

11TH REPORT OF THE
ACCESSIBILITY ADVISORY COMMITTEE

Meeting held on November 24, 2016, commencing at 3:02 PM, in Committee Room #4, Second Floor, London City Hall.

PRESENT: M. Dawthorne (Chair), M. Cairns, F. de Lasa, A. Forrest J. Madden, J. Menard and J. Sanders and J. Martin (Secretary).

ABSENT: J. Bell, J. Ehiwario and L. Firby.

ALSO PRESENT: C. Chung, C. DaSilva, K. Husain, S. Maguire, J. Michaud, G. Tucker and K. Wood.

I. CALL TO ORDER

1. Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

II. SCHEDULED ITEMS

2. Recreational Trails, External Paths of Travel and Play Spaces

That it BE NOTED that the attached presentation from K. Wood, Facilities Technologist - Architectural, with respect to the recreational trails, external paths of travel and play spaces, was received.

3. Proposed Subsidized Transit Model

That the Civic Administration BE ADVISED that the Accessibility Advisory Committee (ACCAC) supports, in principle, the broadening of access of the proposed subsidized transit model, to support the expansion of inclusivity within the program, noting that the ACCAC had reservations as to whether the current funding model offers this; it being noted that the staff report dated November 16, 2016, from C. Smith, Manager, Community Partnerships and Funding, with respect to this matter, was received.

4. Audible Pedestrian Signal Installations Update

That it BE NOTED that a verbal presentation from S. Maguire, Division Manager, Roadway Lighting and Traffic Control, with respect to the audible pedestrian signal installations update, was received; it being noted the Accessibility Advisory Committee (ACCAC) were encouraged to submit a request for audible pedestrian signal installations for 2017.

III. SUB-COMMITTEES & WORKING GROUPS

5. Built Environment and Facilities Sub-Committee

That the following actions be taken with respect to the Built Environment and Facilities Sub-Committee report dated November 14, 2016:

- a) the Civic Administration BE REQUESTED to consider the attached Accessible Cab User Review; and,
- b) the attached letter of support BE FORWARDED to the Trails Advisory Group and the Environmental and Parks Planning Division for their consideration; it being noted that the sub-committee would like to be included in any further developments, with respect to this matter.

6. Education and Awareness Sub-Committee

That the following actions be taken with respect to the Education and Awareness Sub-Committee report dated November 14, 2016:

- a) the Civic Administration BE REQUESTED to outsource the finalized development of the three Accessibility Advisory Committee (ACCAC) brochures, to be completed prior to the end of 2016; and,
- b) it BE NOTED that the ACCAC approved expenditures of \$5.34 to F. de Lasa, to cover costs associated with the printing of brochure templates; it being further noted that the ACCAC has sufficient funds in its 2016 budget to cover these expenditures.

7. Policy Sub-Committee

None.

8. Mental Health Working Group

That it BE NOTED that the report of the Mental Health Working Group from its meeting held on October 3, 2016, was received.

IV. CONSENT ITEMS

9. 10th Report of the Accessibility Advisory Committee

That it BE NOTED that the 10th Report of the Accessibility Advisory Committee from its meeting held on October 27, 2016, was received.

10. Municipal Council Resolution - Appointment of Camille Chung to the Accessibility Advisory Committee

That it BE NOTED that the Municipal Council resolution adopted at its meeting held November 8, 2016 with respect to the appointment of Camille Chung to the Accessibility Advisory Committee, was received.

11. Promoting a Culture of Accessibility and Inclusion

That it BE NOTED that a communication dated November 15, 2016, from the Accessibility Directorate of Ontario with respect to the forum on Promoting a Culture of Accessibility and Inclusion being held on December 5, 2016, was received.

12. Promoting Subsidy Model for Public Transportation and Information Regarding Children Under 12/13 Years of Age Ride Free

That it BE NOTED that this matter was discussed with the scheduled item #3.

V. ITEMS FOR DISCUSSION

13. Financial Resource Guide

That it BE NOTED that a verbal update from M. Dawthorne with respect to the Financial Resource Guide, was received; it being noted that the draft Financial Resource Guide will be presented at the January 2017 meeting.

VI. DEFERRED MATTERS/ADDITIONAL BUSINESS

None.

VII. CONFIDENTIAL

(See Confidential Appendix to the 11th Report of the Accessibility Advisory Committee enclosed for Members only.)

The Accessibility Advisory Committee convened in camera from 5:10 PM to 5:13 PM, after having passed a motion to do so, with respect to the following matter:

- C-1. A personal matter pertaining to identifiable individuals, including municipal employees, with respect to the 2017 Mayor's New Year's Honour List

VIII. ADJOURNMENT

The meeting adjourned at 5:21 PM.

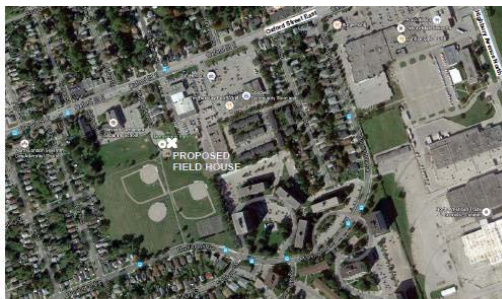
NEXT MEETING DATE: January 26, 2017



Mornington Park Enhancements

Accessibility Advisory Committee Meeting

November 24, 2016



AERIAL IMAGE



Purpose for this Meeting

- Review the context of the project
 - What is included in the Project Scope?
- Share design plans to date
 - What will the new park features look like?
- AODA Consultation
 - Recreational Trails
 - the slope;
 - the need for, and location of, ramps on the trail;
 - the need for, location, and design of rest, passing and viewing areas;
 - Exterior Paths of Travel
 - design and placement of Rest Areas along the exterior path of travel.
- Provide information on Next Steps
 - When & how will the project move forward?



Mornington Park Enhancements

Project Scope of Work

- Fieldhouse
 - Gender Neutral Washrooms; one barrier-free + two accessibility enhanced
 - Eager Beaver Baseball Association Concession
 - Service Counter
- Outdoor Eating area
 - Supports EBBA Concession space and overlooks the existing Playground
- Off-Street Parking Lot
 - 3 Accessible Stalls
 - One Van Accessible, one regular Accessible and one Limited Mobility



Mornington Park Enhancements

Accessible Design Features

- Fieldhouse designed to be Barrier-free accessible for use by all ages and abilities
 - Grading of pathways for connectivity to other park amenities
 - Washroom design, pictogram signage
 - Accessible concession service counter
 - Outdoor Eating Area.



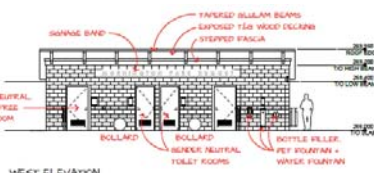
**Play
your
Way!**



Fieldhouse Washroom Building Design



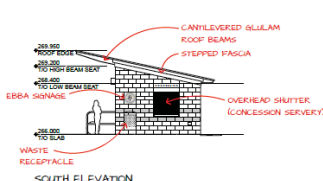
NORTH-WEST EXPOSURE (VIEW FROM PARKING AREA)



WEST ELEVATION



SOUTH-WEST EXPOSURE (VIEW FROM PLAY STRUCTURE + PARK)

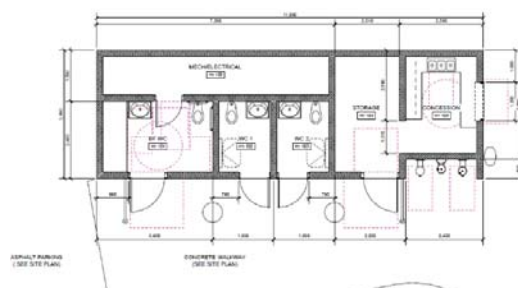


SOUTH ELEVATION



Fieldhouse Washroom Building Floor Plan

- 3 Gender non-specific washroom stalls:
 - One Barrier-free
 - Two enhanced accessibility
- Hydration station including:
 - Drinking fountain,
 - Water bottle Filler,
 - Water station for pets
- Concession/Outdoor Eating Area





Next Steps

Complete Construction Phasing Timelines

Fieldhouse: May – August 2017
Parking Lot: September – October 2017

Site Services
Preparation Work
December 2016

Complete Construction
Tendering Process

Fieldhouse: February 2017

Site Plan Approval
Process

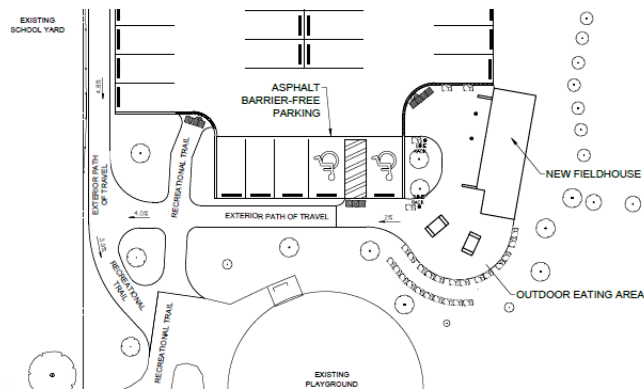
November 2016

*Pending final approvals



Mornington Park Enhancements Project

Questions / Comments ??





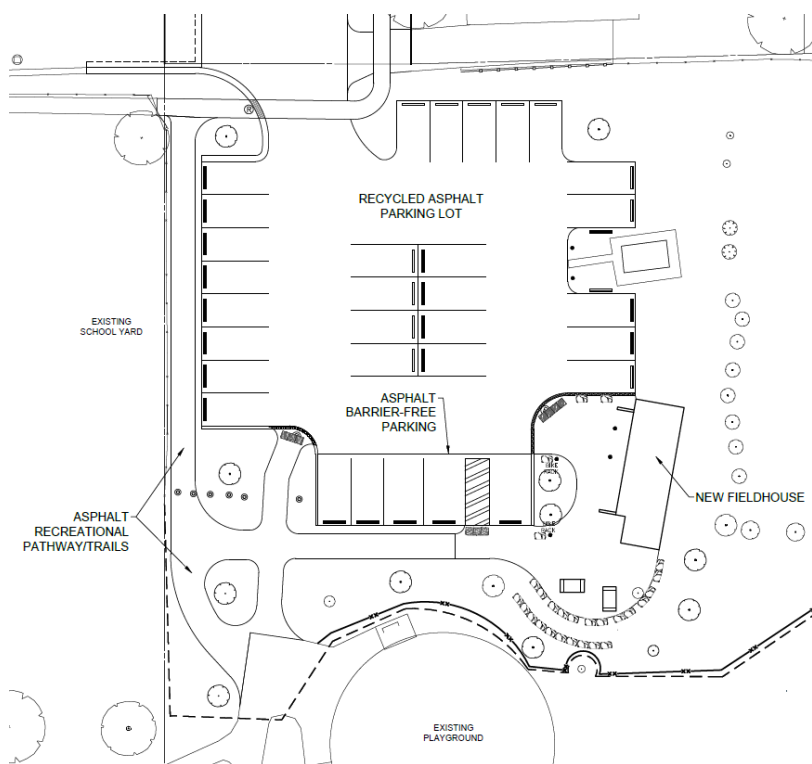
INFORMATION SESSION – ACCESSIBILITY ADVISORY COMMITTEE

to review the

MORNINGTON PARK ENHANCEMENTS PROJECT

Adding to the existing park amenities, and supporting the baseball sports field primary use of this park, the City of London Parks Planning and Facilities Design & Construction Divisions share park enhancement plans for the construction of a new washroom building and parking lot in Mornington Park, 800 High Holborne Street.

The purpose of this Information Session is to provide information to, and consult with, the Accessibility Advisory Committee on the planned enhancements and barrier-free accessible design features incorporated into this project. As required by the Ontarians with Disabilities Act, 2005, consultation will include review of the design and placement of Rest Areas along the exterior path of travel.



Additional barrier-free accessible design features include:

- an Individual Washroom;
- a Service Counter at the Concession;
- a Hydration Station; and
- off-street Parking.

**ACCAC Consultation:
November 24, 2016**

Questions or comments?
Please contact:

Kim Wood, Facilities Design &
Construction Division

Phone: 519.661.2500, ext 8493

Email: kwood@london.ca





INFORMATION SESSION – ACCESSIBILITY ADVISORY COMMITTEE

to review the

CONSTITUTION PARK ENHANCEMENTS PROJECT

Adding to the existing park amenities, and supporting the multipurpose use of this dynamic park, the City of London Parks Planning, Aquatic Services and Facilities Design & Construction Divisions share park enhancement plans for the construction of a new spray pad, washroom building and shade canopy in Constitution Park, 725 Grenfell Drive.

The purpose of this Information Session is to provide information to, and consult with, the Accessibility Advisory Committee on the planned enhancements and barrier-free accessible design features incorporated into this project.

As required by the Ontarians with Disabilities Act, 2005, consultation will include review of the following:

1. the needs of children and caregivers with various disabilities, as it relates to the new Outdoor Play Space (Spray Pad amenity);
2. the design and placement of Rest Areas along the exterior path of travel; and
3. the need for, location, and design of accessible on-street parking.



Additional barrier-free accessible design features include an Individual Washroom, a Hydration Station, a Shade Canopy, and an accessible spray pad with interactive play water features.



ACCAC Consultation: November 24, 2016

Questions or comments?
Contact:

Kim Wood, Facilities Design &
Construction Division

Phone: 519.661.2500 ext 8493

Email: kwood@london.ca

Nov. 16, 2016

To: **Development and Compliance Services,**
Licensing and Municipal Law Enforcement – By Law Enforcement

Att'n: **Orest Katolyk**, Chief Municipal Law Enforcement Officer

From: Accessibility Advisory Committee (ACCAC),
Built Environment and Facilities Sub-Committee (BESC)

Re: **General Service review of Accessible Cabs**

Background is that, further to your presentation to ACCAC (Jan 28, 2016) regarding the potential for changes to the Municipal Cab By-Law (L.-129-51), and the implications it may have for accessible cab service, it was requested that our sub-committee provide your department with a general review of how this service is working. As timing for this review was not achievable for the March 30th submission deadline (Re: By-Law Consolidated April 5, 2016) we are now submitting to you our comments for your consideration.

Further delay to this review submission was created by our request for more statistical data in this regard. At our ACCAC meeting March 24th our Sub-Committee passed a motion that City Staff provide (if available) any relevant statistical data regarding the recorded trip usage of accessible cabs (relative to Schedule A, Clauses 2.2 c and d of the L-129-51 Licensing By-Law). As we feel strongly that this information may provide us with better feedback on how well the existing program, and user ratio of available cabs, is working we chose to wait for that response before submitting our report to you.
Note: original motion re-submitted to City Clerk, June 23rd and Aug 25th, with no-response yet to date.

As part of our opinion review an informal user "survey" was sent out to a local community group that use the service of accessible cabs on a regular basis. (See pages following this note). Based on those reviews, as well as experience from our sub-committee members, we respectfully offer the following comments:

- Users are frustrated with the service timing (from call to pick up)
 - Suggesting that a significantly higher ratio of accessible cabs are needed
- Users are frustrated with the service availability (particularly early am)
 - Also supporting that a higher ratio of accessible cabs are needed
- Users are frustrated with the service accommodations
 - Suggesting that added services, such as the ability to make reservations, be considered
- Drivers and staff are, in general, courteous and responsive to a user's needs
 - Suggesting that staff and/or training is acceptable
- Some drivers and staff are not courteous or responsive to a user's needs
 - Suggesting that staff and/or training specific to accessible need is warranted
- Some cab designs are not ergonomically comfortable for a user to remain in their wheelchair
 - Suggesting that the style or type of automobile used should either be better co-ordinated with the user at the time of request and/or considered further for selection of vehicles used

- It appears that there is an inconsistency with the degree of service (availability, support, courtesy) between operating cab companies in this regard
 - Suggesting that service contracts are comparably reviewed by City staff with an emphasis on accessibility and/or a preference given to increased service ratios to those that are performing favourably
- It appears that there is a lack of available data from Cab operators as to how well they are providing accessible service (Re: recorded trip usage) and/or how strong the need for this service is (relative to requests, timing, and customer feedback)
 - Suggesting that Licensed Cab operators should place a stronger consideration on accessibility within their present and/or future business plan models

In conclusion, we (ACCAC) thank you for your request for feedback, and welcome the opportunity to continue working with you in this regard.

ACCAC, Built Environment and Facility Sub-Committee

(this letter was received and reviewed, Nov. 14, 2016)

March 15, 2016

As an active member of ACCAC, and it's Built Environment Sub-Committee in particular, with regards to our recent discussion on Accessible Cabs, I asked friends and family that use accessible cabs in the City of London for their personal opinions. The following comments were then compiled from the responses that I received.

Questions asked, were:

Are they easy, and convenient to get?

Should the available ratio be changed? (current ratio is 1:18 accessible versus non accessible cab)

Do they function well? (re: typical mini-van style versus paratransit buses)

Are the fare rates comparable?

Jim Sanders

Responses:

- We have not had good service with this. Staff has called multiple times to try and get a cab for XXXX and they are never available. Maybe there needs to be more?
- We have had few negative experiences with cabs. There were a couple of times when the cab company took the bookings and didn't show up. When called to ask about it, they said there was nothing available. And sometimes the wait times are really long. We think there should be more wheelchair accessible cabs. They function well in terms of fitting the wheelchair. The only problem is the availability.
- So the wait time can be lengthy. We have waited up to 45mins for one. Sometimes depending on whom it is and how their driving skills are it's a little difficult to get into the taxi as there isn't much room for staff to assist them as they are rear loaders. They are definitely convenient as the ladies can pick up and go even if there isn't a van available or ride on paratransit. As for the fares, they are taxi fares so expensive.
- We have had ok experiences; we wait a while for cabs from U Need A Cab, sometimes up to an hour. They also don't always have cabs available in the mornings sometimes until 9 or 10 am.
- We can't reserve a cab for specific times either. Yellow taxi has good service but we don't have vouchers for them.
- The last few times we have booked an accessible cab the experience hasn't been good. We had a medical appointment and couldn't get paratransit. I attempted to book a cab a day early was told I wasn't allowed to book early. I called at noon giving myself plenty of time for them to get here. I needed a pickup at 115p. They took 2.5 hours to get here and we had to leave before they got here. We also called to go shopping. We waited again about 2 hours for a cab to come, then before we left the house we made arrangements with the driver to come back to the store and pick us up in 1.5 hours. The drivers have all been very nice; minivan style works well, no concerns. Just huge concern regarding the number of w/c cabs available. They are not easy to arrange.

- It is always nicer to have access to more cabs if it's financially possible. It can be hard because you could call and one show up in 5 minutes and other days you can wait up to an hour. It would be great if they would have a better booking system where you could make regular bookings on a weekly basis and be able to get picked up on time for those bookings. The drivers of the wheelchair vans however are pretty amazing. They are always willing to lend a hand and truly understand the struggles that come along with transporting someone with high medical needs. The taxi vouchers are great and work well. I can see in the future that the need to accessible taxis is going to increase. It is a great way for some of the people we support to get around their community.
- In my experience recently we have waited 1-2 hours for an accessible cab. Once at the destination, begging the driver to stay in the area to get a ride back. We use cabs all the time and we find that they will say that they are available late (11-midnight or later) and we will triple check this then call when we are ready for a ride and they are not available. I think more cabs wheelchair accessible would be a huge benefit! Even if you book a cab a day or 2 in advance you are always waiting at least 10min or up to an hour for them to arrive. It's very convenient to use but right now they are no more reliable then paratransit.
- We do not use cabs very often. However when we have, we have not had very good service. XXX needed to get to Fanshawe College mid day at 4pm. She needed to wait over an hour.
- From my experience I have found it is not easy or convenient at all, the rates are obviously a lot more than paratransit but you are paying more to get directly where you need to go. Regarding the function of the cab I guess it depends which van and driver you get. Over all, it does serve the same general purpose and transports people who are in wheelchairs.
- I have a few bad experiences involving availability and poor customer service. About a week ago I attempted to order one and the company told me that there were none available so we were unable to go out. This has happened several times to me and coworkers of mine. When I have been able to pre book one they are always late and the driver apologizes telling me the company only has 4 or 5 accessible cabs throughout the company so that is why they are late. But that's not the worst; I think it is important for drivers to be respectful. The last driver I had seemed to be in a bad mood. He was very short and snappy with the person I support when she asked a simple question. I know that's not part of the feedback you asked for but I felt it necessary to add that in. To answer your question, yes, we definitely need more accessible cabs. Able bodied people can also use an accessible cab so I don't understand why they would limit the amount like that. Cabs should be inclusive!
- As I live in St Thomas, whenever I have an appointment in London I must use an accessible taxi-cab to get there. For me, the trouble I have is that I sit high in my chair. As the cab service uses mini-vans instead of full size vans (like Paratransit) I must crouch in my chair for the entire ride. As a result it is a very uncomfortable trip as I bang my head over every bump along the way!

Nov. 16, 2016

To: **City of London, Trails Advisory Group**
City of London, Environmental and Parks Planning

Att'n: **Linda McDougall**, Project Coordinator – Trail Advisory Group (TAG)
Andrew Macpherson, Manager – Environmental and Parks Planning

From: **Accessibility Advisory Committee (ACCAC),**
Built Environment and Facilities Sub-Committee (BESC)

Re: **Position of Support for the completion of the Medway North Trail System**

Background is that, approx. 3 years ago the City implemented a public-use trail system within the Medway Valley. As part of that trail system it was agreed upon that the section of trail between Fanshawe Road and Sunningdale Road be considered as "built to Accessibility Standard's". Unfortunately, to-date this goal has not yet been achieved.

Note: it is our understanding that the only barrier-to-completion in this regard is a section of land that is privately owned, and of which the City does not have permission to use. (see attached map)

In an effort to resolve this matter, in a timely manner, our group (ACCAC – BESC) is submitting this letter of support towards this conclusion.

Signed,
ACCAC, Built Environment and Facility Sub-Committee

(this letter was reviewed and received at our meeting, Nov. 14, 2016)

To: **Private Property Landowner**, Medway North Trail Corridor

On behalf of the City of London's Accessibility Advisory Committee, we are presenting this letter of support to you with regards to the proposed trail system through your property.

At the time this trail system was first proposed, the residents of London and in particular the accessibility community was incredibly excited by this opportunity. Within our City limits, accessible trails (and in particular hard-surface asphalt trails) such as The Thames Valley Parkway (Springbank) have been strongly received and welcomed by all residents. However, even that trail system lacks the natural environment features, benefits, and ecology that this Medway Valley trail system offers. As such, having an accessible pathway through such a unique and strong "environmentally sensitive area" such as the Medway Valley was seen as an incredible opportunity and advancement to our community.

For many years now, we (ACCAC) have been following the progress of this trail system with great anticipation. However, it has been brought to our attention that negotiated attempts to resolve the issue of property ownership/ development has become a significant barrier to the success of this trail system. As legal and proprietary discussions have not, and should not, be shared with our committee in this regard our hopes are that we may provide you with positive support towards this goal.

We welcome the opportunity to reach out and listen to your concerns in this regard, and our Committee may be contacted through the City Clerk's office, or by email at accessibility@london.ca

Our suggestions for the completion of this trail system, through this section of Private Property, include:

- A. The City purchasing of the tract of land (as a whole, and at fair market value), or
- B. The City purchasing a negotiated access corridor through the property, that includes (but is not limited to) the following features;
 - Appropriate signage at the property lines that clearly denote this section is private property and trespassing off the pathway corridor is unlawful
 - A side boundary fence along this section of pathway to further discourage users from straying off-course through this section
 - Appropriate signage at the property lines that clearly show the City's appreciation and support for the property owner's permission to use this section of pathway
 - A clear, strong, documented, and agreed-upon written protocol for use, with an emphasis of appropriate construction, maintenance, and management practices to minimize un-due damage to your property caused by this trail both during construction and with future use

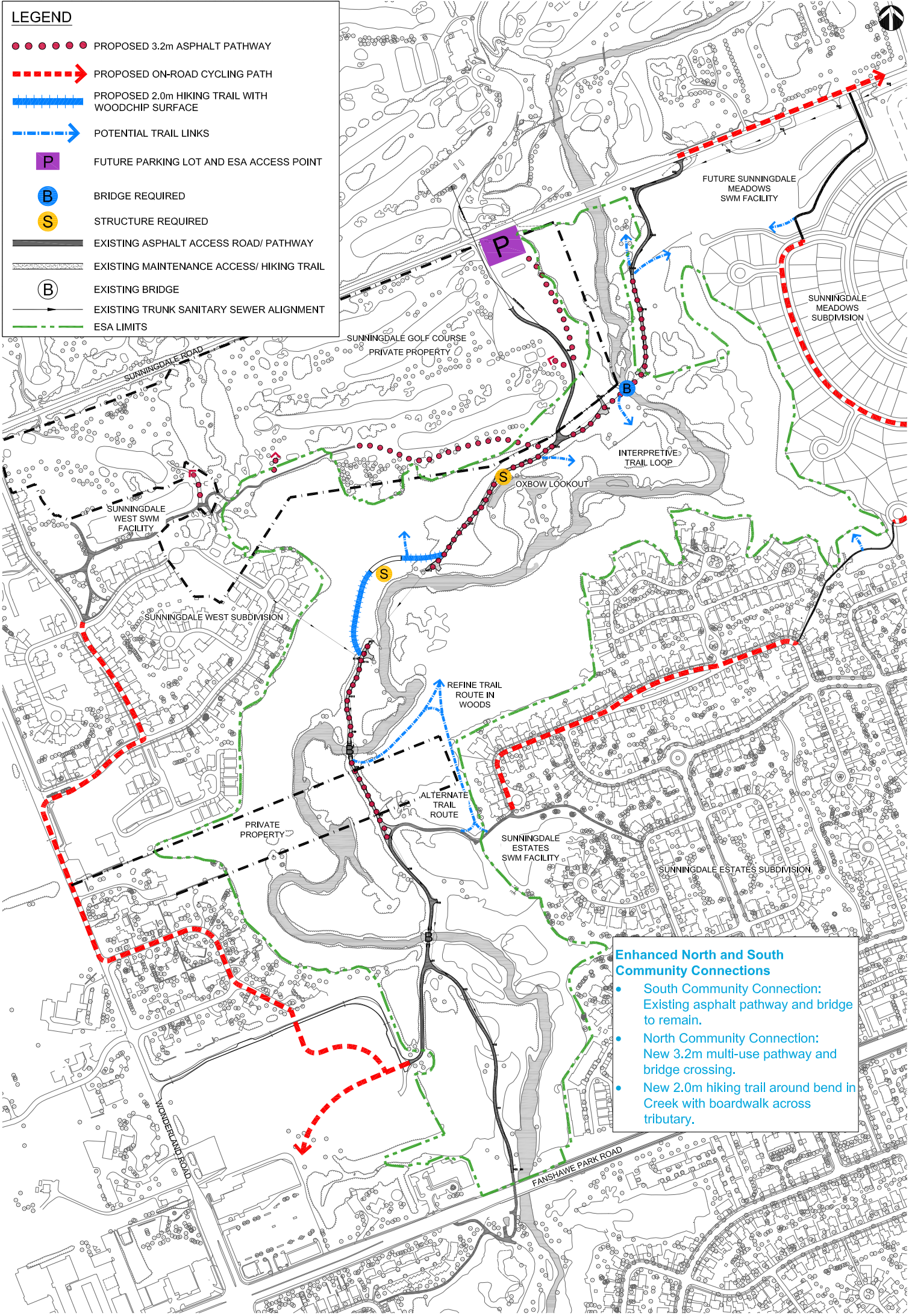
Note: presently we recognise that without an agreed-upon right of way through your property unlawful "trespassers" have caused notable damage as they continue to "cut-through" regardless

Signed,

ACCAC, Built Environment and Facility Sub-Committee

Jim Sanders, Sub-Com. Chair

(this letter was received, reviewed, and agreed upon at our meeting, Nov. 14, 2016)



**Medway Valley Trail North of Fanshawe Park Road
5B - Further Enhanced Accessibility & Community Connections**