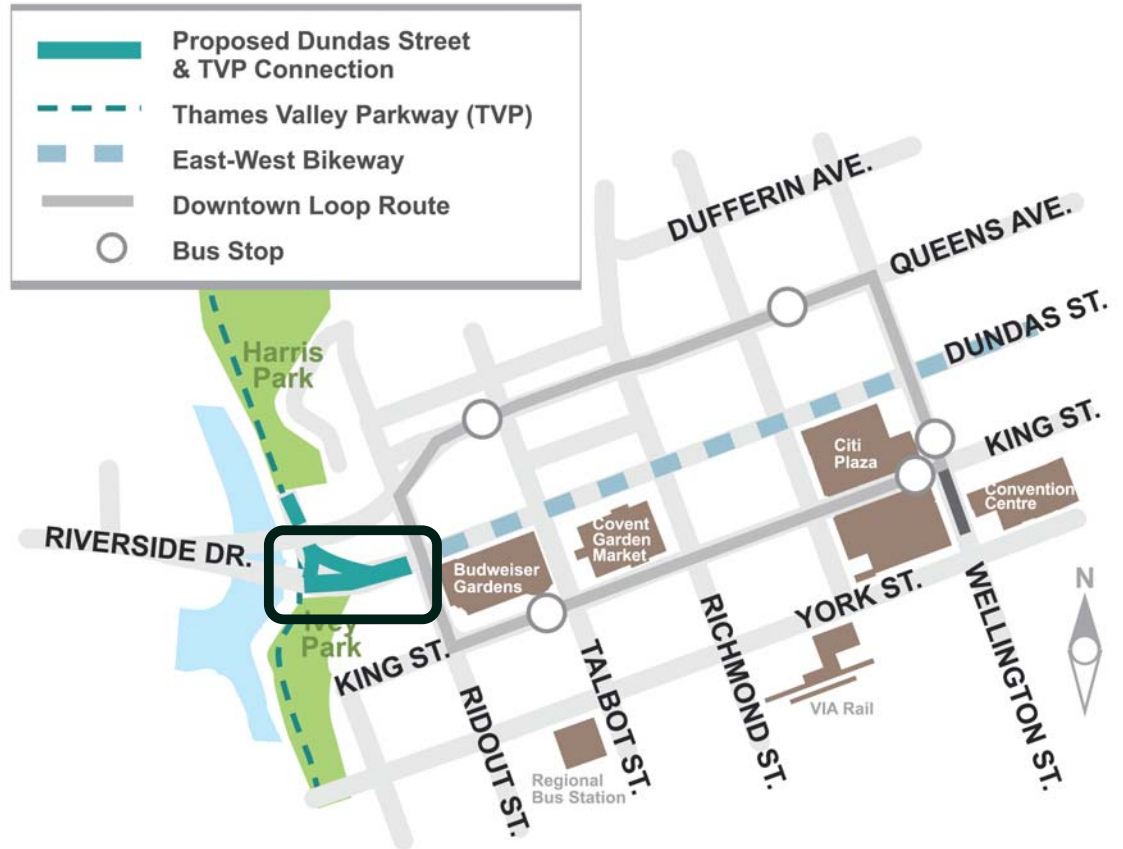
Cycling Advisory Committee  
February 19<sup>th</sup>, 2020



## Presentation Overview

- 1) Project Overview & Objectives
- 2) Project Schedule
- 3) Background & Project History
- 4) Concept Overview
- 5) Integration with Dundas Place
- 6) Public Consultation

# Project Overview



Source:

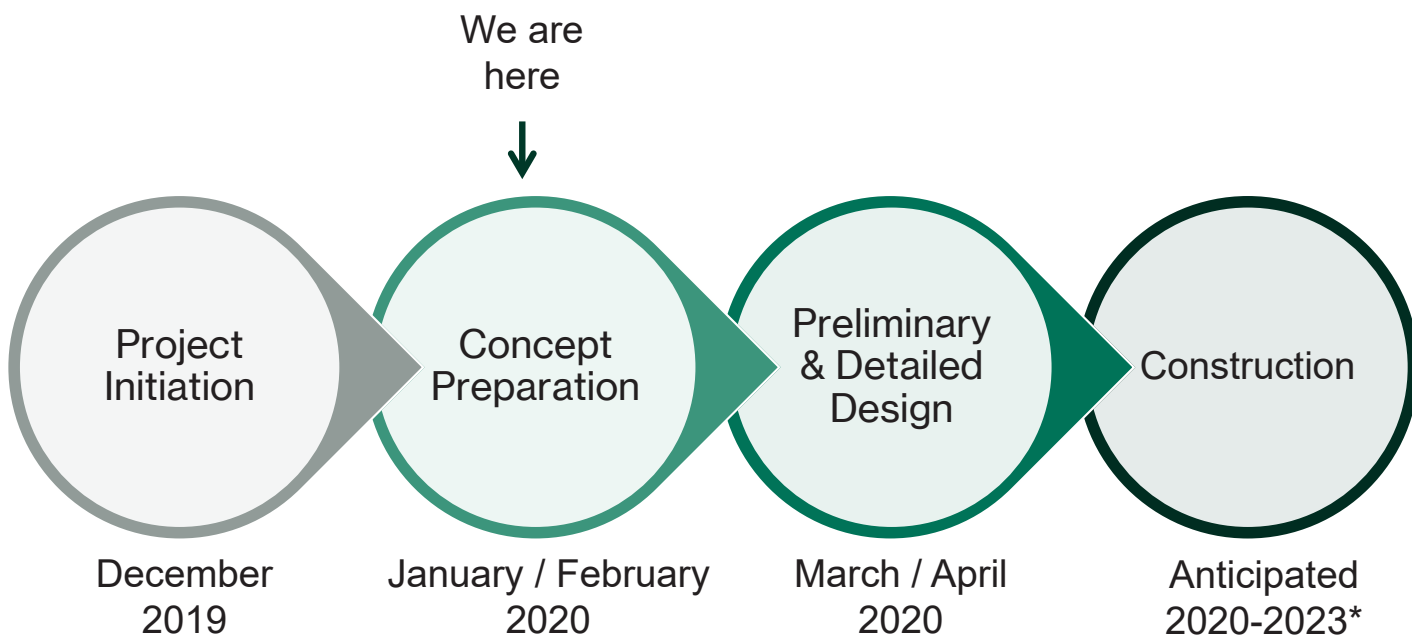
City of London

# Project Objectives

- ▶ Provide a **continuous cycling connection** between the Thames Valley Parkway and London's downtown
- ▶ Improve **access to existing transit** routes as well as planned rapid transit stops
- ▶ Create **all ages and abilities** cycling facilities to draw recreational cyclists into the downtown
- ▶ Improve **pedestrian facilities** and provide space for **public amenities**, including public art
- ▶ Integrate with **Dundas Place flex street**



# Project Timelines

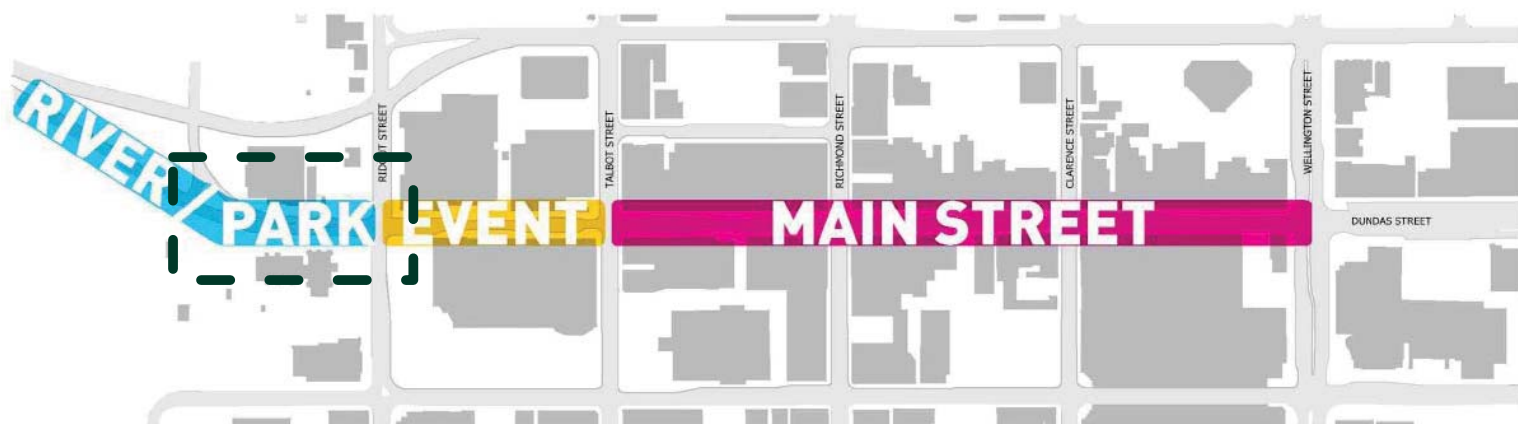


Public & Stakeholder Consultation

\* Requires coordination with Downtown Loop



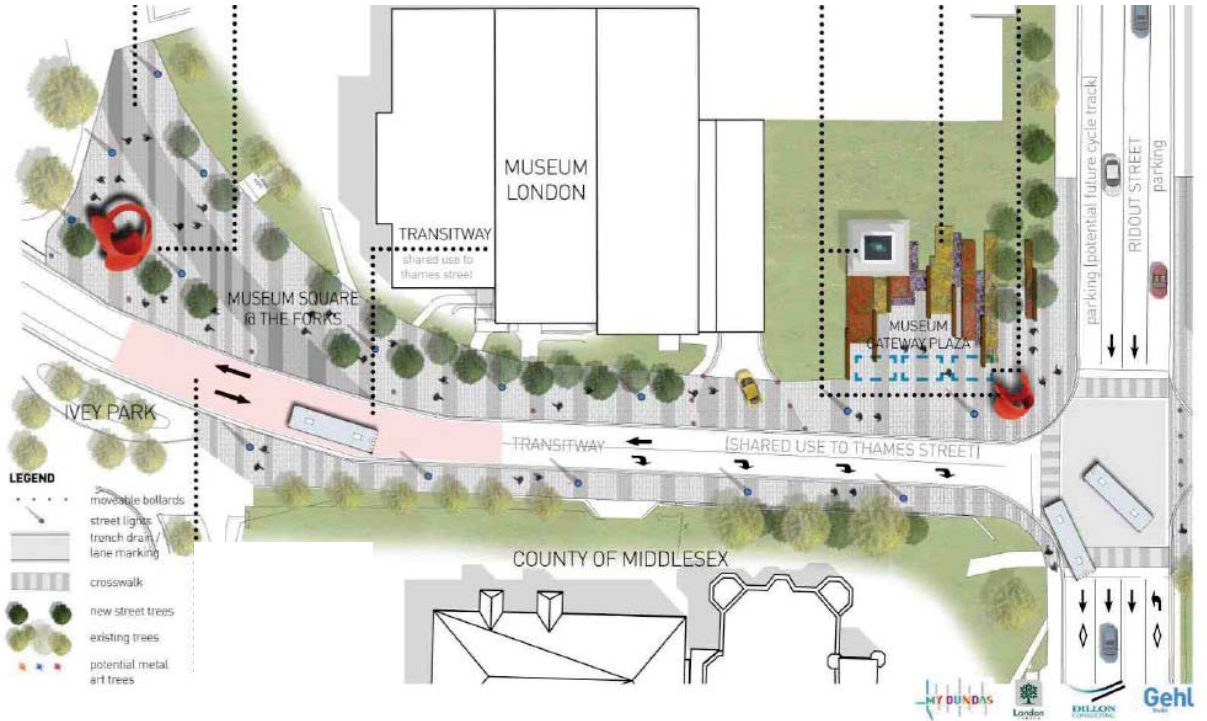
# Project History



Source: Dundas Place Environmental Study Report (2016)



# Project History



## Park Block

Source: Dundas Place Environmental Study Report (2016)

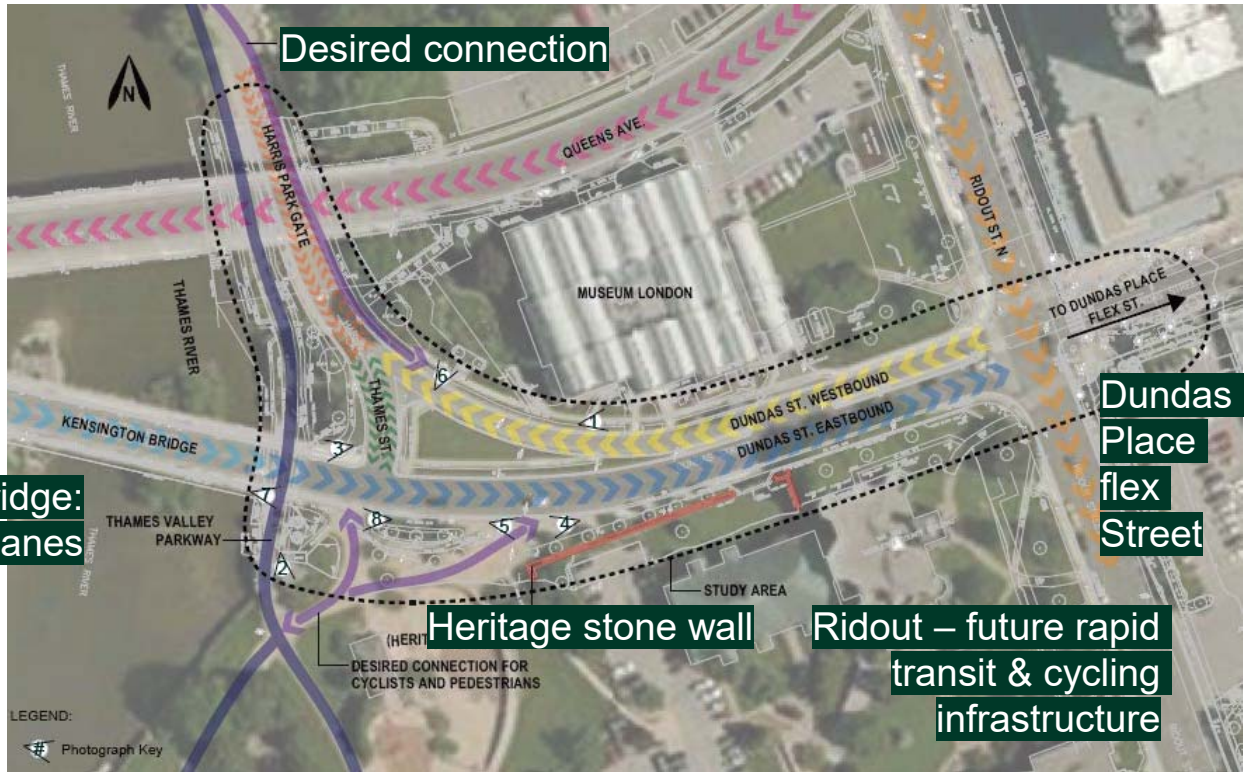
# Integration with Dundas Place



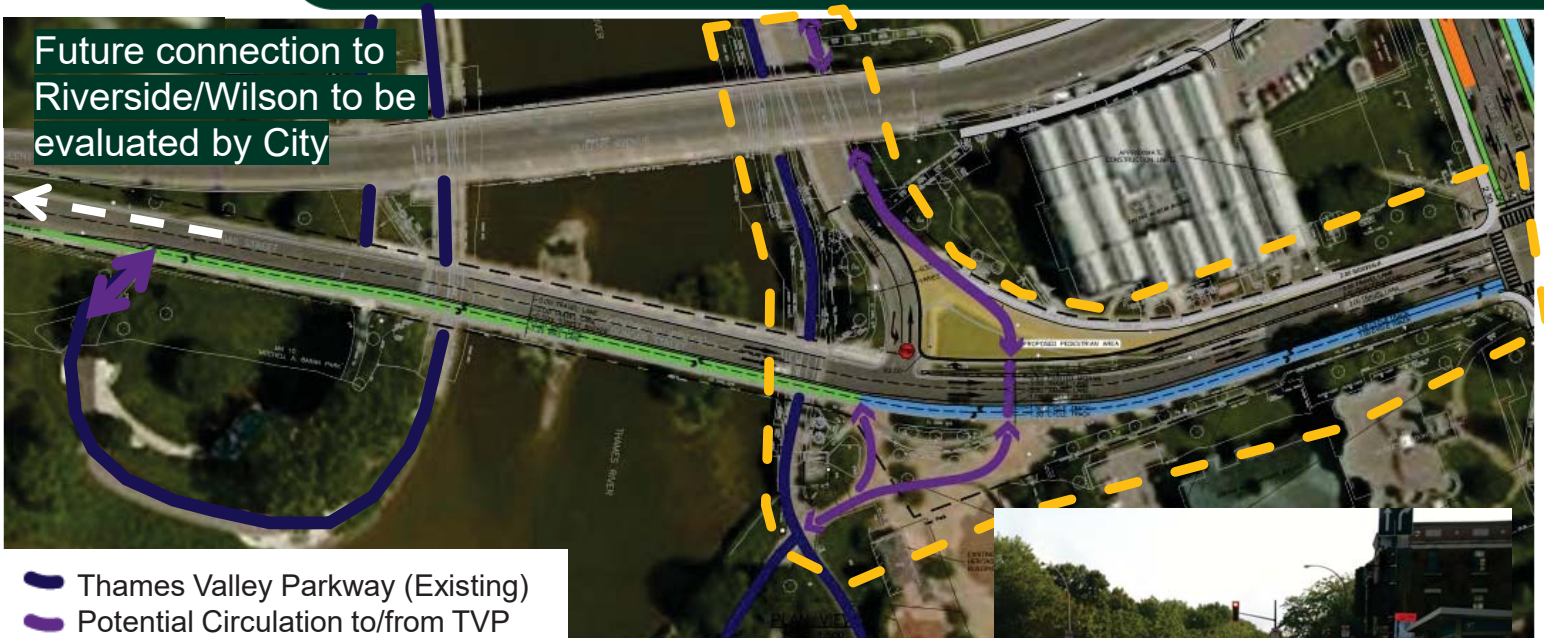
Image Source: IBI Group

- ▶ Integrate materials, finishes and street furniture
- ▶ “Flex space” concept & possible pedestrian plaza
- ▶ Modify Thames Street ramp entry
- ▶ Incorporate public art

# Existing Conditions



# Concept 1



Bi-directional Cycle  
Track (South)



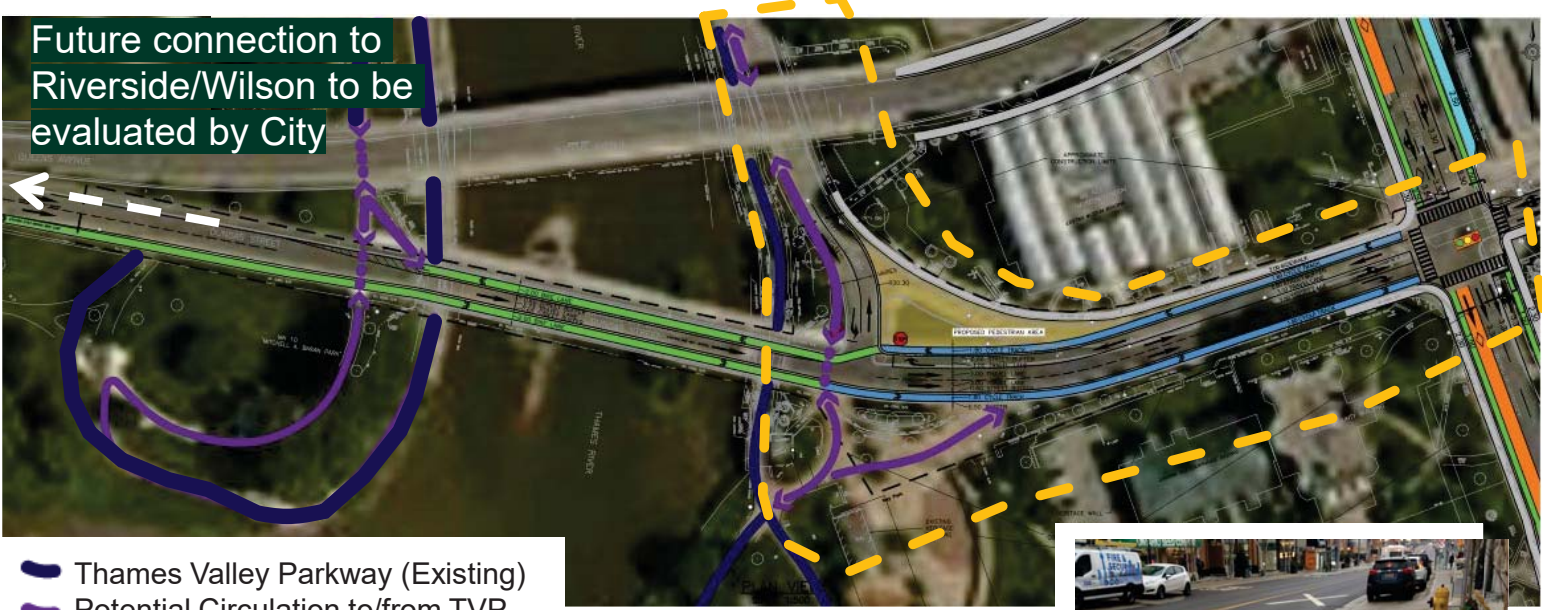
Image Source: Laurence Lui





# Concept 2A

Future connection to Riverside/Wilson to be evaluated by City



- Thames Valley Parkway (Existing)
- Potential Circulation to/from TVP
- Potential Crossing Location



Image Source: IBI Group

## Uni-directional Cycle Track – Alternate A



# Concept 3

Future connection to Riverside/Wilson to be evaluated by City



- Thames Valley Parkway (Existing)
- Potential Circulation to/from TVP
- Potential Crossing Location



Image Source: IBI Group

## Partial Flex Street: Bi-directional Cycle Track



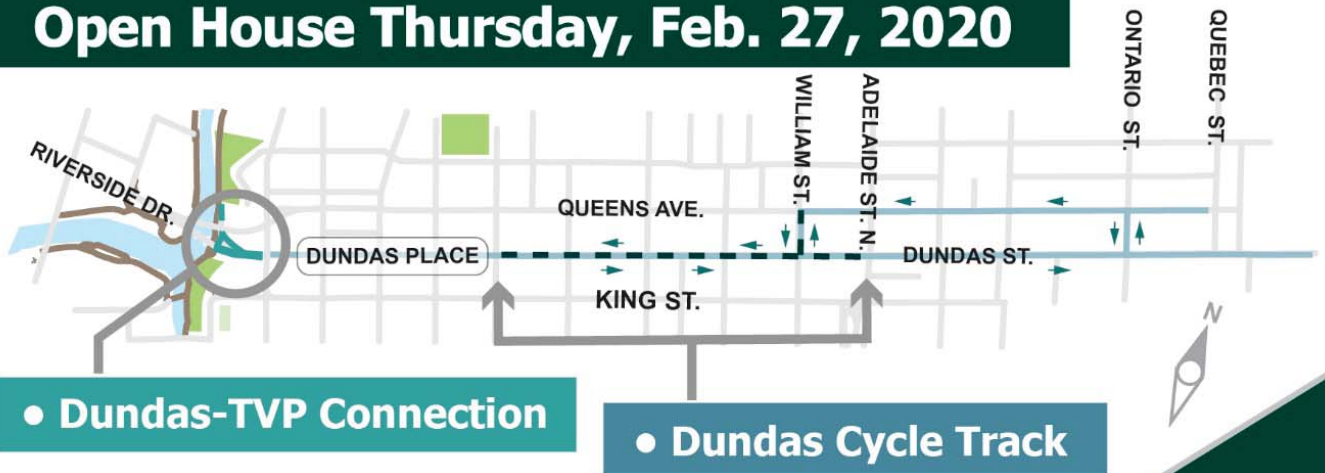
# Concept 4

Concept Under Development

Uni-directional / Bi-directional Cycle Track

## Join Us: Dundas Cycling Projects

Open House Thursday, Feb. 27, 2020



- Proposed Dundas Street & TVP Connection
- Thames Valley Parkway (TVP)
- Dundas Cycle Track
- East-West Bikeway



The City of London is hosting an open house for two Dundas Street infrastructure projects designed to improve east-west cycling connections and better links to transit:

- **Dundas Cycle Track**  
connecting Downtown with Old East Village

- **Dundas-TVP Connection**  
creating a continuous cycling connection between Dundas and the TVP



**Join us to learn more, and give input to help shape the designs.**

**When:** Thurs. Feb. 27, 2020, 4:30 – 6:30 p.m., drop-in format

**Where:** Catholic Central High School, 450 Dundas St., Cafeteria

**Bus routes:** 2, 20

**Bike parking:** secure bike parking will be provided at the venue

Can't make it, but still have feedback?

Tell us your thoughts at [getinvolved.london.ca](https://getinvolved.london.ca)



London  
CANADA



## Cycling Advisory Committee Input

- 1) What concept do you prefer?
- 2) What other factors should be considered?
- 3) What type of furnishings and streetscape elements would you like to see included in this project?



Image Sources: IBI Group



**Thank you! More questions?**



Image Source: IBI Group



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# Cycling Advisory Committee

## Report

The 2nd Meeting of the Cycling Advisory Committee  
January 15, 2020  
Committee Room #4

Attendance                      PRESENT: J. Roberts (Chair), B. Cowie, C. DeGroot, R. Henderson,  
B. Hill, J. Jordan, C. Pollett, E. Raftis, O. Toth and D. Turner  
(Committee Clerk)

NOT PRESENT: K. Brawn

ALSO PRESENT: G. Dales, A. Dunbar, P. Kavcic, L. Maitland, A.  
Miller, C. Saunders, and J. Stanford

The meeting was called to order at 4:05 PM.

### 1. Call to Order

#### 1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

### 2. Scheduled Items

#### 2.1 Active Transportation Budget

That the Civic Administration BE INVITED to attend a future meeting of the Cycling Advisory Committee to provide updates and information on the development of the climate emergency evaluation tool and how it applies to the budget process; it being noted that the ~~attached~~ presentation from A. Dunbar, Manager III, Financial Planning and Policy, with respect to the City's active transportation budget, was received.

#### 2.2 Connected and Automated Vehicle Strategic Plan - Update and Get Involved Input

That it BE NOTED that the ~~attached~~ presentation from J. Kostyniuk, Traffic and Transportation Engineer, with respect to the Connected and Autonomous Vehicle Strategic Plan updates, was received.

### 3. Consent

#### 3.1 1st Report of the Cycling Advisory Committee

That it BE NOTED that the 1st Report of the Cycling Advisory Committee, from its meeting held on December 18, 2019, was received.

#### 3.2 Public Meeting Notice - Official Plan and Zoning By-law Amendments - 332 Central Avenue / 601 Waterloo Street

That it BE NOTED that the Public Meeting Notice, dated January 7, 2020, from M. Vivian, Planner I, Development Services, with respect to Official Plan and Zoning By-law Amendments for the properties located at 332 Central Avenue and 601 Waterloo Street, was received.

**4. Sub-Committees and Working Groups**

4.1 2020 Work Plan

That the ~~attached~~ 2020 Cycling Advisory Committee work plan BE FORWARDED to Council for its consideration and approval.

**5. Items for Discussion**

5.1 2020 Cycling Advisory Committee Budget

That the following actions be taken with respect to the 2020 Cycling Advisory Committee Budget:

- a) a member of the Cycling Advisory Committee (CAC) BE PERMITTED to attend the 2020 Share the Road conference;
- b) the expenditure of up to \$375.00 + tax from the 2020 CAC budget BE APPROVED to cover the conference fees; and,
- c) if selected by the conference organizers to participate, that the above-noted CAC member BE PERMITTED to present at said conference on the topic of "revisiting cycling master plans using a climate emergency lens".

5.2 2020-2023 Multi-Year Budget

That the Chair of the Cycling Advisory Committee (CAC) BE AUTHORIZED to speak on behalf of the CAC at the upcoming Strategic Priorities and Policy Committee budget meetings, with respect to the budget allocations necessary for the City to meet future reduced emissions targets while increasing active transportation and mode sharing initiatives/infrastructure.

5.3 Old East Village Bikeway - Summary Discussion

That a working group BE CREATED to provide formal commentary/feedback on the Old East Village Bikeway presentations, which the Cycling Advisory Committee received at their meeting held on December 18, 2019, from representatives for Dillon Consulting and WSP.

**6. Adjournment**

The meeting adjourned at 6:39 PM.



P.O. Box 5035  
300 Dufferin Avenue  
London, ON  
N6A 4L9

**London**  
CANADA

January 15, 2020

Chair and Members  
Cycling Advisory Committee

I hereby certify that the Municipal Council, at its meeting held on January 14, 2020 resolved:

That the following actions be taken with respect to the Cycling Advisory Committee:

- a) the 11th Report of the Cycling Advisory Committee and the 1st Report of the Cycling Advisory Committee BE RECEIVED and,
- b) the Cycling Advisory Committee BE REQUIRED to submit the 2020 Work Plan with the next meeting's Report for consideration. (AS AMENDED) (2.1/1/CWC)

C. Saunders  
City Clerk  
/ap



London  
CANADA

P.O. Box 5035  
300 Dufferin Avenue  
London, ON  
N6A 4L9

February 12, 2020

Chair and Members  
Cycling Advisory Committee

I hereby certify that the Municipal Council, at its meeting held on February 11, 2020 resolved:

That the following actions be taken with respect to the 2nd Report of the Cycling Advisory Committee, from its meeting held on January 15, 2020:

- a) that work plan items 18.1, 18.12, 18.3, 19.1, 19.7, and 19.8 BE APPROVED;
- b) the remainder of the ~~attached~~ 2020 Cycling Advisory Committee work plan BE REFERRED to the Civic Administration to review and refine the listed projects in order to ensure alignment and timing with approved City projects in 2020/2021, with a report back at the next Civic Works Committee meeting;
- c) the Civic Administration BE INVITED to attend a future meeting of the Cycling Advisory Committee to provide updates and information on the development of the climate emergency evaluation tool and how it applies to the budget process; it being noted that the attached presentation from A. Dunbar, Manager III, Financial Planning and Policy, with respect to the City's active transportation budget, was received;
- d) the following actions be taken with respect to the 2020 Cycling Advisory Committee Budget:
  - i) a member of the Cycling Advisory Committee (CAC) BE PERMITTED to attend the 2020 Share the Road conference;
  - ii) the expenditure of up to \$375.00 + tax from the 2020 CAC budget BE APPROVED to cover the conference fees as noted in part a) above; and,
  - iii) if selected by the conference organizers to participate, that the above-noted CAC member BE PERMITTED to present at said conference on the topic of "revisiting cycling master plans using a climate emergency lens"; it being noted that the CAC will provide the Civic Administration with a copy of the above-noted presentation for review before the conference date; and,
- e) the remainder of the Cycling Advisory Committee report BE RECEIVED. (2.1/2/CWC)

C. Saunders  
City Clerk  
/ap



**From:** [Kathy L Brawn](#)  
**To:** [Turner, Daniel](#)  
**Subject:** [EXTERNAL] RE: CAC Agenda - Jan. 15  
**Date:** Wednesday, January 15, 2020 9:39:21 AM  
**Attachments:** [image001.png](#)

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Please accept this as my notification of resigning from the London Ontario CAC. Please pass along my well wishes to the rest of the committee and thanks for giving me the opportunity to serve my community.

Warmest Regards,  
Kate

# Item 4.2

February 13, 2020  
Jamieson Roberts  
Chair, Cycling Advisory Committee  
City of London, Ontario  
300 Dufferin Ave  
London, ON N6B 1Z2

Mike Pletch  
Dillon Consulting

Dear Mr. Pletch,

Thank you for attending the 12th meeting (2019) of the Cycling Advisory Committee, and presenting your ongoing work on regarding the Old East Village (OEV) Bikeway. The intent of this letter is to follow up with questions regarding the work, and to request further input on your ongoing projects. Written follow-up would be appreciated on or before March 31, 2020.

Regarding the intersection at Dundas-Lyle-Elizabeth Streets. Generally speaking, the intersection is complex, unprotected for cyclists and pedestrians, and has three separate motor vehicle phases. It received the largest amount of discussion from the committee, and will receive the majority of the discussion in this follow-up as well. The committee has several concurrent concerns regarding this junction:

- The “jughandle” left turn onto northbound Elizabeth Street may not be wide enough, nor have sufficient turning radius, to accommodate cargo bikes, adaptive cycles, bikes with trailers (including double-wide children trailers), tag-a-longs, or other non-standard bicycles. How will the team ensure accommodation of para-cyclists, family cyclists, and other wheeled vehicles in this space?
- A “scramble” style crossing for pedestrians and cyclists was suggested in the committee discussion, and we re-emphasize here that this treatment may be better for all parties, rather than mixing motor traffic with vulnerable road users.
- Barring a scramble crossing, right-turn only may be preferred for motor vehicles, to decrease conflict between motorists and vulnerable road users. The unusual nature of the intersection suggests additional controls would be beneficial for all users.
- Would your team consider raised crosswalks and cycle crossings, particularly on Dundas crossing Lyle Street?
- Leading green pedestrian and cycling intervals would be beneficial for avoiding “right hook” turns from motor vehicles turning off Dundas.
- No right on red is essential in all directions to ensure all user safety. In the drawings we received, there is only no right on red from Lyle onto Dundas.
- Some members found it problematic that cyclist and pedestrian crossings were limited (e.g. English Street junction has no left turn for cyclists), yet motorists movements were prioritized at all junctions.
- We heard in the meeting that much of the above was considered, and that our suggestions would make the intersection safer (the suggestions of our group were similar to those provided by subcontractor Urban Systems). However, these ideas were not put into practice in the design because “the developers probably wouldn’t go for that.” What does this mean, exactly? Who is accountable/responsible for safe design of streets in our city?

# Item 4.2

## Other more general comments

- What is the plan for snow removal in the corridor, particularly the narrow section between Adelaide and Elizabeth?
- How will the west end of the bikeway connect seamlessly with the next planned bikeway leg? This junction seems particularly well-suited to a protected intersection, given the high pedestrian and cycling volumes, and considerable extra space to accommodate additional safety features.
- As “salmon” riding (e.g. “wrong way cycling”) is common on King Street’s protected bike lane, where similar to this Dundas design, there are no westbound cycling facilities. What is being done to prevent this behaviour in the OEV?
- While not discussed in-meeting, a 30 km/h speed limit would be preferable, particularly in the “core” of the OEV from Adelaide to Ontario Streets, where substantial volumes of pedestrians are present.
- Short term bicycle parking in this area should be the standard “bike staple” design that is accessible to all types, shapes, and sizes of bike, both standard and non-standard as outlined above. Current post-and-ring design should be phased out, as this design is not as accessible as the tried-and-true bike staple. Decorative/artistic bike parking should only be included as public art, not as a component of regular required bike parking.
- Finally, we have included an infographic from Dutch cycling organization BYCS illustrating potential user groups of the OEV Bikeway. Could you please provide a brief overview (2-3 sentences for each) of how the OEV Bikeway serves, or does not serve, each type of cyclist.

Thank you for your time and consideration, we await your responses.

Sincerely,

Jamieson Roberts

On Behalf of the City of London Cycling Advisory Committee

cc:

Doug Macrae, City of London Director of Roads & Transportation

Peter Kavcic, City of London

Andrew Giesen, City of London

Daniel Turner, City of London

Councillor S. Lehman, Chair, City of London Civic Works Committee

Councillor M. Cassidy, Member, City of London Civic Works Committee







Councillor E. Peloza, Member, City of London Civic Works Committee

Councilor P. Van Meerbergen, Member, City of London Civic Works Committee

Councillor S. Lewis, Member, City of London Civic Works Committee

# Item 4.2

**THE DUTCH CATEGORISE CYCLISTS INTO SIX GROUPS**

 <p><b>THE EVERYDAY CYCLIST</b></p> <p>Someone trying to get to work or school, taking a direct route &amp; wishing to continue cycling undisturbed, wanting to stop as rarely as possible.</p>	 <p><b>THE SPORTS CYCLIST</b></p> <p>Someone doing cycling for sport, including mountain bikers, road racers &amp; others. They tend to cycle in laps or for a long distance, moving very quickly, which can lead to conflict with other road users &amp; even other cyclists!</p>	 <p><b>THE RECREATIONAL CYCLIST</b></p> <p>Someone cycling for the enjoyment of being on their bike and with others, stopping commonly for food, coffee or at other attractions.</p>	 <p><b>THE ATTENTIVE CYCLIST</b></p> <p>Someone who wants to be able to cycle safely, understands the traffic rules well and also wants to follow them. They want good sign posting, and clear intersections.</p>
 <p><b>THE VULNERABLE CYCLIST</b></p> <p>Someone who wants a traffic-safe, peaceful cycling environment, where they are not passed by other traffic and even other faster cyclists; infrastructure must be forgiving to allow for errors. They tend to be children, the elderly and disabled people.</p>	 <p><b>THE COURIER CYCLIST</b></p> <p>Someone who wants to get from A to B very quickly because they cycle under time pressure. They also often require more space. They represent a range of riders, some wearing large backpacks, others using three or four wheel cargo bikes.</p>		

Source: <https://safercycling.roadsafetyngos.org/best-practice-guide/> via [https://twitter.com/cycling\\_embassy/status/1231609933726089216?s=21](https://twitter.com/cycling_embassy/status/1231609933726089216?s=21)

# Item 4.2

February 13, 2020  
Jamieson Roberts  
Chair, Cycling Advisory Committee  
City of London, Ontario  
300 Dufferin Ave  
London, ON N6B 1Z2

Stephen Tam and John Zunic  
WSP Consulting

Dear Mr. Tam and Mr. Zunic,

Thank you for attending the 12th meeting (2019) of the Cycling Advisory Committee, and presenting your ongoing work on regarding the Dundas Street Bikeway. The intent of this letter is to follow up with questions regarding the work, and to request further input on your ongoing projects. Written follow-up would be appreciated on or before March 31, 2020.

Much of the committee's discussion centred on intersection design and connectivity with other routes.

- In the opinion of this committee, most of the cross streets in this section warrant a protected intersection to create a comfortable all-ages-and-abilities bikeway. Particularly Wellington, Waterloo, Colborne, William, and Adelaide need protected crossings for children, seniors, and other vulnerable cyclists to use the facilities.
- Setback crossings and adjacent crossings may be used contextually. Middle bicycle lanes or shared crossings should never be used in all-ages-and-abilities context.
- Protected intersections are preferable to two-stage-queue boxes. The "Ontario Bike Box" design used on Colborne (e.g. OTM Book 18 Figure 4.50) should never be used in any context. It is not all-ages-and-abilities friendly in any sense, and we could not find another jurisdiction with high rates of cycling that has used this design.
- How will the west end of the bikeway connect seamlessly with Dundas Place?
- How will the east end of the bikeway connect seamlessly with the OEV bikeway in both directions (e.g. how do on-road cyclists traveling westbound from the OEV toward downtown join the protected bikeway)?

Other more general comments and answers from your presentation

- Transit islands are greatly preferred to designs that require passengers boarding a bus to wait in the bike lane, or to step blindly off the bus into the bike lane. Lesson from King Street: the transit islands/timing points under Citi Plaza work reasonably well.
- Raised cycletrack, with raised crossings are preferable to at-grade crossings with precast concrete curbs.
- Widths of cycling facilities need to accommodate adaptive cycles, recumbents, trikes, double-wide child trailers, cargo bikes, and other non-standard cycling equipment. Standard Dutch design allows for two-up riding on standard bicycles with a child beside a parent, which we as a committee think sounds great. Lesson from Colborne Street: Colborne does \*not\* work for most non-standard bicycles.
- While not discussed in-meeting, a 30 km/h speed limit would be preferable, as this stretch of Dundas is a connector between two slower speed areas, the Old East Village, and Dundas Place, while passing two high schools and many residential/hotel properties. Consistency of speed limits

## Item 4.2

through the whole section from Ridout to Ontario Street would also assist in maintaining driver compliance, and would boost safety for all road users. Currently much of this stretch is over-wide, and feels like riding on a highway. Narrowing and slowing wherever possible would be greatly appreciated.

- Bollard placement and height was discussed in-meeting. High, closely-spaced flexi-posts as are currently deployed on King Street make children and sport cyclists in drop-bar position nearly invisible. Are there better standards or materials that could effectively protect cyclists while allowing them to be visible, too?
- Short term bicycle parking in this area should be the standard “bike staple” design that is accessible to all types, shapes, and sizes of bike, both standard and non-standard as outlined above. Current post-and-ring design should be phased out, as this design is not as accessible as the tried-and-true bike staple. Decorative/artistic bike parking should only be included as public art, not as a component of regular required bike parking.
- Finally, we have included an infographic from Dutch cycling organization BYCS illustrating potential user groups of the Dundas Street Bikeway. Could you please provide a brief overview (2-3 sentences for each) of how the Dundas Street Bikeway serves, or does not serve, each type of cyclist.

Thank you for your time and consideration, we await your responses.

Sincerely,







Jamieson Roberts  
On Behalf of the City of London Cycling Advisory Committee

cc:

Doug Macrae, City of London Director of Roads & Transportation  
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After a review from CAV (Connected and Automated Vehicles) Progress

CAC would provide the following input in relation to impacts to cyclists and vulnerable road users

- Determine the interaction with the City of London cycling infrastructure designs and materials
  - Example of a raised curb (not detected), flex posts (hiding users), or transitions from off road to on road parallel cycle tracks and how there are interpreted by the level of autonomy
  - Not an exhaustive list of the potential design concerns
- CAC would recommend ensuring current priority of users at intersections remains pedestrian > cyclist > mass transit > personal design automobile
- To support CAV the target state of all active transportation infrastructure would be separated if speeds over 30kph
- Mandatory road speed adherence for all CAV's if automation is engaged
- We see a benefit to vulnerable road users as volume of CAV increase, higher adherence to traffic speeds will be seen
- Recommendation of initial implementation of level 4 and 5 to require a human to be in the vehicle and legally capable of being in control
- Require the burden of detection rests exclusively with the CAV



Report Package -  
Cycling Advisory Com





## Connected and Automated Vehicles

Preparing a Strategic Plan for London



## CAVs in the Province of Ontario

- **Pilot Project – Automated Vehicles** ([Ontario Regulation 306/15](#))
  - Originally took effect January 1, 2016
  - Last consolidation January 1, 2019 (O.Reg. 517/18)
  - Pilot regulation is due to be revoked on January 1, 2026
- Ontario was **first province in Canada** to establish on-road pilot test program for CAVs.
- Ontario Pilot Project applies to **SAE Automation Levels 3, 4, and 5**.



# Other Key Initiatives and Resources

- [Autonomous Vehicle innovation Network \(AVIN\) in Ontario](#)
- City of Toronto [Automated Vehicle Tactical Plan](#)
- SAE International [J3016 Levels of Driving Automation](#)
- Transportation Association of Canada (TAC) [Lexicon of Terms for CAVs](#)

**SAE INTERNATIONAL SAE J3016™ LEVELS OF DRIVING AUTOMATION**

	SAE LEVEL 0	SAE LEVEL 1	SAE LEVEL 2	SAE LEVEL 3	SAE LEVEL 4	SAE LEVEL 5
<b>What does the human in the driver's seat have to do?</b>	You are driving whenever those driver support features are enabled – even if your feet are off the pedals and you are not sleeping.			You are not driving when those automated driving features are enabled – even if you are seated in the driver's seat.		
<b>What do these features do?</b>	These features are driver support features. You must constantly supervise those support features, and must take over as needed to maintain safety.			When the features are needed, you must drive. These automated driving features will not require you to take over driving.		
	<b>These are driver support features</b>			<b>These are automated driving features</b>		
<b>What do these features do?</b>	These features are limited to providing warnings and monitoring assistance.	These features provide steering OR braking OR acceleration support to the driver.	These features provide steering AND/or braking OR acceleration support to the driver.	These features can drive the vehicle under limited conditions and may not operate unless all required conditions are met.	This feature can drive the vehicle under all conditions.	
<b>Example features</b>	• automatic emergency braking • blind spot warning • lane departure warning	• lane centering OR • adaptive cruise control	• lane centering AND • adaptive cruise control at the same time	• traffic jam assist • chauffeur	• local driverless taxi • personal streetcar • wheel may or may not be needed	• same as level 4, but feature can drive in any circumstances in all conditions



# City of London's CAV Progress

- Staff began **monitoring and researching CAV developments** in 2016 in response to the Ontario Pilot Project.
- Developed a **CAV Staff Report and Technical Background** (CWC, May 28, 2018)
- Received **Municipal Council resolutions and direction** on June 12, 2018
- RTIWG **CAV Expert Panel** on February 21, 2019

Appendix A  
**Connected and Autonomous Vehicles:**  
Technical Background

Prepared for the Corporation of the City of London  
**Civic Works Committee Meeting**  
May 28, 2018



# Council's Strategic Plan 2019-2023

## BUILDING a Sustainable City

Londoners can move around the city safely and easily in a manner that meets their needs.

### EXPECTED RESULT

Increase access to transportation options.

### STRATEGY

- Build more infrastructure for walking and bicycling.
- Continue to expand options and programs to increase mobility.
- **Develop a strategic plan for a future with connected and autonomous vehicles.**
- Support Londoners to access affordable public transit where they live and work.
- Implement the London Transit Commission (LTC) 5 Year Specialized Service Plan.
- Implement the LTC Ridership Growth Strategy.
- Implement a rapid transit system to improve the reliability and capacity of existing transit service and support London Plan city building.
- Implement the LTC 5 Year Conventional Service Plan.



# Automated Vehicles

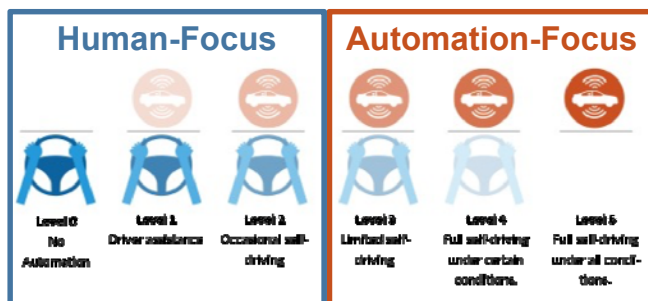
- Ideally, **Automated Vehicles (AVs)**:
  - Are capable of “sensing” the **surrounding environment**;
  - Use AI, sensors, and GPS to **successfully and safely navigate a transportation system**;
  - Provide **major improvements to road safety** by eliminating human driver error and distraction; and
  - Will likely be widely available and market-ready between **now and 2040 (i.e. 10-20 years)**.





## Automation Levels Defined

- The **Society of Automotive Engineers (SAE)** international standard that classifies vehicles automated driving systems from:
  - **Level 0 = No Automation** to **Level 5 = Full Automation**



## Connected Vehicles

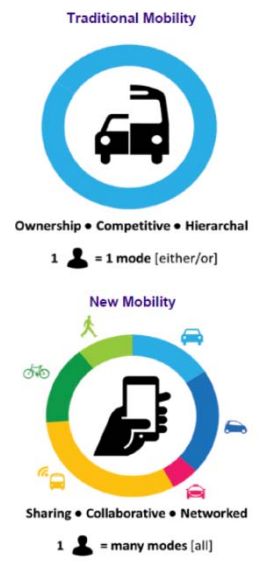
- Interrelated with AVs, **Connected Vehicle (CV)** technology provides up-to-date information to vehicles through a **variety of communications channels**.
- Types of CV technology include:
  - **Vehicle-to-Vehicle (V2V)**
  - **Vehicle-to-Infrastructure (V2I)**
  - **Vehicle-to-Everything (V2X)**





# New Mobility and Potential

- AVs have the potential to **benefit the environment, society, and safety.**
- Two primary **ownership models** are anticipated:
  - **Individual Ownership** of widespread vehicles, similar to today; or
  - **Shared Ownership** similar to car-sharing, ride-sharing, or Mobility-as-a-Service (MaaS).



# CAV Strategic Plan – Purpose

To better understand and prepare for the introduction of connected and automated vehicles in our community in order to improve the lives of our citizens and minimize the environmental impact of this impactful technology as it becomes more commonplace.



## CAV Strategic Plan – Vision

A sustainable community that integrates connected and automated vehicles into city-building and daily activities by pursuing improved safety, environmental stewardship, and travel mobility options.



## CAV Strategic Plan – Mission

To engage internal and external stakeholders, identify potential implications of connected and automated vehicles, and provide a strategic plan and actions that will proactively prepare for the introduction of connected and automated vehicles.



## CAV Strategic Plan – Values

- Alignment with the London Plan
- Driven by community
- Environmental and climate sustainability
- Responsible governance
- Human health and community safety
- Information security and privacy
- Integrated mobility
- Supporting innovation
- Proactive leadership
- Stakeholder collaboration



## Strategic Areas of Focus

1. Social Equity and Health
2. Environmental Sustainability
3. Economic Sustainability
4. Data Privacy, Security, and Governance
5. Urban Form
6. Road Safety and Security
7. Integrated Mobility
8. Transportation System Efficiency
9. City Fleet and Services



## CAV Strategic Plan Timeline



## Initial Engagement

Gather initial public feedback for development of the upcoming Connected and Automated Vehicles Strategic Plan for London until **February 21**.

<https://getinvolved.london.ca/automated-vehicles>

Advisory committee initial feedback/resolutions provide by **April 28**.