

Civic Works Committee

Report

The 4th Meeting of the Civic Works Committee
February 22, 2023

PRESENT: Councillors C. Rahman (Chair), P. Cuddy, S. Trosow, P. Van Meerbergen

ABSENT: H. McAlister, Mayor J. Morgan

ALSO PRESENT: Councillor D. Ferreira, Councillor J. Pribil, K. Chambers, J. Dann, D. MacRae, K. Mason, A. Rammeloo, K. Scherr, J. Stanford, J. Taylor

Remote Attendance: Councillor S. Lewis, S. Corman, O. Katolyk, L. Marshall, K. Paleczny, S. Tatavarti, B. Westlake-Power

The meeting was called to order at 12:01 PM.

1. Disclosures of Pecuniary Interest

That is BE NOTED that no pecuniary interests were disclosed.

2. Consent

Moved by: P. Cuddy

Seconded by: S. Trosow

That Items 2.1, 2.2, 2.5, 2.6, 2.7, 2.8, 2.9 BE APPROVED.

Yeas: (4): C. Rahman, P. Cuddy, S. Trosow, and P. Van Meerbergen

Absent: (2): H. McAlister, and Mayor J. Morgan

Motion Passed (4 to 0)

2.1 3rd Report of the Environmental Stewardship and Action Community Advisory Committee

That the following actions be taken with respect to the 3rd Report of the Environmental Stewardship and Action Community Advisory Committee (ESACAC), from the meeting held on February 1, 2023:

a) the following actions be taken with respect to the Notice of Planning Application for the Draft Plan of Subdivision, Official Plan and Zoning By-law Amendments, dated January 26, 2023, relating to the property located at 735 Wonderland Road West:

i) a Working Group consisting of B. Samuels, A. Hames and A. Wittingham BE ESTABLISHED to review and report back on the Notice of Planning Application relating to the property located at 735 Southdale Road West; and,

ii) the staff presentation relating to this matter BE RECEIVED for information; and,

b) clauses 1.1, 2.1, 3.1 and 5.1 BE RECEIVED.

2.2 RFT-2022-311 Dedicated Locate Services Contract Award - Irregular Result

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions be taken with respect to the staff report dated February 22, 2023, related to the request for tender RFT-2022-311 for Dedicated Locate Services Contract Award - Irregular Result:

- a) the bid submitted by GTel Engineering of \$1,350,000 (excluding HST), to provide dedicated locate services for one (1) year as the initial term, and four (4) optional terms of one (1) year each, BE ACCEPTED in accordance with the Procurement of Goods and Services Policy, it being noted that the bid submitted by GTel Engineering was the only bid that met the technical criteria and the City's specifications and requirements;
- b) the Civic Administration BE AUTHORIZED to undertake all administrative acts that are necessary in connection with this purchase;
- c) the approval given, herein, BE CONDITIONAL upon the Corporation entering into a formal contract relating to the subject matter of this approval; and
- d) the Mayor and the City Clerk BE AUTHORIZED to execute any contract, statement, or other documents, if required, to give effect to these recommendations. (2023-T04)

2.5 2022 Drinking Water Annual Report and Summary Report for the City of London Drinking Water System

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the staff report dated February 22, 2023, with respect to the 2022 Drinking Water Annual Report and Summary Report for the City of London Drinking Water System BE RECEIVED. (2023-E13)

2.6 Request for Proposal RFP-2022-245 Contract Award of Pollution Prevention Control Plan (PPCP) Update Study

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions be taken with respect to the staff report dated February 22, 2023, related to the request for proposal RFP-2022-245 for the Pollution Prevention Control Plan (PPCP) Update Study:

- a) GM BluePlan Engineering Limited BE APPOINTED as the consulting engineers to complete the Pollution Prevention Control Plan (PPCP) Update Study, in the total amount of \$300,839.00, including contingency (excluding HST), in accordance with Section 15 of the City of London's Procurement of Goods and Services Policy;
- b) the financing for this project BE APPROVED as set out in the Sources of Financing Report, as appended to the above-noted staff report;
- c) the Civic Administration BE AUTHORIZED to undertake all the administrative acts that are necessary in connection with this project;
- d) the approval given, herein, BE CONDITIONAL upon the Corporation entering into a formal contract; and,
- e) the Mayor and the City Clerk BE AUTHORIZED to execute any contract or other documents, if required, to give effect to these recommendations. (2023-E05)

2.7 2022 Administrative Amendments to the Traffic and Parking By-law

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the proposed by-law, as appended to the staff report dated February 22, 2023 relating to 2022 administrative amendments, BE

INTRODUCED at the Municipal Council meeting to be held on March 7, 2023, to amend By-law PS-114 entitled, "A by-law to regulate traffic and the parking of motor vehicles in the City of London". (2023-T02/T08)

2.8 Amendments to the Traffic and Parking By-law

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the proposed by-law, as appended to the staff report dated February 22, 2023, BE INTRODUCED at the Municipal Council meeting to be held on March 7, 2023, to amend By-law PS-114 entitled, "A by-law to regulate traffic and the parking of motor vehicles in the City of London". (2023-T02/T08)

2.9 Contract Amendment: Detailed Design for Bradley Avenue Extension – Wharncliffe Road South to Jalna Boulevard

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions be taken with respect to the staff report dated February 22, 2023, with respect to a Contract Amendment for Detailed Design for Bradley Avenue Extension from Wharncliffe Road South to Jalna Boulevard:

- a) the contract with WSP E&I Canada Limited BE INCREASED by \$293,625.75 to \$801,634.75 (excluding HST), to complete additional detailed design activities for drainage improvements to the White Oaks Drain culvert, in accordance with Section 20.3 (e) of the Procurement of Goods and Services Policy;
- b) the financing for this appointment BE APPROVED as set out in the Sources of Financing Report, as appended to the above-noted staff report;
- c) the Civic Administration BE AUTHORIZED to undertake all the administrative acts that are necessary in connection with this contract amendment; and,
- d) the Mayor and the City Clerk BE AUTHORIZED to execute any contract or other documents, if required, to give effect to these recommendations. (2023-E09)

2.3 Electric Kick-Scooter and Cargo Power-assisted Bicycle Pilot Project By-law and By-law Amendments

Moved by: P. Cuddy

Seconded by: P. Van Meerbergen

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions be taken with respect to the staff report dated February 22, 2023, related to the Electric Kick-Scooter and Cargo Power-assisted Bicycle pilot projects:

- a) the proposed by-law, as appended to the above noted staff report, BE INTRODUCED at the Municipal Council meeting being held March 7, 2023 to establish a Pilot Project for Electric Kick Scooters and for Cargo Powered-Assisted, for use on highways and bicycle lanes (not sidewalks) in the City of London;
- b) the proposed by-law, as appended to the above noted staff report, BE INTRODUCED at the Municipal Council meeting being held March 7, 2023 to amend By-law PS-114, entitled "A by-law to regulate traffic and the parking of motor vehicles in the City of London";
- c) the proposed by-law, as appended to the above noted staff report, BE INTRODUCED at the Municipal Council meeting being held March 7,

2023 to amend By-law No. S-1, entitled "A by-law to provide for the Regulation of Streets";

d) the proposed by-law, as appended to the above noted staff report, BE INTRODUCED at the Municipal Council meeting being held March 7, 2023 to amend By-law No. PR-2, entitled "A by-law relating to the use, protection and regulation of Public Parks and Recreation Areas in the City of London"; and,

e) the proposed by-law, as appended to the above noted staff report, BE INTRODUCED at the Municipal Council meeting being held March 7, 2023 to amend By-law No. A-54, as amended, being "A By-law to implement an Administrative Monetary Penalty System in London" to designate the Electric Kick-Scooter and Cargo Power-assisted Bicycle By-law;

it being noted that the Civic Works Committee received a verbal delegation from A. Petre, as appended to the Added Agenda, as well as a verbal delegation from M. Miksa, with respect to this matter. (2023-T10)

Yeas: (3): C. Rahman, P. Cuddy, and P. Van Meerbergen

Nays: (1): S. Trosow

Absent: (2): H. McAlister, and Mayor J. Morgan

Motion Passed (3 to 1)

Additional Votes:

Moved by: P. Cuddy

Seconded by: S. Trosow

Motion to approve the Delegation Request from A. Petre and M. Miksa to be heard at this meeting.

Yeas: (4): C. Rahman, P. Cuddy, S. Trosow, and P. Van Meerbergen

Absent: (2): H. McAlister, and Mayor J. Morgan

Motion Passed (4 to 0)

2.4 Results of the 2022 Bike Share Request for Proposal Process and Next Steps

Moved by: P. Cuddy

Seconded by: S. Trosow

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions be taken with respect to the staff report dated February 22, 2023, related to the results of the 2022 Bike Share Request for Proposal and Next Steps:

a) the above-noted staff report BE RECEIVED for information; it being noted that the results and learnings will be part of the development of the Mobility Master Plan; and,

b) the Civic Administration BE DIRECTED to develop a micromobility services business case, including bike share services, for inclusion in the 2024-2027 Multi-Year Budget process;

it being noted that the communication as appended to the Added Agenda, from C. Butler, with respect to this matter, was received. (2023-T10)

Yeas: (4): C. Rahman, P. Cuddy, S. Trosow, and P. Van Meerbergen

Absent: (2): H. McAlister, and Mayor J. Morgan

Motion Passed (4 to 0)

3. Scheduled Items

3.1 Delegation - J. Preston - London Transit Commission Specialized Transit for Disabled Londoners

Moved by: S. Trosow
Seconded by: P. Cuddy

That the following recommendations related to paratransit BE FORWARDED to the London Transit Commission, with a request for an update back to the Civic Works Committee with respect to proposed implementation:

- a) same-day booking options, smart card access in all busses and sensitivity training for drivers by 2023;
- b) online booking options, live bus tracking and increased efficiencies to reduce travel time for riders by 2024; and
- c) increased annual ride capacity by 10% annually within the next 4 years.

it being noted that the Civic Works Committee received the attached presentation from Dr. J. Preston, with respect to this matter.

Yeas: (4): C. Rahman, P. Cuddy, S. Trosow, and P. Van Meerbergen

Absent: (2): H. McAlister, and Mayor J. Morgan

Motion Passed (4 to 0)

4. Items for Direction

None.

5. Deferred Matters/Additional Business

5.1 (ADDED) 3rd Report of the Integrated Transportation Community Advisory Committee

Moved by: P. Cuddy
Seconded by: P. Van Meerbergen

That the 3rd Report of the Integrated Transportation Community Advisory Committee, from its meeting held on February 15, 2023, BE RECEIVED.

Yeas: (4): C. Rahman, P. Cuddy, S. Trosow, and P. Van Meerbergen

Absent: (2): H. McAlister, and Mayor J. Morgan

Motion Passed (4 to 0)

6. Adjournment

The meeting adjourned at 1:46 PM.

February 22, 2023

To the members of CWC,

Thank you for the opportunity to present and provide documentation to the Civic Works committee. As described in the letter requesting delegation status, for too long disabled Londoners have been confined by a broken and fragmented accessible transit system. Rather than providing access to our city, Paratransit demands users to form their lives around the system, whether it is spending hours on the phone trying to book a ride or having work, medical and social life determined by a limited number of pick-up times. Our broken system is leaving far too many disabled folks waiting at the curb, unable to equitably participate in the social and economic opportunities enjoyed by nondisabled Londoners.

Within this package, we have included a brief presentation with important perspectives, context, and statistics to help assess the current state of Paratransit in London. We have also included a number of stories, anecdotes and opinions shared by Paratransit riders who felt it was important to give a view into a life disabled by our system. While shocking and unacceptable, these experiences are all too common for those reliant on Paratransit and reflect a dysfunctional parallel transit system that the London Transit Commission appears either unable or unwilling to fix.

Accessible transit in London is possible, but only if you choose to act.

Jeff Preston, PhD
Associate Professor, King's University College at Western University

Jacqueline Madden
Former ACCAC Chair

Wendy Lau
CEO, LEADS Employment Services



PARATRANSIT IN LONDON

"Equal access by persons with disabilities, older Ontarians, and families with young children to adequate, dignified public transit services is a right protected under the Ontario Human Rights Code."

Human Rights and Public Transit Services in
Ontario, Consultation Report March 27, 2002

SOME IMPORTANT PERSPECTIVES

"I am also shocked at the lack of training these drivers receive, to deal with customer service issues, sensitivity training to deal with different types of people , not knowing important destinations such as hospitals, shopping centers , etc.

Also, as a transgender person, I can't count the times I've been dealt with in an inappropriate manner with drivers from Voyago."

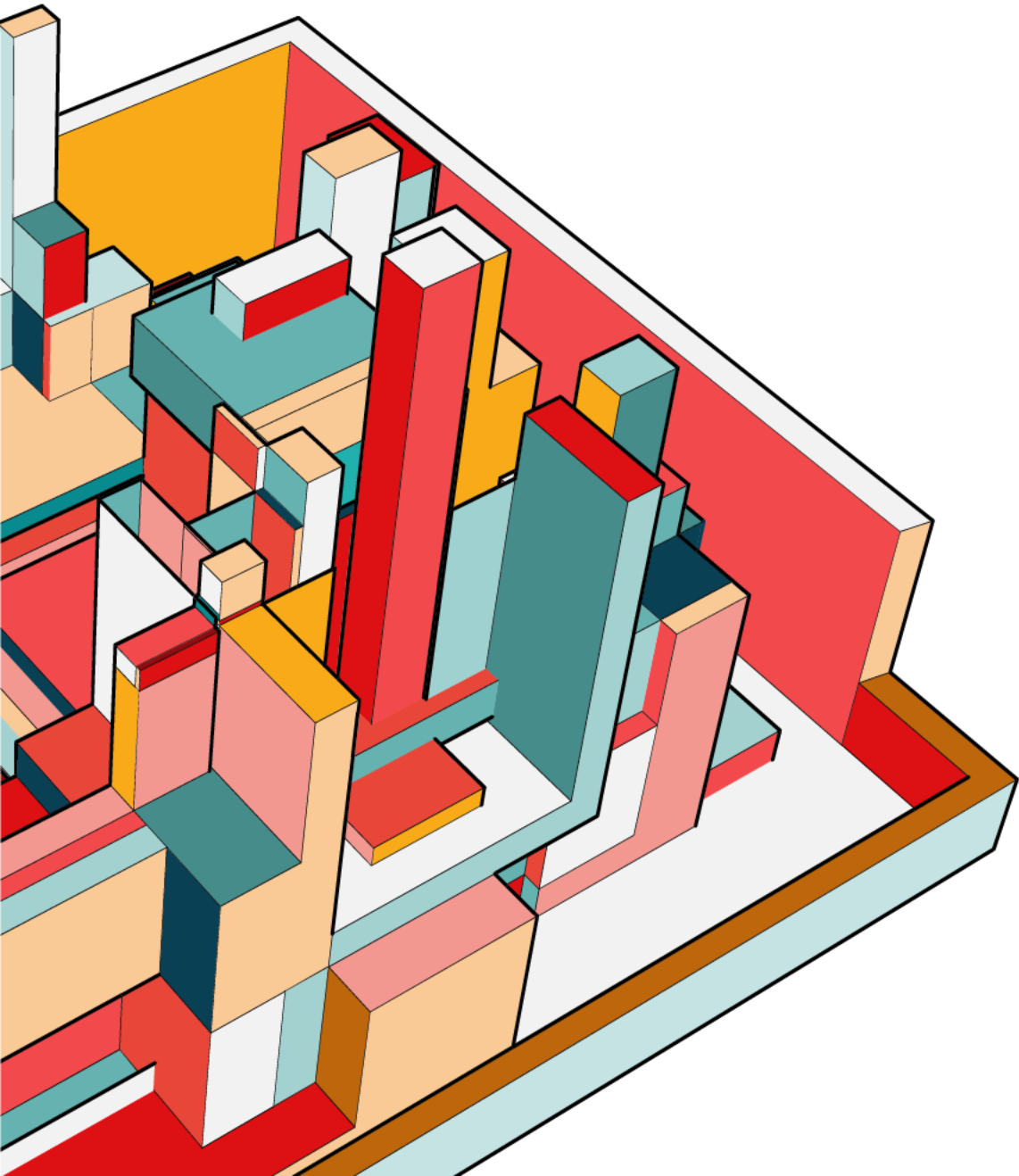
- [REDACTED]

"...I learned quickly that paratransit was a terrible service due to having to set an alarm and spam call at 7 in the morning sometimes for [30min to over an hour] and like trying to win a prize on the radio only to find out I couldn't make my scheduled appointment."

- [REDACTED]

"Another time I got suspended for two weeks until my dad called to help me get the service back. I had a booking made to go to Fanshawe. But I was playing sledge hockey and got a concussion and was really sick. I tried to tell them I couldn't go. I didn't know three days ahead that I would get a concussion!"

- [REDACTED]



WHAT WE'RE HEARING

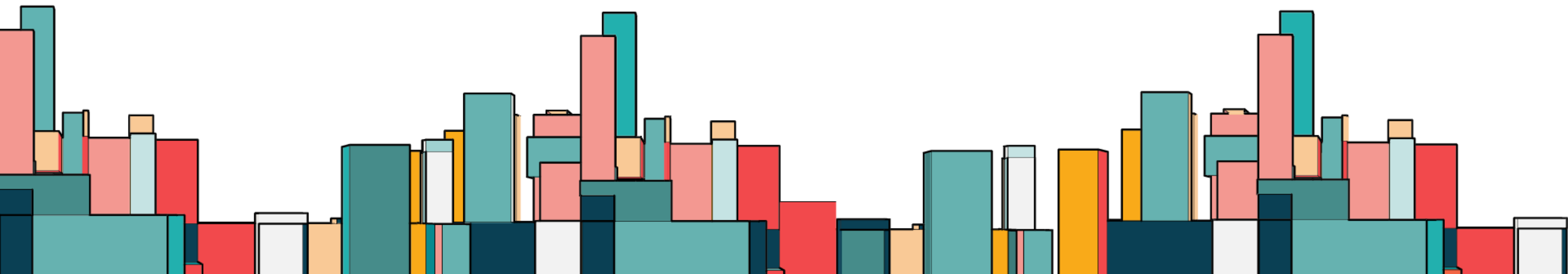
- ❑ Dialing 100s, sometimes 1000s, of times to book a ride
- ❑ Limitations of the 3-day pre-booking requirement
- ❑ Lack of available rides and limited service hours
- ❑ Late or missed pick-ups
- ❑ Excessive amount of time spent on bus
- ❑ Safety concerns and lack of respect from drivers
- ❑ Disciplinary nature of the system

HUMAN RIGHTS OBLIGATIONS

Under the *Code*, persons with disabilities, older persons, and families with young children have a right to equal treatment in the provision of public transit services. As part of this, human rights laws create a right to accommodation with dignity. Providers of public transit have a duty to design and develop transit systems in such a way as to maximize accessibility, and to remove barriers to accessibility where they exist. This may include integration of conventional systems, as well as the development and maintenance of paratransit systems.

It should be emphasized that the standard for the duty to accommodate is a high one. The factors to be considered in assessing undue hardship are costs, outside sources of funding, and health and safety. Costs will be considered to amount to undue hardship if they are quantifiable, shown to be related to the accommodation, and so substantial that they would alter the essential nature of the enterprise, or so significant that they would substantially affect its viability.

The duty to accommodate patrons with disabilities is not a voluntary or temporary duty. It is an ongoing legal duty under ss.1, 11 and 17 of the *Code*. The provisions regarding special programs cannot be used as a defense in place of a service provider's responsibility to accommodate disability short of undue hardship. Paratransit programs cannot be viewed as special programs, or as a complete response to the duty to accommodate. Rather, they are one aspect, along with the integration of conventional systems, of the duty to accommodate to the point of undue hardship.



AODA REQUIREMENTS



O. Reg. 429/07: ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

6.2 The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

7.2 "The feedback process must permit persons to provide their feedback..."

7.3 "The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received."

O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS

66.6 "provider shall ensure that the same fare payment options are available for all transportation services"

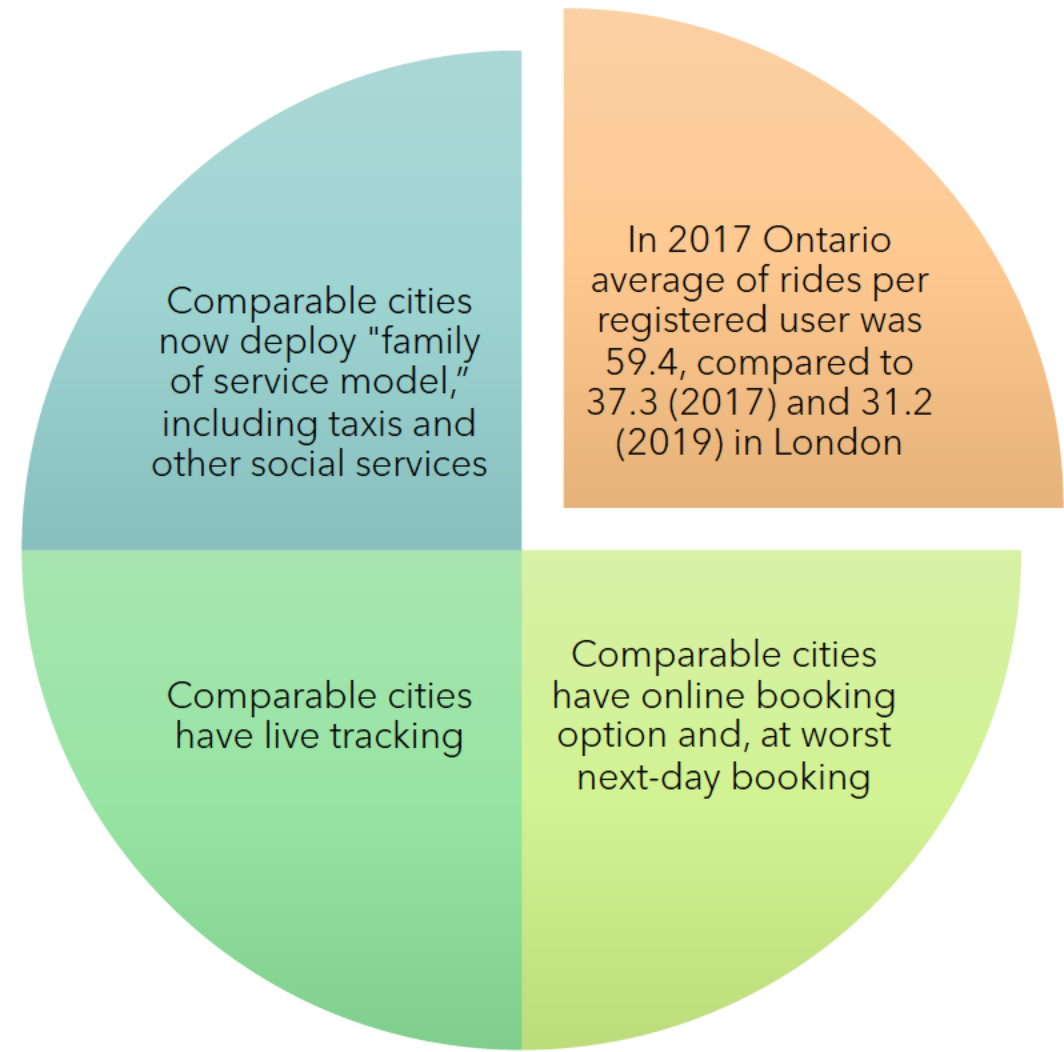
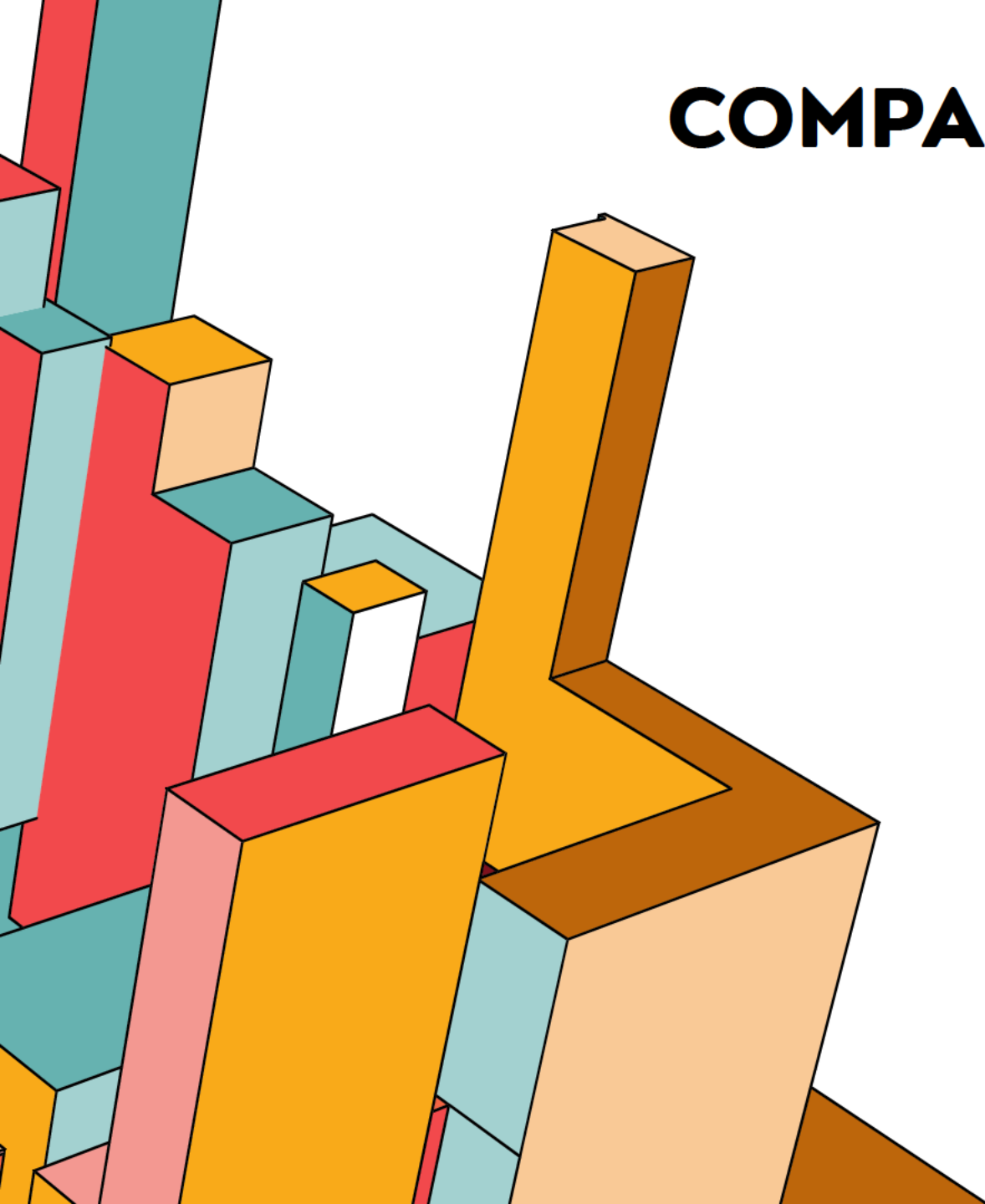
70.1 "...shall ensure that it has, at a minimum, the same hours and days of service as any one of the conventional transportation service providers"

71.1 "Provide same day service to the extent that it is available" or when not available "accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel"

71.2 "shall provide accessible means to accept reservations"

73.1 "provide information on duration of service delays" (delay= 30 mins or more)

COMPARED TO OTHER SERVICES



NECESSARY REDUCTIONS



Reduce the time it takes for users to book a ride



Reduce # of users unable to book a ride



Reduce the frequency of late (+15min) or missed rides



Reduce excessive ride times due to scheduling inefficiencies



RECOMMENDATIONS

By September 2023

- Same-day booking options
- Smart card access in every bus
- Sensitivity training for drivers

By January 2024

- Online/app booking option
- Live bus tracking
- Increased efficiency so riders do not spend excessive amounts of time on the bus

4-Year Goal

- Increase ride capacity by 10% YOY

ACCESSIBLE TRANSIT IN LONDON IS POSSIBLE

...but only if you choose to act.

