

Accessibility Advisory Committee

Report

2nd Meeting of the Accessibility Advisory Committee
February 28, 2019
Committee Room #4

Attendance PRESENT: J. Madden (Chair), A. Abiola, L. Chappell, M. Dawthorne, A. Forrest, N. Judges, P. Moore, P. Quesnel and J. Wilson and J. Bunn (Secretary)

ABSENT: G. Ashford-Smith, M. Cairns and J. Menard

ALSO PRESENT: D. Baxter, J. Davison and N. Musicco

The meeting was called to order at 3:00 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 Draft Accessible Vehicle for Hire Incentive Program

That it BE NOTED that the attached presentation from N. Musicco, Specialist I, Municipal Policy, with respect to a Draft Accessible Vehicle for Hire Incentive Program, was received.

3. Consent

3.1 1st Report of the Accessibility Advisory Committee

That it BE NOTED that the 1st Report of the Accessibility Advisory Committee, from its meeting held on January 24, 2019, was received.

3.2 Public Meeting Notice - Draft Old East Village - Dundas Street Corridor - Secondary Plan

That it BE NOTED that the Public Meeting Notice, dated January 24, 2019, from K. Killen, Senior Planner, with respect to an Official Plan Amendment for the Draft Old East Village Dundas Street Corridor Secondary Plan, was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

5.1 2018 and 2019 ACCAC Work Plans

That the revised, attached 2018 Accessibility Advisory Committee (ACCAC) Work Plan Summary BE FORWARDED to the Municipal Council for their information; it being noted that the ACCAC held a general discussion related to the 2019 Work Plan.

6. Deferred Matters/Additional Business

- 6.1 (ADDED) Municipal Council Resolution - Appointments of Voting Members to the Accessibility Advisory Committee

That it BE NOTED that the Municipal Council resolution, from its meeting held on January 29, 2019, with respect to Appointments to the Accessibility Advisory Committee, was received.

- 6.2 (ADDED) Draft Parks and Recreation Master Plan – Upcoming Engagement – D. Baxter

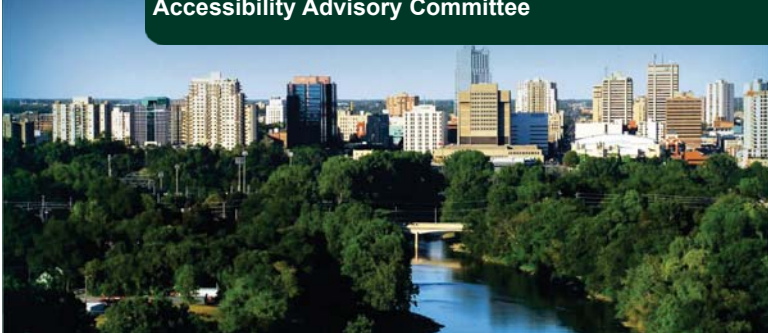
That the Draft Parks and Recreation Master Plan BE REFERRED to the Policy Sub-Committee for review; it being noted that a verbal update from D. Baxter, Manager, Policy & Planning, was received with respect to this matter.

7. Adjournment

The meeting adjourned at 4:55 PM.



Accessible Taxi Incentive Research Accessibility Advisory Committee



Presenter: Nicole Musicco
February 28, 2019



Purpose of Accessible Incentives

- Mitigate the costs associated with the operations
- Improve service to customers

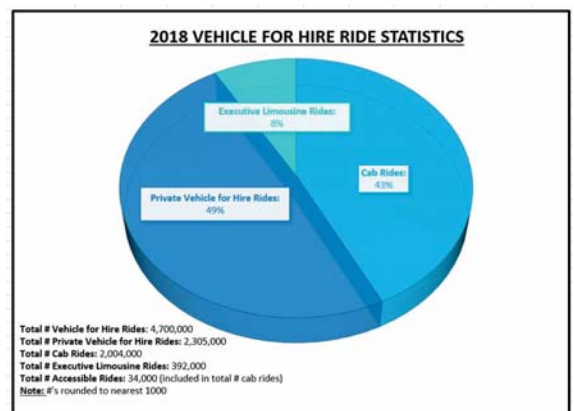


Current Structure Statistics

- Number of brokers in London:
 - Taxi (4)
 - YourTaxi London
 - London Yellow Taxi
 - Green Transportation
 - U-Need-A Cab
 - Limo (2)
 - Checker Limousine
 - Green Transportation
 - Transportation Network Company (1)
 - UBER
- Statistics:
 - 1 cab plate for every 1100 citizens
 - 1 accessible plate for every 18 taxi plates
 - 353 licensed cabs with 19 accessible cabs *(plus 10 more)*



2018 Vehicle For Hire Ride Statistics





What are other cities doing?

City	Surcharges to fund Accessible Vehicles	Subsidies	Additional Incentives	Central Dispatch
Calgary	-\$0.30 per trip. -One-time funding request of \$350K in 2019 and \$350K in 2020 to support a two-year Centralized Dispatch pilot project.	\$5000/year in grants and incentives (to a maximum of \$40,000) over 8 years.	Incentives provided for days on road, vehicle inspections, minimal complaints on vehicle, cordless debit machines.	Yes
Edmonton	\$50/year per accessible vehicle.	TBD	Accessible Licence fee reduction.	No
Hamilton	None	\$5.00 flat rate to all qualified accessible taxi drivers for each trip/	None	No
Montreal	None	\$15,000 provincial vehicle conversion subsidy.	None	No
Ottawa	\$0.07 per trip	Currently working on potential subsidies.	No annual accessible licence fee	No
Toronto	None	None	Accessible licence fee reduced	No
Chicago	-\$0.10 per TNC trip. -\$22/month licence fees for non-WAV vehicles.	-Up to \$20,000 capital on new vehicle and up to \$5000 annual operating.	Airport fast lane voucher for accessible vehicles. Free medallion to annual "Excellence Award" winner.	Yes
New York	\$0.30 per taxi trip	Up to \$30,000 capital and operating subsidy distributed over 4 years (\$14,000 up front) and \$10-\$30 per trip for trips booked through Accessible dispatch service.	\$0.50 for every trip taken in an accessible vehicle.	Yes



Intended Outcomes

Potential intended outcomes of this program:

1. Service to customers will improve.
2. Mitigate the costs.
3. Drivers are incented to improve service.



Questions/ Comments

Thank you.



Nicole Musicco
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2018 Accessibility Advisory Committee Work Plan - Final

Project/Initiative	Background	Lead/Responsible	Proposed Timeline	Proposed Expenses	Proposed Budget	Relation to London Strategic Plan	Status
Transportation Advisory Committee (TAC) representative	Designated ACCAC rep on TAC	As elected by ACCAC	Ongoing	NIL	NIL	The strategic plan repeatedly references the Transportation Master plan, one of the primary documents used to direct the actions of TAC	Currently have an active TAC member
Trails Advisory Group (TAG) Representative	Designated ACCAC rep on TAG	As elected by ACCAC	Ongoing	NIL	NIL	Building a sustainable City 2.A (pg 11)	Currently have 2 members actively involved with TAG
Prepare formal recommendations to council based on the feedback gathered during the Accessibility themed open-house(s)/community consultation(s)	ACCAC completed 5 community open houses throughout 2017 workplan.	Education and Awareness Sub-committee	winter/spring 2018	NIL	NIL	Leading in Public Service 1A; 4A; Strengthening Communities 2B; 3A; 5C; 5H	Completed the Open Houses in 2017. Made 3 presentations to CPSC and City Council in 2018. Need to refine recommendations for Council in 2019.
Long Term Planning	Host a Strategic Planning Session with all ACCAC members to develop Short term (2019 Work Plan)	Chair/Vice-Chair	Fall 2018	Food, Space	200	Note: development of Accessibility plan in conjunction with ACCAC is mandated under AODA legislation	Completed 2018 report and 2019 work plan at Feb. committee meeting. Will host a formal strategic planning session after new committee formed in June 2019.
Site Plan Reviews	This is mandated under AODA legislation (See Site Plan Process best practice Initiative)	Chair/Vice-Chair	Ongoing	NIL	NIL	This is mandated under AODA legislation	Met with staff re: site plan checklist in 2018. City has begun to use the checklist and will report back to ACCAC in Fall 2019.
Continue to advocate for use and expansion of FADS document	ACCAC has identified several areas where the FADS document could be expanded or strengthened. Ideally the municipality would expand FADS to include these areas, including but not limited to: community gardens, playgrounds, trails, parks, etc.	Policy and Bylaw Subcommittee	Ongoing	NIL	NIL	Strengthening our Community 4C; 5H Building a Sustainable City 2A; 4D	Spoke to staff and council in 2018 regarding the importance of the FADS document and its ongoing use and the need for an update. Will continue to advocate for the use and updating of FADS in 2019.
Review/revised best practices/accessibility guidelines and considerations for Site plan review process (developed by ACCAC in 2016) based on staff feedback	Site Plan review is mandated responsibility of ACCAC since the ODA (2001) Changes to AODA, Ontario Building Code and FADS have ensured most accessibility requirements are now met. Legislation still has some gaps or variances (e.g. applicable to different parties) Best practices/accessibility guidelines and considerations may include a review checklist or information document available/distributed with building or renovation permit requests City staff are using the checklist and are set to return to ACCAC for discussion and follow-up.	Built Environment Sub-Committee	Dependent on staff timelines - estimated Spring/Summer 2018	NIL	NIL	Leading in Public Service 5A	Staff to return to ACCAC in Fall 2019 for an update.
Consult/Advise members of the public/external parties upon requests or referral from city staff	Historically ACCAC has received, often through City staff or accessibility@london.ca, requests to advise builders, architects, businesses, and citizens (amongst many other groups) on aspects of accessibility	Variable sub-committees or ACCAC Chair/Vice Chair; as appropriate	Ongoing	NIL	NIL	Strengthening our Community 1A; 5B; 5C; 5H	Have a rep on LTC Accessibility advisory committee for the first time in 2019.

Undertake Community Outreach to raise Awareness of ACCAC and its role within the city; Promote resources developed by ACCAC to Londoners	ACCAC has historically partaken in outreach varying from hosting full day conferences, to Lunch 'N' Learns, to exhibiting at community events (e.g. Car-free Sundays) Opportunities will focus primarily on exhibiting at events, and may include King's College Social Work Week, Dundas Street Festival, etc.	Education and Awareness Sub-committee	Ongoing	registration costs, ACCAC materials	>\$100 per session; not to exceed \$1000 annually	Leading in Public Service 1A; Strengthening Communities 2B; 3A;	ACCAC very visible in the community last year due to making public the findings of our Open Houses. Have started discussions with TVCC to roll out an "Accessible Trick or Treating" sign/campaign for Oct. 2019
Access2 expansion	Several years ago the City of London became the first municipality in Canada to accept the Access2 Card (Easter Seals program) at all municipal venues. During that expansion London also went from 3 to 48 venues accepting the card. Many new venues/programs now exist and could be approached. During 2017 ACCAC began this process by developing a list of potential sites/venues.	Education and Awareness Sub-committee	Ongoing throughout 2018	NIL	NIL	Strengthening our Community 2B, 2C, 3A	List has been compiled for possible Access2 expansion. Continue with this objective in 2019.
Review Deaf/Blind child at play sign policies	ACCAC members have noted many of these signs have been placed in the same location for decades. This has raised questions about the program	Policy Subcommittee	winter-spring 2018	NIL	NIL	Strengthening our Community 5B	Staff presented to ACCAC in 2018. Policy committee to make formal recommendations in 2019.
Investigate/discuss benefits/impact of making ACCAC brochures/materials in American Sign Language and other accessible formats	During revision of ACCAC materials in 2016, some members questioned whether we were reaching all Londoners who may benefit from the information in our materials and encouraged we explore alternate languages. In 2017 it was determined alternate language was not recommended, however the need to reproduce content in ASL	Education and awareness subcommittee	Summer/Fall 2018	translation costs	2000	Strengthening our Community 2A	Progress not made on this objective in 2018. Education and Awareness sub-committee to address this objective in 2019.
City wide meeting accessibility protocols and procedure	A 2016 ACCAC meeting did not have an access team for a member require it. Was informed there was no policy or procedure for proceeding/cancellations in such circumstances. Initial meetings were held with city staff and some recommendations were already made in 2017, however more formal protocols should be developed	Policy Subcommittee	Fall 2018	NIL	NIL	Strengthening our Community 2C	The City began using an accessibility statement to start all committee meetings in 2018. Signage also placed in council chambers. Explore further opportunities in 2019.
Investigate and make recommendation to City on accessibility in 'non-traditional' parks (e.g. community gardens, dog parks, urban agriculture); this may or may not overlap with FADS expansion also included in this plan	ACCAC members have noted many opportunities for enhanced accessibility at outdoor municipal venues/parks. Have worked with Trails, community gardens to date.	Built Environment Sub-Committee	Spring - Fall 2018	NIL	NIL	Strengthening our Community 4C; 5H Building a Sustainable City 2A, 4D	Very positive relationship with staff in developing accessible Community Gardens and parks and playgrounds. Impressive progress made in 2018. Continue to work toward more improvements in 2019.
Engage in discussions around Paratransit and what role, if any, the city could/should undertake in improving the service, noting it is an LTC service, not that of the city directly	Paratransit system is significantly overburdened and very cumbersome for users (requiring prebooking 3 days prior, often taking numerous calls to get through, booking times sometimes hours earlier than desired). Many requests go unfilled	Transportation Working Group	Spring-Fall 2018	potential meeting/consultation sessions, food, space	1200	Strengthening our Community 5H	Accessible transportation was the number one priority as a result of our Open Houses. We now have a member on LTC accessibility advisory committee as a liaison between committees. Have also met with Age-Friendly and plan to work with them and other community groups to advocate for improvements to Paratransit in 2019.
Participate in the development and review of the 2018-2021 Accessibility Plan	mandated responsibility of ACCAC under the AQDA	Policy Subcommittee, final draft to be brought to full committee	Per staff timeline	NIL	NIL	Accessibility Action Plan 2013-2017	Have worked with London's Accessibility specialist throughout 2018 and will continue in 2019.

Develop and maintain AODA policies, procedures, practices, particularly for the new Integrated Standard.	Included in the current 2013-2017 Accessibility Plan	Policy Subcommittee	Ongoing	NIL	NIL	Accessability Action Plan 2013-2017	Worked with city staff in 2018 and will continue in 2019.
Review City Budget with an accessibility lens.	Included in the current 2013-2017 Accessibility Plan	Chair/Vice-Chair	During budget season	NIL	NIL	Accessability Action Plan 2013-2017	Worked with city staff in 2018 and will continue in 2019.
Annually nominate a candidate for the Mayor's New Year's Honor List under the Accessibility category.	Included in the current 2013-2017 Accessibility Plan	Chair/Vice-Chair	Fall 2018	NIL	NIL	Accessability Action Plan 2013-2017	Name changed to Accessibility category in 2018. Discuss potential recipients at September 2019 meeting.
Continue to develop and distribute pamphlets to inform the public about issues related to persons with disabilities.	Included in the current 2013-2017 Accessibility Plan	Education and Awareness Subcommittee	Ongoing	printing	\$1,200	Accessability Action Plan 2013-2017	Continue in 2019 with Education and Awareness sub-committee taking the lead.
Review resource historic documents produced by ACCAC, currently posted on london.ca	ACCAC completed review of 2 existing documents in 2017 (Outdoor events, financial resources) and felt review of remaining documents was prudent	Education and Awareness Subcommittee	Fall 2018	NIL	NIL	Leading in Public Service 1B; 1C Strengthening our Community 3A	Completed these reviews as well as worked with staff in developing accessible elections.
Produce an 'Awareness Calendar' highlighting awareness days, weeks, months related to Accessibility and disability	This used to be done monthly but was only shared amongst ACCAC. To promote Accessibility and awareness it was felt a broadening of this approach would benefit the community. ACCAC endeavors to create the calendars and engage city staff on including it/merging it with other cultural/awareness calendars currently used/posted by the city	Education and Awareness Subcommittee	Spring/Summer 2018	NIL	NIL		Carry forward to 2019 to ensure an accurate and current calendar.
Advise council on manner to better acknowledge and reflect important awareness dates, including International Day for Persons with a Disability (Dec 3)	Similar to the Awareness calendar, acknowledging key dates of importance will elevate the awareness of Accessibility and our community.	Education and Awareness Subcommittee	Fall 2018	NIL	NIL		Working with City's accessibility specialist to complete this in 2019.
Investigate alternative participation at meetings and sub-committee meetings to increase participation	Under the previous council a survey was sent out regarding Advisory Committee interest in remote access to committee meetings. No further announcement was made after feedback was provided. ACCAC historically experiences Quorum issues, in part due to members missing meetings for the very reason they were appointed (e.g. their disability makes attendance impossible, unable to coordinate Paratransit, etc.)	Education and Awareness Subcommittee	Spring/Summer 2018	potential software/connection fees	\$500		Our committee currently provides captioning services at all meetings and sub-committee meetings with assistance from Clerk's office. Our committee also allows for remote call-ins for sub-committee meetings as needed.
				Total			
					not to exceed \$6000 (ACCAC's historically approved Annual budget)		