Accessibility Advisory Committee
Report

1st Meeting of the Accessibility Advisory Committee
January 23, 2020
Committee Room #4

Attendance   PRESENT: J. Menard (Chair), M. Dawthorne, N. Judges, G. LaHay, J. Madden, P. Moore, P. Quesnel and D. Ruston and J. Bunn (Committee Clerk)

ABSENT: A. Bueschleb, T. Eadinger and K. Steinmann

ALSO PRESENT: D. Baxter, K. Husain, J. Kostyniuk, H. McNeely, M. Pease and M. Stone

The meeting was called to order at 2:00 PM.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

1.2 Election of Chair and Vice Chair for the term ending November 30, 2020

That it BE NOTED that the Accessibility Advisory Committee elected J. Menard and J. Madden as Chair and Vice Chair, respectively, for the term ending November 30, 2020.

2. Scheduled Items

2.1 Site Plan Checklist – Update

That it BE NOTED that the attached presentation from M. Pease, Manager, Development Planning and H. McNeely, Manager, Development Services (Site Plan), with respect to an update on the Site Plan Checklist, was received.

2.2 Connected and Automated Vehicle Strategic Plan

That it BE NOTED that the presentation, as appended to the agenda, from J. Kostyniuk, Traffic and Transportation Engineer, with respect to the Connected and Automated Vehicle Strategic Plan, was received.

2.3 BlindSquare Pilot Project

That it BE NOTED that the attached presentation from M. Stone, Accessibility Specialist, with respect to a BlindSquare Pilot Project, was received.

3. Consent

3.1 11th Report of the Accessibility Advisory Committee

That it BE NOTED that the 11th Report of the Accessibility Advisory Committee, from its meeting held on November 28, 2019, was received.

3.2   Municipal Council Resolution - 11th Report of the Accessibility Advisory Committee

That it BE NOTED that the Municipal Council resolution, from its meeting held on December 10, 2019, with respect to the 11th Report of the Accessibility Advisory Committee, was received.

4.   Sub-Committees and Working Groups

4.1   ACCAC Sub-Committee Report

That it BE NOTED that the Accessibility Advisory Committee Sub-Committee Report, from the meeting held on December 5, 2019, was received.

5.   Items for Discussion

5.1   March of Dimes Conference

That it BE NOTED that a verbal update from G. LaHay, with respect to the upcoming March of Dimes Conference, was received.

5.2   Community Diversity and Inclusion Strategy – Update

That the following actions be taken with respect to the Community Diversity and Inclusion Strategy (CDIS):

a)   a standing item, entitled "Community Diversity and Inclusion Strategy – Updates" BE ADDED to all future Accessibility Advisory Committee (ACCAC) agendas, until further notice; and,

b)   the verbal update, from P. Moore, with respect to the CDIS, BE RECEIVED.

5.3   2020 ACCAC Work Plan

That the revised <u>attached</u> 2020 Work Plan for the Accessibility Advisory Committee BE FORWARDED to the Municipal Council for consideration.

6.   Adjournment

The meeting adjourned at 3:37 PM.
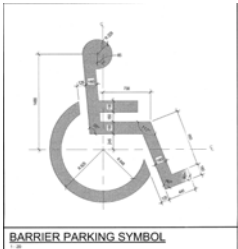
Site Plan – Accessibility Review

Implementation

- Collaboration between Development Services and AACAC
- Site Plan Development implemented an Accessibility Checklist in October, 2018
- This implementation served as a tool for legislative items not within the CoL applicable by-laws (e.g. Zoning, Site Plan, Building Permit).
- From a one year period of October, 2018 to October 2019, there were 78 Site Plan Applications. **49 of these required an Accessibility Checklist as part of their submission.***

*Not all Site Plan Applications require a checklist

Accessibility Checklists

BARRIER PARKING SYMBOL

The checklist serves as a two-fold approach:

1. They provide the applicant with a thorough guideline before first submission to ensure their application is conforming with the relevant legislation and guidelines

2. They provide the Site Development Planner a guideline to flag any nonconformities and notify the applicant that they require additional revisions before approval

Themes

- Parking discrepancies: several checklists flagged insufficient accessible parking spots, prompting revisions to their initial submissions

- Accessible passenger loading zones: some applicants did not understand when and where a passenger loading zone should be utilized. Planners worked to ensure the design of the site conformed with relevant legislation and accessible guidelines

Challenges

- Competing interests (legislative vs. guideline)/Value
- Difficult to compel
- Minimal elements incorporated into design
- Difficult to measure overall success (given its size)
- What are we trying to achieve?

## What are we trying to achieve?

- Implementation of the checklist is occurring as a requirement for Site Plan
- Continue to monitor efficacy
- Both internal staff and external applicants will continue to grow their knowledge and understanding of building an accessible city through the guidance of the Accessibility Advisory Committee and relevant legislation
- Explore incorporating aspects as part of future amendments to SPC By-law
  - Housekeeping SPC By-law anticipated for 2020-21

Blindsquare

Pilot Project Proposal – City Hall, Dundas Place
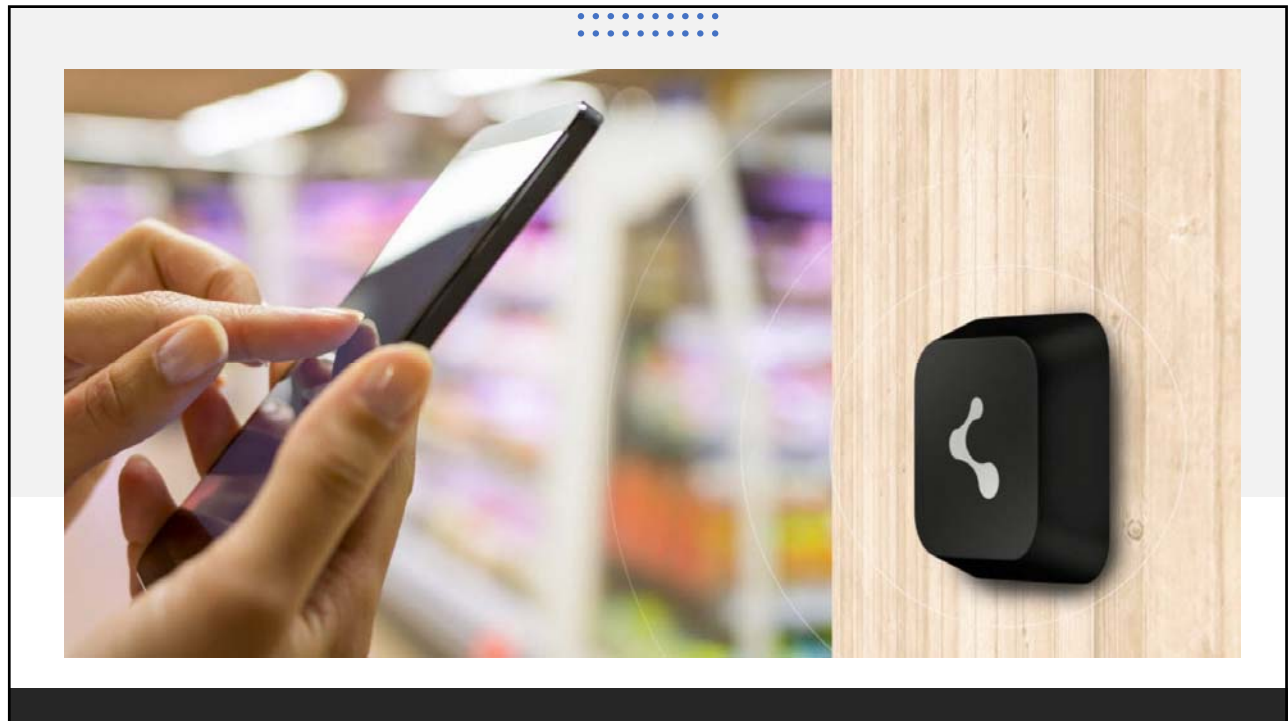
What is it and how does it work?

- Paired with third-party navigation apps, BlindSquare's self-voicing app delivers detailed points of interest and intersections for safe, reliable travel both outside and inside. Open the doors to enhanced independence with BlindSquare.
- After determining your location, BlindSquare gathers information about your surroundings on Foursquare and OpenStreetMap.
- Algorithms determine what information is most useful to you such as popular cafes, post offices or libraries.
- Shake your device to hear your current address and details about the nearest intersection and venues around you.
- BlindSquare will track your destination and periodically announce the distance and direction you're headed.
- Mark your position if you'd like help finding your way back later.
- Filters can be applied to provide only the information you're looking for so you're not overwhelmed by details on your surroundings.
- Mark your saved places and Foursquare venues as Favorites and BlindSquare will always notify you once you reach them.
- Favourites will be saved in iCloud and synced to all iOS devices for device consistency.
- BlindSquare uses Acapela voices in many different languages to announce information about your environment even when your device is tucked away for a hands-free experience.

Costs

- The app generally costs money but the Shoptalk promotion allows for us to have our City Hall and Dundas Street locations as part of the free app so there is no cost to use the service in these locations.

- The beacons are low cost approximately $1500.00 for 100 beacons with programming so it's a very reasonably priced tool for improved access.

- A pilot will let us examine the tool's use, its effectiveness and the uptake. It will let us also gather important feedback from users so we can make a thoughtful decision about how/if to expand or not.

Languages Currently available

- There are currently 26 languages available with blindsquare.
- The CNIB programs each square's information so someone who is blind leads this process which is vital

Pilot

- Based on some feedback about flex street design and some challenges navigating the space from Blind residents, we are going to pilot Blindsquare in this space.
- We are also hoping to pilot Blindsquare beacons in City Hall. I will be discussing this with the City Clerk's office and Facilities to hear any concerns/challenges.
- However this is a simple unintrusive way to demonstrate a commitment to accessibility in public spaces and will allow us to evaluate the technology for our needs and for the needs of those who use the application before we think about expanding.

We will advertise that the program is available and that these areas are Blindsquare Enabled

Proposed Timeline

- **January 6 – Completed City Hall assessment with CNIB and recorded floor layouts**
- **January** - Discuss concerns/questions with stakeholders (City Clerk's office, Facilities)
- **February** – Pilot installation at City Hall
- **February** – Ensure system is properly functioning & tested
- **March** – Launch to public
- **March** – Install all beacons & program Dundas Place
- **April** – Test & confirm working beacons at Dundas Place
- **May** – Officially launch blindsquare app at grand opening of Dundas Place

Questions or Concerns?

- I'd like to ask any feedback/suggestions/address any concerns from you as our Accessibility Advisory committee before proceeding.

						Proposed		
Item #	Project/Initiative	Background	Lead/Responsible	Proposed Timeline	Proposed Expenses	Budget	Relation to London Strategic Plan	Status
1	Transportation Advisory Committee (TAC) representative	Designated ACCAC rep on TAC	As elected by ACCAC; P. Moore	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
2	Trails Advisory Group (TAG) Representative	Designated ACCAC rep on TAG	As elected by ACCAC; J. Madden, M. Dawthorne	Ongoing	NIL	NIL	Building a sustainable City 2.A (pg 11)	Currently have 2 members actively involved with TAG
3	Site Plan Reviews	This is mandated under AODA legislation (See Site Plan Process best practice Initiative) Site plan checklist created by ACCAC is currently in use.	M. Dawthorne/J. Madden	Ongoing	NIL	NIL	This is mandated under AODA legislation	Site-plan checklist currently in use. Staff to report back to ACCAC in Fall 2019 to report on its effectiveness.
4	Continue to advocate for use and expansion of FADS document	ACCAC has identified several areas where the FADS document could be expanded or strengthened. Feedback given in Aug/19.	Policy and Bylaw Subcommittee	Ongoing	NIL	NIL	Strengthening our Community 4C; 5H Building a Sustainable City 2A, 4D	Staff currently updating FADS and incorporating feedback from ACCAC. Should be ready for review before the end of 2019. FADS to be a live document so continue to submit improvements as they become arise.
5	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	Presentations regularly made to ACCAC during monthly committee meetings.Have a rep on LTC Accessibility advisory committee for the first time in 2019. Continue into 2020.
6	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.	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;	Accessible trick or treating was a successful new initiative in 2019. Look at new opportunities in 2020 including plans to mark Dec. 3rd as International Day of Persons with Disabilites.
7	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.	Education and Awareness Sub-committee; J. Menard	Ongoing throughout 2020	NIL	NIL	Strengthening our Community 2B, 2C, 3A	No progress made in 2019 but list has been compiled for possible Access2 expansion. Continue with this objective in 2020.
8	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 which raises the question of their appropriateness/effectiveness. Also look at potential for other signage including "Child with Autism". Staff attended ACCAC meeting in 2018.	Policy Subcommittee; M. Dawthorne	winter-spring 2020	NIL	NIL	Strengthening our Community 5B	Received staff presentation in 2018. ACCAC to make formal recommendations in 2020.
9	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. Also investigate opportunities for improvements in other forms of accessible transportation.	Accessible transportation was the number one priority that arose from our Community Open Houses in 2017. Paratransit booking system is cumbersome with an inadequate number of rides available. No accessible transportation available outside of Paratransit working hours. Accessible taxis are difficult and costly to access.	Transportation Working Group	Early 2020	potential meeting/consultation sessions, food, space	1200	Strengthening our Community 5H	Advocate for accessible transportation needs (particularly Paratransit) in conjunction with other city committees and agencies during budget talks in early 2020. Continue to make recommendations on all types of accessible transportation: conventional transit, Paratransit, accessible taxis.
10	Participate in the review of the 2018-2021 Accessibility Plan	mandated responsibility of ACCAC under the AODA	Policy Subcommittee, final draft to be brought to full committee	Per staff timeline	NIL	Nil	Accessibility Action Plan 2018-21	Have worked with London's Accessibility specialist throughout 2019 and will continue in 2020.

ACCAC Work Plan

11	Review City Budget with an accessibility lens.	Included in the current 2018-21 Accessibility Plan	Chair/Vice-Chair	During budget season	NIL	Nil	Accessibility Action Plan 2018-21		Worked with city staff in 2019 and will continue in 2020
12	Annually nominate a candidate for the Mayor's New Year's Honor List under the Accessibility category.	Included in the current 2018-21 Accessibility Plan	Chair/Vice-Chair	Fall 2020	NIL	Nil	Accessibility Action Plan 2018-21		Discuss potential recipients in Sept. 2020.
13	Continue to develop and distribute pamphlets to inform the public about issues related to persons with disabilities.	Included in the current 2018-21 Accessibility Plan	Education and Awareness Subcommittee	Ongoing	printing		Accessibility Action Plan 2018-21		Continue in 2020 with Education and Awareness sub-committee taking the lead.
14	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 Sub-committee	Spring/Summer 2020	potential software/connection fees	$500			Our committee currently provides captioning services at all meetings and sub-committee meetings with assistance from Clerk's office as needed. Our committee also allows for remote call-ins for sub-committee meetings as needed. Continue to gather information and advocate for similar resources for all City committees as needed.
15	Produce an Awareness Calendar & Notification of Key Dates in order to highlight,awareness days, weeks, and months related to accessibility to accessibility and disability	In relation to the changes made by council as it pertains to proclamations, the advisory committee will review its calendar of dates and proclamations to promote accessibility and awareness to benefit the community. ACCAC to create the calendar and engage city staff on including it/merging it with other cultural/awareness calendars currently used/posted by the City	Education and Awareness Sub-committee; K. Husain	Early 2020	Nil				Calender is currently being compiled by K. Husain and should be ready for distribution in early 2020.
					Total	not to exceed $6000 (ACCAC's historically approved Annual budget)			