



**THE REGIONAL MUNICIPALITY OF PEEL
ACCESSIBILITY ADVISORY COMMITTEE**

AGENDA

AAC-4/2019

DATE: Thursday, September 19, 2019

TIME: 1:30 PM – 3:30 PM

LOCATION: Council Chamber, 5th Floor
Regional Administrative Headquarters
10 Peel Centre Drive, Suite A
Brampton, Ontario

MEMBERS: C. Belleth; C. Chafe; R. Chopra; P. Crawford-Dickinson; M. Daniel;
P. Fortini; A. Groves; N. Husain; N. Iannicca; A. Karim; M. Mahoney;
A. Misar; I. Sinclair

Chaired by R. Chopra.

1. **CALL TO ORDER**
2. **DECLARATIONS OF CONFLICTS OF INTEREST**
3. **APPROVAL OF AGENDA**
4. **DELEGATIONS**
5. **REPORTS**
 - 5.1. Guideline for Rest Areas Along Exterior Paths of Travel
Presentation by Richa Dave, Principal Planner and Tracy Tang, Junior Planner,
Strategic Policy and Projects, Transportation Division
 - 5.2. Housing and Homelessness Service Transformation: Update (For information)
Presentation by Grace Caron, Program Director, Housing and Homelessness
Transformation

For questions about this agenda, or to make arrangements for accessibility accommodations for persons attending, please contact: Veronica Montesdeoca, Accessibility Planning Specialist at (905) 791-7800, Ext. 4778 or by e-mail at veronica.montesdeoca@peelregion.ca

Some meeting information may also be available in alternate formats, upon request. Please contact: Harjit Gill at (905) 791-7800, Ext. 4854 or by e-mail at harjit.gill@peelregion.ca

- 5.3. TransHelp Update (Oral)
Presentation by Mark Castro, Manager, Client Services, TransHelp
- 5.4. Accessibility Design Features in Affordable Housing (Oral) **(As requested at the April 18, 2019 Region of Peel Accessibility Advisory Committee meeting)**
Presentation by Brett Barnes, Portfolio Manager, Housing Development Office
- 5.5. 2019 Accessibility Compliance Report - Ministry for Seniors and Accessibility (For information)
- 5.6. Accessibility Planning Program Update - September 19, 2019 (For information)

6. COMMUNICATIONS

- 6.1. **Mazin Aribi, 2019 Chair, Advisory Committee on Accessible Transit**, Email dated August 29, 2019, Regarding GTHA Accessibility Advisory Committee (GTHA AAC) Joint Meeting Minutes (Receipt recommended)

7. OTHER BUSINESS

8. NEXT MEETING

Thursday, November 21, 2019
1:30 p.m. - 3:30 p.m.
Council Chamber, 5th floor
Regional Administrative Headquarters
10 Peel Centre Dr., Suite A
Brampton, ON

9. ADJOURNMENT

DATE: September 10, 2019

REPORT TITLE: **GUIDELINE FOR REST AREAS ALONG EXTERIOR PATHS OF TRAVEL**

FROM: Andrew Farr, Acting Commissioner of Public Works

RECOMMENDATION

That the Guideline for Rest Areas along Exterior Paths of Travel, be endorsed;

And further, that staff be directed to use the Guideline for Rest Areas along Exterior Paths of Travel during the construction or reconstruction of exterior paths of travel projects;

And further, that a copy of this report be forwarded to the local municipalities for their information.

REPORT HIGHLIGHTS

- The Integrated Accessibility Standards Regulation requires municipalities to consult on the design and spacing of rest areas along exterior paths of travel.
- To improve efficiencies in the consultation and implementation process, Regional staff have developed a guideline which satisfies the duties to consult as prescribed in the Integrated Accessibility Standards Regulation.
- This guideline is to be used by project managers when constructing new or redeveloped sidewalks or multi-use paths, and will be incorporated into the Region's Design of Public Spaces Compliance Checklist.

DISCUSSION

1. Background

The Design of Public Spaces Standard under the *Integrated Accessibility Standards Regulation, O.Reg 191/11* (IASR) of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), sets out a comprehensive framework for municipalities in Ontario and outlines technical requirements for specific accessibility features in the design of public spaces.

On June 21, 2018, the Accessibility Advisory Committee endorsed the Design of Public Spaces Compliance Checklist, which addresses specific accessibility features in the design of public spaces as they relate to Regional improvement projects as prescribed in the IASR.

GUIDELINE FOR REST AREAS ALONG EXTERIOR PATHS OF TRAVEL

The IASR does not provide specific criteria for the design and placement of rest areas along exterior paths of travel. Instead, the IASR requires municipalities to consult the public, persons with disabilities, and municipal accessibility advisory committees on the design and spacing of rest areas along newly constructed or redeveloped exterior paths of travel. To improve efficiencies in the consultation and implementation process, Regional staff have developed a guideline for rest areas in consultation with the prescribed bodies identified in the IASR which will be translated into the Design of Public Spaces Compliance Checklist.

A rest area is a public area for stopping or sitting at while travelling along a sidewalk or multi-use path.

Exterior paths of travel, comprised of sidewalks, walkways, or multiuse paths, are functional routes. They differ from recreational trails that provide a leisurely experience.

2. Guideline Development

Regional staff have developed this guideline based on a review of best practices, in consultation with Regional and local municipal staff, feedback from the public gathered through Public Information Centres, and input from the Peel Accessibility Advisory Committee through a working group meeting.

Key messages heard that were incorporated into the guideline include:

- Use best practices to inform the rest area layout;
- Specifications for seating benches should be consistent with the respective local municipality;
- Spacing cannot be uniform across the entire region as pedestrian activity varies by road character; and
- Consider local context and land uses.

3. The Guideline

The Guideline for Rest Areas along Exterior Paths of Travel is comprised of three parts: (1) bench details; (2) concrete pad and layout; and (3) rest area spacing. Key features of the guideline include:

- a) Benches should provide both back support and arm rests and be of the same manufacturer, design, and model that is used by the local municipality;
- b) Concrete pad surface should be firm, level, stable, and slip-resistant;
- c) Clear space on the concrete pad adjacent to the bench should allow for mobility devices of different models and sizes;
- d) Where space is available, provide an additional flow space adjacent to the clear space area;
- e) Raised wheel stop behind the clear space on the concrete pad that prevents rolling backwards;
- f) Provide contrast between the rest area concrete pad and adjacent path of travel; and
- g) Spacing of the rest area should be determined by road character based on the Region's Road Characterization Study and consideration for local context.

Details on each of the design elements of the rest areas are provided in the guideline, attached as Appendix I.

GUIDELINE FOR REST AREAS ALONG EXTERIOR PATHS OF TRAVEL

4. Scope and Application

This document is intended to be a guideline for the design and spacing of rest areas only. It is to be used as a minimum standard where feasible, by Regional project managers when designing and developing new sidewalks or sidewalk improvements. The guideline shall be read in conjunction with Standard Drawings 5-2-19 (proposed standard drawing for rest areas - Appendix I) and 5-2-6 (standard drawing for sidewalks), the Design of Public Spaces Compliance Checklist, the Region of Peel Streetscaping Toolbox, and the Road Characterization Study.

Should this guideline be endorsed, Regional staff will engage with local municipal staff at the Working Group for Partnerships and Agreements to explore options for maintenance and to determine the appropriate level of service for winter maintenance.

5. Alignment with Regional Objectives

The provision of rest areas along exterior paths of travel aligns with the Region's Term of Council Priorities to advance community safety and well-being and expand community mobility, and the Region's *2018-2025 Multi-Year Accessibility Plan*. Rest areas along exterior paths of travel help reduce barriers to sustainable modes of travel such as walking and consequently supports the Region's goal of achieving a 50% sustainable mode share target by 2041 as set out in the *Long Range Transportation Plan, 2019* and associated component *Sustainable Transportation Strategy, 2018*. Regional staff are also exploring the feasibility of developing a bench memorial program to raise awareness for road safety and the Region's *Vision Zero Road Safety Strategic Plan, 2018*.

FINANCIAL IMPLICATIONS

The approximate cost is \$4,500 per rest area with up to 20 rest areas expected to be constructed on an annual basis from 2021 onwards and will be built into the annual budget and 10-year capital plan. For 2019 and 2020, rest areas will be built depending on feasibility and funding availability as many of the projects are already in progress.

LEGAL IMPLICATIONS

The process undertaken for developing this guideline satisfies the Region's legal obligations and duty to consult as prescribed in the IASR and AODA.



Andrew Farr, Acting Commissioner of Public Works

GUIDELINE FOR REST AREAS ALONG EXTERIOR PATHS OF TRAVEL

Approved for Submission:



N. Polsinelli, Interim Chief Administrative Officer

APPENDICES

Appendix I - Guideline for the Design and Spacing of Rest Areas along Exterior Paths of Travel

For further information regarding this report, please contact Tina Detaramani, Manager, Strategic Policy and Projects, Transportation Division, extension 4420, Tina.Detaramani@peelregion.ca.

Authored By: Tracy Tang, Junior Planner, Strategic Policy and Projects, Transportation Division, extension 7190, Tracy.Tang@peelregion.ca.

Reviewed in workflow by:
Financial Support Unit
Legal Services

GUIDELINE FOR REST AREAS ALONG EXTERIOR PATHS OF TRAVEL

1. Background

1.1 Regional Mandate

Every day, the Region of Peel grows with an increasingly diverse population. The Region of Peel values this diversity and is committed to creating an accessible Region of Peel for all people as laid out in the Region's 2018-2025 Multi-Year Accessibility Plan. In accordance with Regional Official Plan Policy to promote the use of universal accessible design in Peel Region's built environment to enhance safety, mobility, and independence of seniors; and as part of the Region of Peel 2015-2035 Strategic Plan vision of Community for Life, the Region strives to create a more inclusive community that people with all abilities can participate in. The Strategic Plan has three focus areas to build on to achieve a Community for Life: Living, Thriving, and Leading. This guideline focuses on the Thriving focus area - to build communities that are integrated, safe, and complete.

1.2 Regulatory Framework

The Region of Peel is required to comply with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The Integrated Accessibility Standards Regulation (O.Reg 191/11) of the AODA includes a section on the Design of Public Spaces which requires that municipalities consult the public, persons with disabilities, and municipal accessibility advisory committees on the design and spacing of rest areas along newly constructed or redeveloped exterior paths of travel (section 80.29).

1.3 Definitions: Exterior Paths of Travel and Rest Areas

A Guide to the Integrated Accessibility Standards Regulation, 2014, provides the following definitions for exterior paths of travel and rest areas:

Exterior Paths of Travel: Exterior paths of travel differ from recreational trails - these are the sidewalks and walkways intended to provide a functional route from Point A to Point B, rather than those paths that are intended to provide a recreational experience. They can be called by many names – sidewalks, walkways, multi-use paths and so on.

Rest Area: A rest area is a dedicated level area that is intended for public use to allow persons to stop or sit. A typical rest area consists of:

- a bench with armrests and backrests;
- a clear space to accommodate mobility aids; and
- a ground surface that contrasts the sidewalk or multi-use path.

Rest areas are particularly important for people who have limited stamina, difficulty walking long distances or standing for extended periods, or use mobility aids.

1.4 Consultation Approach

The Region has a number of planned sidewalk and multi-use path projects identified in the Sustainable Transportation Strategy. To minimize the need for repeated consultation on the same topic and improve efficiency in project implementation, the Region has developed this guideline in consultation with internal Regional staff, input from local municipal staff, feedback from the public gathered through Public Information Centres, and input from the Peel Accessibility Advisory Committee through a working group meeting.

This guideline was endorsed by the Peel Accessibility Advisory Committee on September 19, 2019.

1.5 Scope and Application

This guideline applies to all sidewalk and multi-use path projects within the Region's road right-of-way that are either being newly constructed or are being reconstructed. This document is intended to be a guideline, rather than a standard, to be used by Regional project managers for consideration when designing new sidewalks or improving existing sidewalks. Certain projects may require additional consultation, such as those located in context-sensitive areas.

This guideline shall be read in conjunction with Standard Drawings 5-2-19 (Standard Drawing for Rest Areas - Appendix A) and 5-2-6 (Standard Drawing for Sidewalks), the Region of Peel's AODA Design of Public Spaces Compliance Checklist for Regional Road Right-of-Ways, the Region of Peel Streetscaping Toolbox, and the Region's Road Characterization Study.

2. Design and Spacing of Rest Areas

2.1 Benches Details

The bench model shall be consistent with that of the local municipality which the rest area is located in to ensure uniform design (see **Figure 1**). At a minimum, the bench model should:

- a. Ensure the seat height is between 450mm and 500mm from the ground
- b. Provide back support and arm rests

Figure 1: Local municipal bench models



*Use non-customized bench

For additional details and specifications regarding benches, refer to **Appendix B**.

2.2 Concrete Pad and Layout

Concrete pads shall abut the exterior path of travel with consideration for safety. Standard Drawing 5-2-19 prescribes the general dimensions and layout of the rest area (see **Appendix A**). Where rest areas are provided, ensure the following:

Figure 2: Overall Rest Area Components and Specifications

Concrete Pad Surface	<ul style="list-style-type: none"> Surface is firm, level, stable, and slip-resistant Surface has a slope no greater than 1:50 (2%) to allow suitable drainage and the maneuverability of mobility aids Provide contrast between the rest area concrete pad and adjacent path of travel
Bench	<ul style="list-style-type: none"> Bench with back and arm rests is provided Bench is located min 450mm away from the side of the sidewalk and is outside the clear zone
Clear Space and Flow Space	<ul style="list-style-type: none"> A clear space area adjacent to the bench that is at least 920mm by 1370mm to accommodate mobility aids Where space is available, provide an additional flow space adjacent to the clear space area of at least 600mm for the maneuverability of mobility aids into and out of the clear space
Raised Wheel Stop	<ul style="list-style-type: none"> Provide a raised wheel stop behind the clear space (and flow space area where applicable) where appropriate, that prevents rolling backwards
Optional Space for Waste Receptacle	<ul style="list-style-type: none"> Inclusion of a waste receptacle may be considered by the project manager If a waste receptacle is provided, waste management must be consulted

2.3 Rest Area Spacing

As pedestrian activity along exterior paths of travel varies by the character of the roadway, this guideline provides a spacing recommendation by the road characters identified in the Region's Road Characterization Study (see **Figure 3**). Depending on the local context and pedestrian activity in the area, such as proximity to seniors' homes and hospitals, closer spacing of the rest areas may be warranted. In addition to the recommendations in **Figure 3, Section 2.4** of this guideline should also be considered when determining the spacing between rest areas:

Figure 3: Maximum spacing recommendations by road character

Road Character	Road Character Description	Spacing between Rest Areas
Rural Road*	Typically, little to no pedestrian traffic	N/A
Rural Main Street	Short area of concentrated development; Moderate to high pedestrian traffic	~500m
Urban Main Street	Downtowns of large to mid-size municipalities; Heavy pedestrian traffic & public meeting space	~500m
Suburban Connector	Auto-oriented development; Generally moderate pedestrian activity with isolated examples of high pedestrian activity	~700m
Commercial Connector	Higher density of commercial activity than residential; Pedestrian activity is low to moderate	~800m
Industrial Connector	High amount of warehousing and industrial development; Low pedestrian traffic	~1000m

*Rural road cross sections do not include sidewalks

2.4 Additional Considerations

Considerations for the *design* of rest areas:

- a. Ensure the path of travel is obstacle-free;
- b. Ensure the rest area has adequate lighting and visibility;
- c. Ensure storm runoff does not drain onto sidewalk;
- d. Consider using pervious concrete for the concrete pad;
- e. Ensure the rest area does not impede sightlines for vehicles;
- f. Consider the provision of shade where possible and protection from the elements;
- g. Consider the local context and surrounding area when determining if inclusion of the wheel stop is appropriate. Do not include wheel stop if the surrounding context could prompt pedestrians to cut across rest area and trip on wheel stop;
- h. Consider the provision of a waste receptacle where possible; and

Considerations for determining *spacing* between rest areas and the *location* of rest areas:

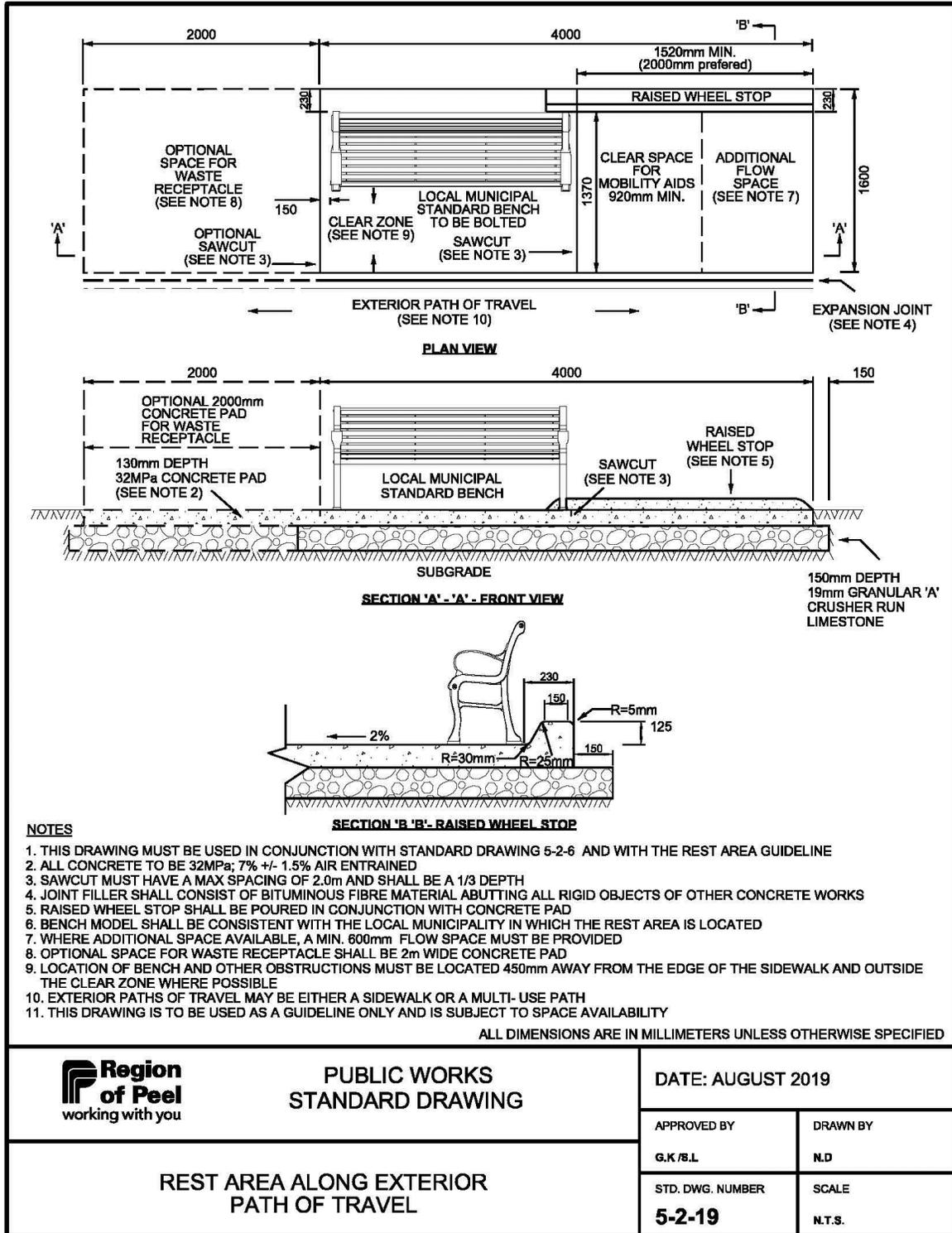
- a. Rest area spacing may be contingent on property constraints, environmental feature constraints, and cultural heritage feature constraints;
- b. Where seating is provided at a transit stop without an adjacent clear space for mobility aids, consider coordinating with local transit agencies to upgrade it to a rest area by providing an adjacent clear space;
- c. Consider locating rest areas near and around transit stops and mobility hubs;
- d. Consider locating rest areas where the surrounding land uses may generate high volumes of pedestrian traffic, e.g. hospitals, senior homes, educational institutions, etc.
- e. Consider the safety and desirability of rest areas along roads with high vehicular traffic or designated truck routes; and
- f. Consider the local context in the spacing and location of rest areas

--- end ---

Developed by: Tracy Tang & Richa Dave, Strategic Policy & Projects

Last Updated: August 13, 2019

Appendix A: Standard Drawing for Region of Peel Rest Area Along Exterior Paths of Travel



Appendix B: Local Municipal Bench Details

Municipal Bench Model Comparison Chart

Detail	Caledon	Brampton	Mississauga
Vendor	Maglin Site Furniture	Paris Equipment Manufacturing LTD.	Toronto Fabricating & Manufacturing Co.
Model	MLB300 series, with backs	Vintage curved Parisian bench	Bench style #S-7201
Colour/ Finish	Black metal	RAL 5013 COBALT BLUE	Respective colour that matches the ones used on-street
Website	https://maglin.com/products/bench/mlb300series.html	https://www.peml.com/series/vintage-benches	http://www.tfmc.com/tfmc1/e5/1/productdetail.asp?ID=151&G=1&S=0
Image			
Approximate Supply Cost in 2019	<ul style="list-style-type: none"> • \$1,200 plus tax 	<ul style="list-style-type: none"> • \$2,500 plus tax* 	<ul style="list-style-type: none"> • \$1,495 plus tax
Lifecycle & Warranty	<ul style="list-style-type: none"> • Typical lifespan of 20+ years • Includes 5 year warranty against defects and finishes 	<ul style="list-style-type: none"> • Estimated lifespan of at least 10-15 years • Includes 3 year warranty against structural failure and defects 	<ul style="list-style-type: none"> • Typical lifespan without maintenance of 50+ years in rural settings or 20-25 years in urban settings • Includes lifetime warranty

*Use non-customized bench

Appendix B: Local Municipal Bench Details

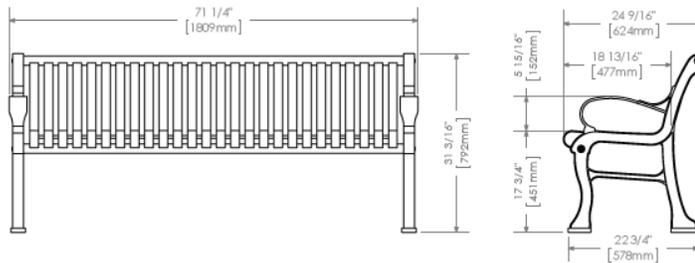
Town of Caledon Bench Details

300 SERIES

MLB300-M



- MATERIALS:** Bench ends are made from solid cast aluminum. The seat employs flat bar straps and H.S. steel tube.
- FINISH:** All steel components are protected with E-Coat rust proofing. The Maglin Powdercoat System provides a durable finish on all metal surfaces.
- INSTALLATION:** The bench is delivered pre-assembled. Holes (0.5") are provided in each foot for securing to base.
- TO SPECIFY:** Select MLB300-M
Choose:
- Powdercoat Color
- OPTIONS:**
- Center Arm
- Plaque
- Skate Deterrent
- Personalization



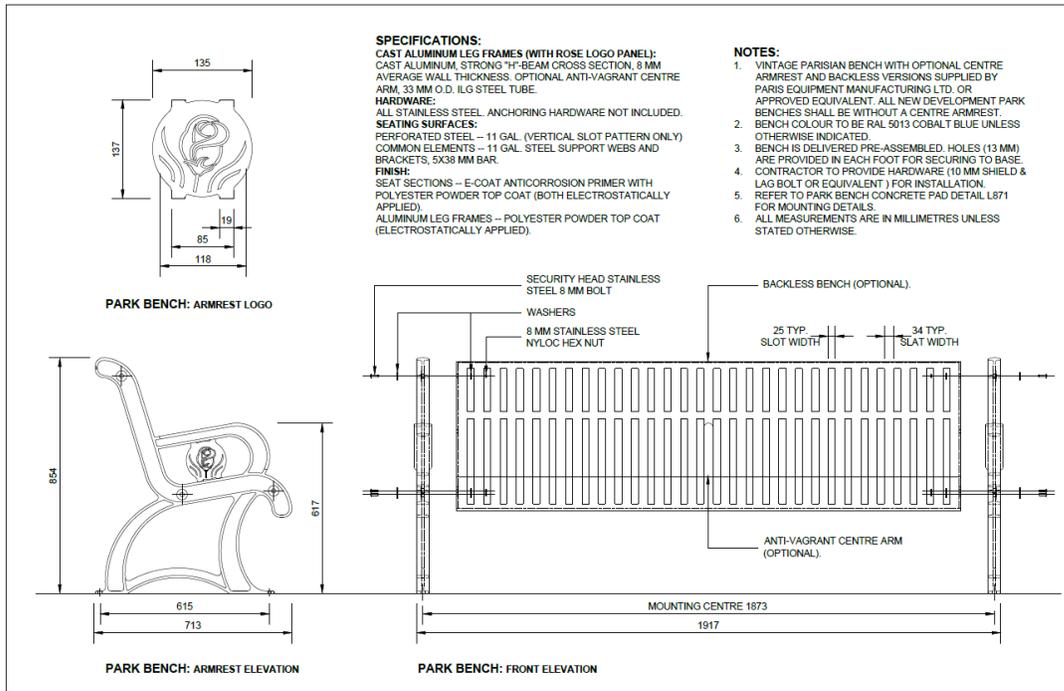
DIMENSIONS:
 Height: 31.19" (79.2cm)
 Length: 71.25" (180.9cm)
 Depth: 24.56" (62.4cm)
 Weight: 130.3lbs (59.1kg)



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- All drawings, specifications, design and details on this page remain the property of Maglin Site Furniture Inc. and may not be used without Maglin authorization.
 - Details and specifications may vary due to continuing improvements of our products.

Appendix B: Local Municipal Bench Details
 City of Brampton Bench Details



L876
N.T.S

PARK BENCH

SITE AMENITIES - SERIES 800
SEPTEMBER 2015

BRAMPTON
Flower City
brampton.ca

Appendix B: Local Municipal Bench Details
City of Mississauga Bench Details

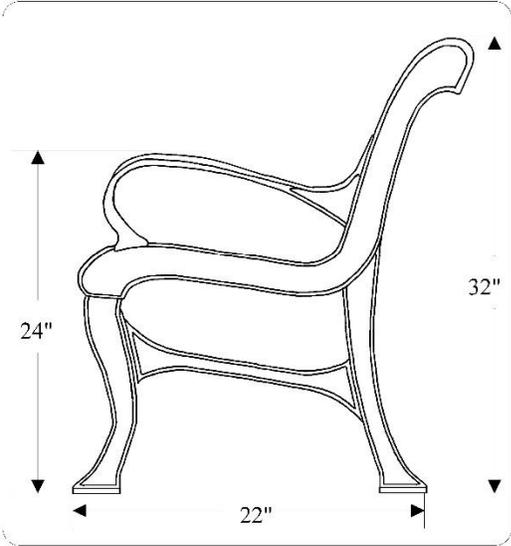


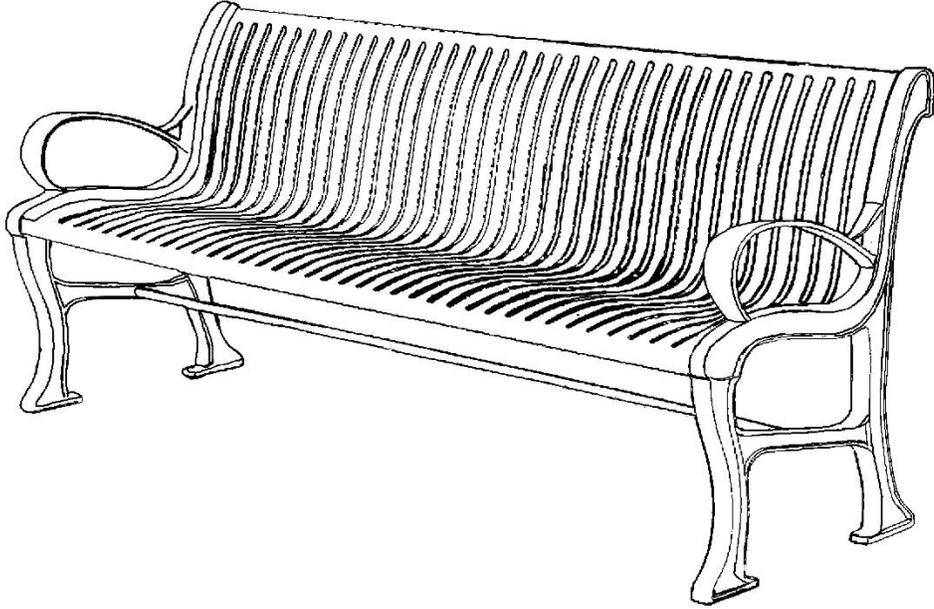
**TORONTO
FABRICATING
& MFG. CO.**



1021 RANGEVIEW ROAD
MISSISSAUGA ONTARIO CANADA L5E-1H2
PHONE: 905 891-2516 FAX: 905 891-7446
WEBSITE: www.tfmc.com E-MAIL: sales@tfmc.com

STYLE # 1077-S
MISSISSAUGA SERIES BENCH
COMPLETELY MANUFACTURED IN CANADA BY
TORONTO FABRICATING & MFG. CO.
LENGTH - 6'
ENDS - CAST ALUMINUM .356 ALLOY
SEAT - HOT DIPPED GALVANIZED 1-1/2" X 1/4"
THICK STEEL BAR SECURED TO FRAME WITH
STAINLESS STEEL HARDWARE WITH 1/8" SPACING
BETWEEN BARS.
FINISH - ALL METAL PARTS ARE CLEANED AND
PREPARED PRIOR TO PAINTING AND SHALL BE
FREE FROM ALL DEFECTS AND IMPERFECTIONS.
ALL STEEL PARTS ARE HOT DIPPED GALVANIZED,
PRESSURE WASHED, PRIMED AND PAINTED.
(SEE PAINT SPEC.)
MOUNTING - HOLES DRILLED IN EACH LEG TO
ACCOMMODATE 3/8" BOLTS.
(HARDWARE FOR BOLTING NOT SUPPLIED)
ROD - THE BOTTOM SUPPORT ROD IS 3/4" DIA.
HOT ROLLED GALVANIZED SOLID STEEL BAR
SECURELY MOUNTED TO END CASTINGS.
HARDWARE - STAINLESS STEEL.
SPECIAL - CITY LOGOS AND CREST CAN BE ADDED
AS REQUESTED.
SKATEBOARD PROTECTORS CAN BE ADDED
AS REQUESTED.
OPTIONAL LOGOS, PLAQUES OR SIGN MOUNTS
AS REQUESTED.





SPECIFICATIONS SUBJECT TO CHANGE WITHOUT NOTICE, LINE ART TO BE USED AS A GUIDE ONLY. DRAWINGS MAY NOT BE TO SCALE.

Guideline for Rest Areas along Exterior Paths of Travel

Accessibility Advisory Committee

Richa Dave and Tracy Tang
Strategic Policy & Projects, Transportation
Region of Peel
September 19, 2019

Overview

1. Regulatory Framework
2. What is a Rest Area?
3. Consultation Approach
4. Scope and Application
5. Key Features of the Rest Area
6. Additional Considerations

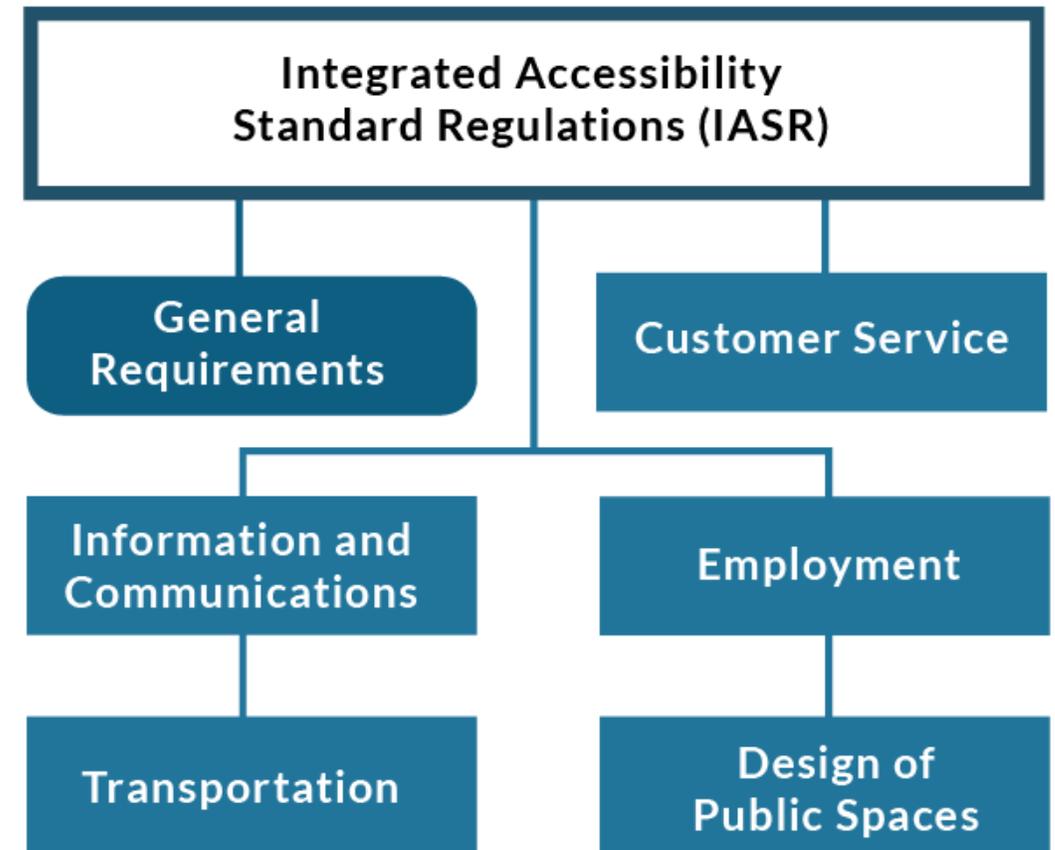


Regulatory Framework

- Peel Accessibility Advisory Committee endorsed the Design of Public Spaces Compliance Checklist based on the Integrated Accessibility Standards Regulation (IASR).
- The IASR requires municipalities to consult on the design and spacing of **rest areas** along newly constructed or redeveloped **exterior paths of travel**
- Peel is developing a guideline to be applied to all future projects

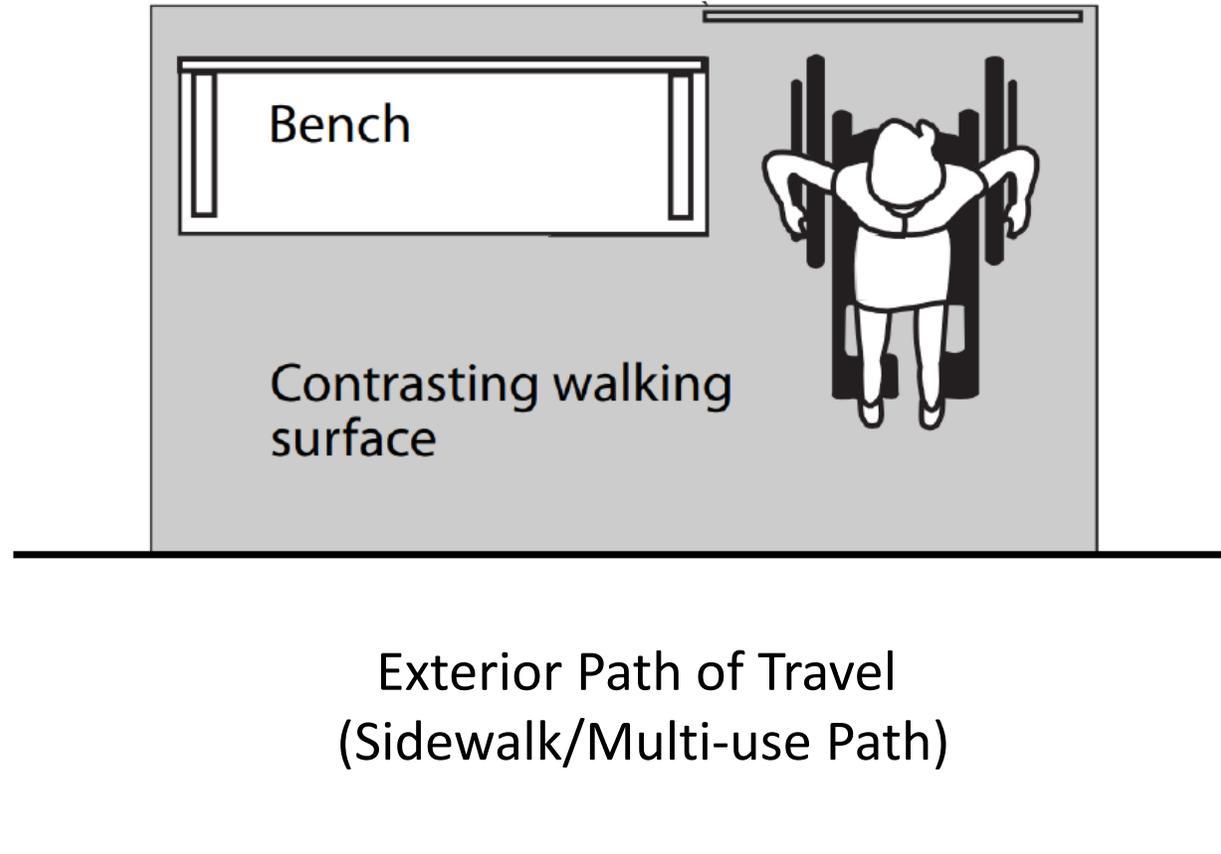
Accessibility for Ontarians with Disabilities Act

AODA



What is a Rest Area?

- A rest area is a dedicated level area that is intended for public use to allow persons to stop or sit.
- A typical rest area consists of:
 - a bench with armrests and backrests;
 - a clear space to accommodate mobility aids; and
 - a ground surface that contrasts the sidewalk or multi-use path



Consultation Approach & Guideline Inputs

- To improve efficiencies in the consultation and implementation process, a guideline for rest areas has been developed

Guideline Inputs

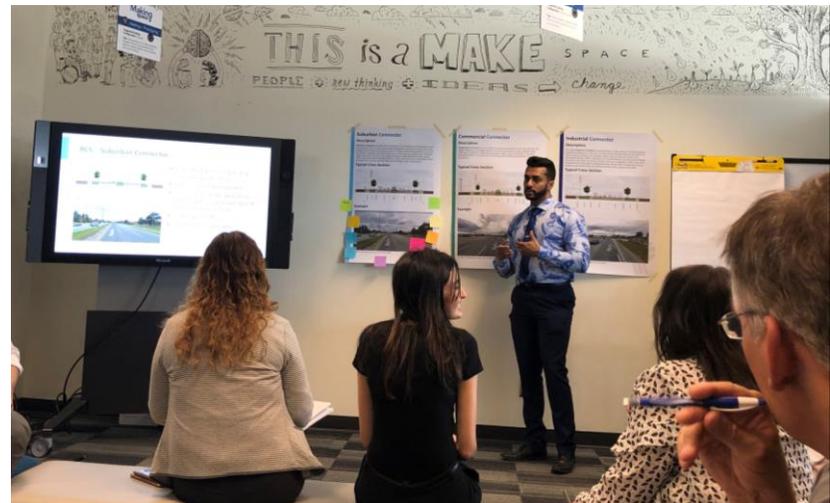
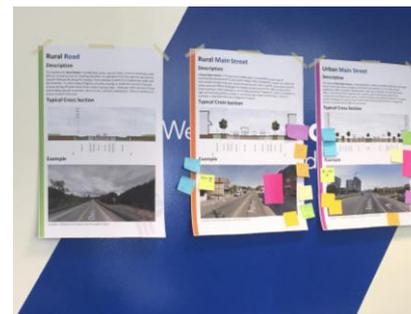
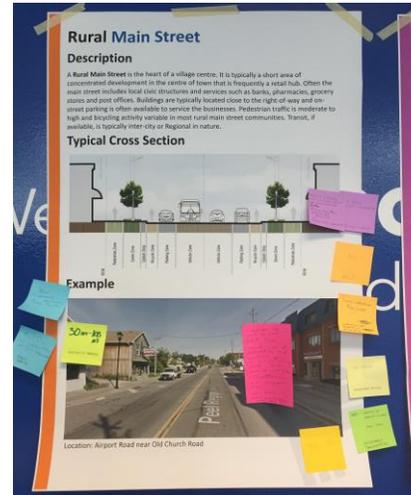
Internal Staff Workshop

Public Information Centres

AAC Working Group Meeting

Best Practice Review

Local Municipal Recreational Rest
Areas



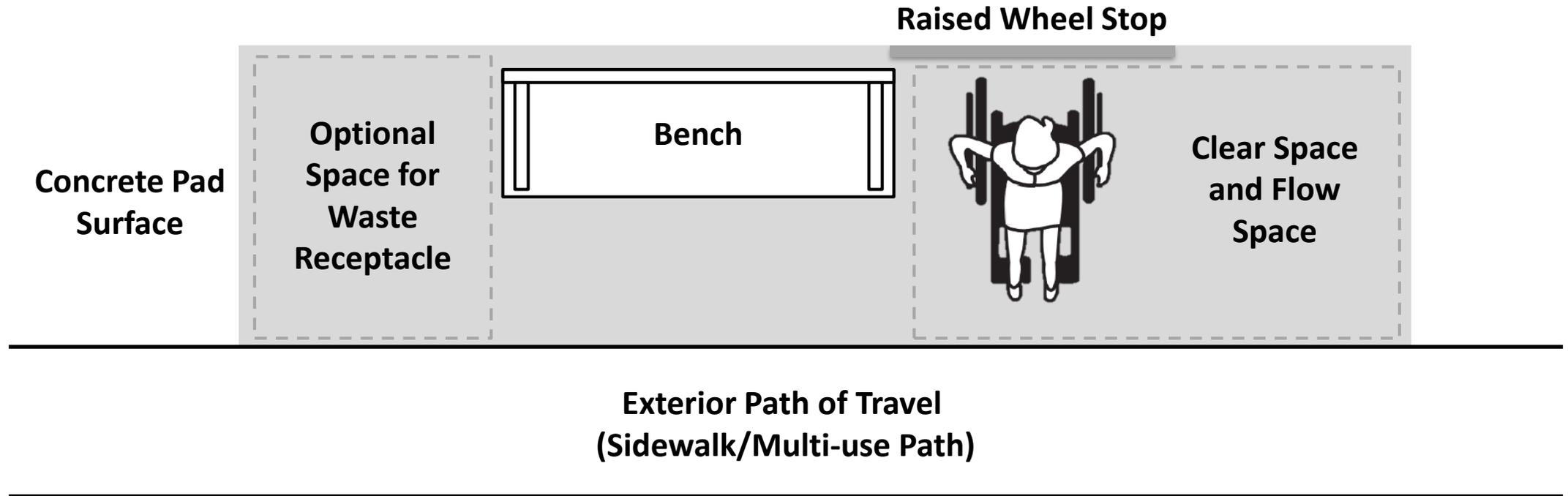
Scope and Application



The focus of the guideline is to define the **spacing of rest areas** for each one of Peel's road characters as appropriate, **seating bench**, and rest area **layout**.

This guideline will apply to all sidewalk and multi-use path projects within the Region's road right-of-way that are either being newly constructed or reconstructed.

Key Features of the Rest Area Guideline



Seating Bench



Rest Area Spacing

	Road Character	Road Character Description	Spacing between Rest Areas*
	Rural Road	Typically, little to no pedestrian traffic	Not Applicable
	Rural Main Street	Short area of concentrated development; Moderate to high pedestrian traffic	~500m
	Urban Main Street	Downtowns of large to mid-size municipalities; Heavy pedestrian traffic & public meeting space	~500m
	Suburban Connector	Auto-oriented development; Generally moderate pedestrian activity with isolated examples of high pedestrian activity	~700m
	Commercial Connector	Higher density of commercial activity than residential; Pedestrian activity is low to moderate	~800m
	Industrial Connector	High amount of warehousing and industrial development; Low pedestrian traffic	~1000m

*Subject to constraints and considerations

Additional Considerations

Design

Obstacle free

Pervious
concrete

Local context

Lighting &
Visibility

Maintenance

Surrounding
land uses

Storm runoff

Shade

Waste
receptacle

Spacing

Property
constraints

Transit stops

Safety

Environmental
constraints

Local context

Pedestrian
activity

Cultural heritage
constraints

Surrounding
land uses

Adequate
sightlines

Thank You

Questions



For information

DATE: September 10, 2019

REPORT TITLE: **HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION:
UPDATE**

FROM: Janice Sheehy, Commissioner of Human Services

OBJECTIVE

The purpose of this report is to provide the Accessibility Advisory Committee (“the Committee”) with an update on the Housing and Homelessness Service Transformation Project and to obtain the Committee’s input to inform the development of a new service delivery model.

REPORT HIGHLIGHTS

- The Housing and Homelessness Transformation project has been established to deliver on the “Transform Service” Strategy within the Peel Housing and Homelessness Plan (PHHP).
- The new service delivery model will focus on “right sizing” services based on client need.
- Housing and Homelessness Services have merged into one Division to improve service integration and delivery.
- Extensive engagement sessions with staff, partners and stakeholders was undertaken to develop the new delivery model.
- Staff is seeking the Committee’s feedback on the identified themes to ensure that the new service delivery model encompasses an accessibility lens.
- Recommendations on the proposed design of the service delivery model will be brought to the Strategic Housing and Homelessness Committee on November 21, 2019.

DISCUSSION

1. Background

Peel’s renewed 10-year Housing and Homelessness Plan (PHHP), *Home for All*, sets the 10 year direction for the Region and its partners to work toward making affordable housing available to all Peel residents and to prevent homelessness in Peel.

The PHHP includes five strategies to achieve the desired long and short-term outcomes. These include:

- Transform Service – create a new service delivery model to prevent homelessness, divert people from shelters and match people with the right service and supports.
- Build More Affordable Housing – increase the supply of affordable housing based on need and reduce costs of development.

HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: UPDATE

- Provide Incentives to Build Affordable Housing – encourage the private and non-profit sectors to build more affordable housing through a modest program of tools and incentives.
- Optimize Existing Housing Stock – maintain existing social and affordable housing stock and leverage existing private stock to create more and varied affordable housing options.
- Increase Supportive Housing – expand the supply of supportive housing and supports provided to existing tenants.

2. Transform Service Strategy

The Transform Service Strategy of the PHHP is focused on the creation of a new service delivery model to improve access to subsidies and supports, divert people from shelters, increase successful tenancies and prevent homelessness. Achieving the outcomes of the PHHP requires more than an increase in supply. It also requires a new approach to client service delivery, subsidy administration and wait list management, as well as changes to how staff work with partners to deliver supports.

Through the development of the PHHP challenges impacting the delivery of housing services were identified as follows:

Perspective	Challenges
Housing System	<ul style="list-style-type: none"> • Shelter use continues to increase (27% since 2016) • 70% of low-income households are in unaffordable housing • 29% of middle-income households are in unaffordable housing • 50% of supportive housing demand is unmet • No coordination exists between housing and homelessness
Client	<ul style="list-style-type: none"> • Multiple touchpoints / handoffs • No continuity of service • Focus is program driven vs. client driven support • System capacity not aligned to client need • Insufficient shelter beds for victims of family violence or victims of human trafficking • Rental costs are not affordable • Lack of 3+ bedroom units for larger households • Unmet needs of supportive housing specifically for those with physical and intellectual disabilities, mental illness, acquired brain injury, autism, frail health and substance abuse / addictions
Staff	<ul style="list-style-type: none"> • Limited solutions due to funding, policy and procedural constraints • Outdated technology • Inadequate resources to manage support systems for clients • Increasing administrative costs to service delivery • Lack of upfront diversion / prevention solutions for those that are homeless or at risk of becoming homeless • Lack of transitional supports

HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: UPDATE

Prior to commencing work on the Transforming Service Strategy, Housing and Homelessness services were delivered by two separate areas of the organization which resulted in coordination challenges for shared clients. In addition, services while client focused are not designed from a client centric perspective. Services are delivered through a programmatic eligibility lens versus the individual needs of clients. Services are delivered as a “one-size” fits all, based on program requirements which may not be an effective or efficient solution to address client needs. Individual applications are required to access the various service offerings for Housing and Homelessness supports which may mean multiple applications by one client to access services for which they are eligible.

The transformation of housing services will be anchored in the principle of client centric service delivery that is “right sized” based on individual needs.

The Transform Service Strategy is being executed through various integrated actions to dramatically shift and transform the way housing and homelessness services are delivered in Peel specifically to improve outcomes to the following three areas;

- Increased availability of affordable housing for low income families;
- Increased successful tenancies;
- Reduction in chronic homelessness.

To advance these outcomes Housing and Homelessness services were brought together into one Housing Division on January 2, 2019. Significant engagement with staff, partners, stakeholders and clients has taken place throughout 2019 to gather information and insights essential to the design and development of a new service delivery model. The end state model will be client centric and focus on “right sizing” services that will support clients to “get” and “keep” suitable housing they can afford. The expectation to apply an accessibility and inclusion lens as well as a client-centric philosophy to decisions has been embedded in the guiding principles for the new service delivery model.

3. Engagement Session Feedback

Through various facilitated discussion with stakeholders, partners, and clients, valuable feedback was received that will help Peel develop a service delivery model to support clients to obtain and maintain suitable housing based on their unique needs. The following themes were identified through the various sessions and are informing the future design of the service delivery model:

- Housing providers struggle to ensure existing tenants’ units are accessible as they age in place
- Tenant connection to their community plays an important role in housing stability
- Easier access to services is desired i.e., hours of operation, technology, direct lines, meeting locations, alternative access points and methods, etc.
- Affordable and suitable (including accessible) housing availability is limited
- Lack of availability for appropriate support services

4. Accessibility Advisory Committee Input Request

The Accessibility Advisory Committee is requested to provide their input on the current housing system as well as to provide insights to inform the future housing services delivery model. The Committee is asked to participate in a facilitated discussion at their September 19, 2019 meeting to ensure the delivery of housing services is rooted in equity, accessibility

HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: UPDATE

and inclusion. The discussion will focus on the following questions, to be answered from the committee member's perspective:

1. Considering the themes noted above, is there anything missing that should be considered in the development of the new service delivery model?
2. What would you consider to be the barriers to successful tenancy?
3. What would be the one thing you would want to change that would help residents get and keep affordable and suitable housing in Peel?

CONCLUSION

Peel's Housing and Homelessness Plan provides direction to work toward making affordable housing available and to prevent homelessness in Peel. Critical to achieving the outcomes of helping people in Peel get and keep suitable housing they can afford is to transform the way services are delivered. Anchored in the Housing First Principles, housing supports will be "right-sized" to meet the unique needs of individuals and families to improve access to subsidies, divert from shelters, improve successful tenancies and prevent homelessness. The input received from the Accessibility Advisory Committee will contribute to the new service delivery model which along with several supporting recommendations will be presented to the Strategic Housing and Homelessness Committee for endorsement November 21, 2019.



Janice Sheehy, Commissioner of Human Services

Approved for Submission:



N. Polsinelli, Interim Chief Administrative Officer

For further information regarding this report, please contact Grace Caron, Program Director, Housing and Homelessness Transformation, extension 8885, grace.caron@peelregion.ca

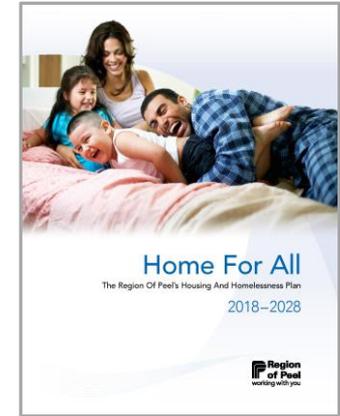
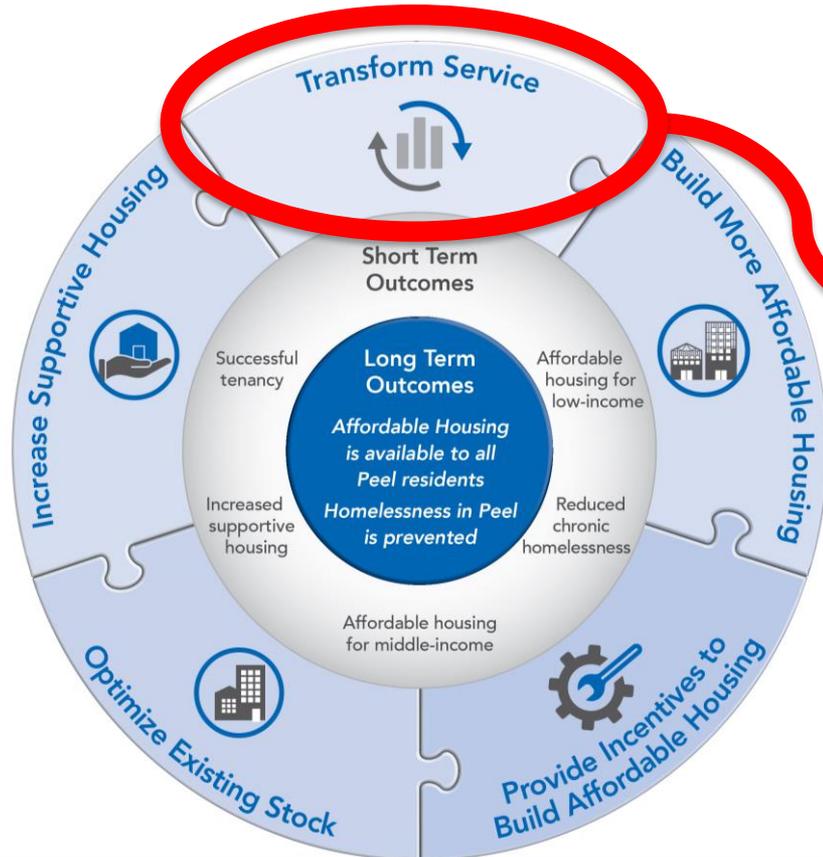
Authored By: Joyce Nielsen

Housing and Homelessness Transformation: **Update**

Grace Caron
Director, Housing Transformation Program
Region of Peel



Housing and Homelessness in Peel: The Plan 2018-2028



- Re-design Client Pathway
- Coordinated Access
- Conduct Census
- Enabling Technology
- Policy Review and Advocacy

Guiding Principles

- Help our clients get and keep safe, affordable, stable housing as quickly as possible
- Provide high quality services based on the unique needs of our clients
- Clients have a choice in the type of housing and support services they receive
- Decisions are evidence-informed and rooted in equity, accessibility and inclusion

Guiding Principles (Continued)

- Outcomes are continually assessed to determine the effectiveness of our services in meeting client and community needs
- Clear and transparent about the type of services we offer and how those services are delivered
- Find innovative solutions and are open to taking risks for the benefit of our clients and the community
- Recognize the importance of collaboration and develop and maintain meaningful community partnerships

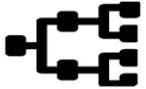
Redesigning the Client Pathway



Co-designed with staff and stakeholders



Input from partners, stakeholders, lived experience



Developing new processes and procedures



Advocate for change (other levels of government)



Client Centric
Service
Delivery

Request for Input

- What are barriers to accessing the housing system for support?
- What are barriers to successful tenancy?
- What are the accessibility considerations for designing / implementing the new client pathway?
- What would be the one thing to change to help residents get and keep housing?
- What does successful / suitable tenancy look like?

Next Steps

- Finalize recommendations for design and implementation of the new client pathway
- Identify policy changes and advocacy positions required to advance new client pathway
- Update stakeholder groups on results of their input
- Bring forward decision and advocacy points to the Strategic Housing and Homelessness Committee (November 21, 2019)



Contact Information:

Grace Caron

Director, Housing and Homelessness Transformation Program

Region of Peel

905-791-7800 X8885



TransHelp Update

**Accessibility Advisory
Committee**

September 19, 2019



Agenda

- TransHelp Overview
- Integration
 - Presto
 - Travel Training
 - Magnus Mode
- On Board Cameras
- Focus on Quality
- 2020 Priorities

TransHelp Overview

- Door-to-Door service
- Travel is shared with other riders
- Fare is \$3.75
- Eligibility is determined based on individual needs and a set criteria:
 - Live in Peel (Brampton, Caledon or Mississauga)
 - Physical, cognitive, learning, visual, sensory or mental health disability
 - Barrier to using conventional public transit

On Our Way to Integration

- Long term goal is integration of TransHelp with Brampton Transit and MiWay
- Significant investments have been made so conventional public transit is accessible for people with disabilities
- Improve resident independence and minimize duplication of service
- Initiatives to support integration:
PRESTO, Travel Training, Magnus Mode

Presto

- Eliminate the need to pay twice
- Link to Brampton Transit and MiWay
- Proximity based fare card used throughout the GTA
- Early stages of planning
- Opportunity to pilot phone app solution
 - 50% of passengers have smart phones
- More cost effective solution for contracted services

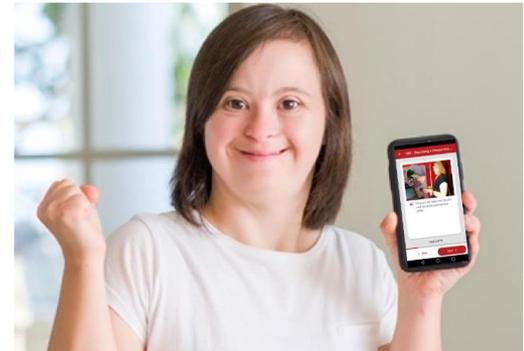


Travel Training

- Train and orient passengers on using conventional public transit
- Orientation is one-on-one with a trainer
- Passengers choose a route they actually travel
- Training Plan is customized to each individual
- Working with a third-party vendor to build and deliver program
- Launching later this year

Magnus Mode

- Free mobile app helps passengers with special needs use conventional public transit in Peel
- Complements Travel Training
- Enhances online presence
- Content in development
- TransHelp and Brampton Transit partnering for launch in late 2019



On-Board Cameras

- Cameras being installed on TransHelp fleet for the safety and security of passengers and staff
- In partnership with the Metrolinx Transit Procurement Initiative
- Installation plan to be complete by year-end
- Privacy implications and public awareness plans in development



Focus on Quality

- 88% of passengers are satisfied with the service
- Complaints are down
- Quality initiative campaigns
- Moving trips away from poor performing vendors

Complaints 2018 vs 2019



2020 Priorities

- On-Line Booking
- Enhancing our Same Day Booking process
- Improved Communication with Passengers
- Providing Travel Training and Orientation to increase independence and travel options
- Update our Cross Boundary Policy
- Continuing our focus on the quality of service delivery

5.3-11

Thank you

www.peelregion.ca/transhelp



Accessibility Design Features in Affordable Housing



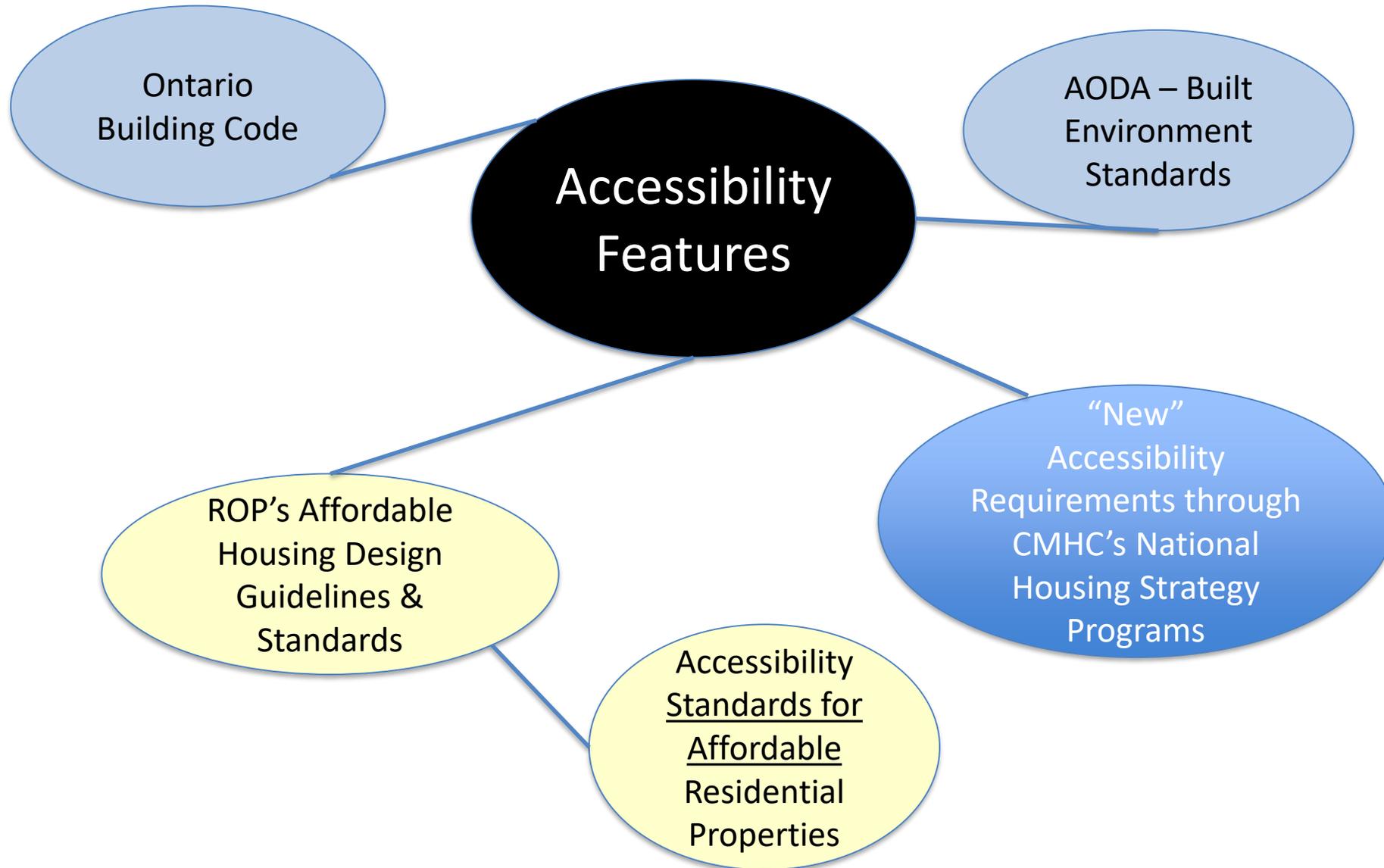
Brett Barnes
Portfolio Manager
Housing Development Office

September 19, 2019

Overview

- Tools used to ensure accessibility requirements are addressed
- Project targets for the development of each new housing project (target population of tenants, etc.)
- People involved in the Design
- AAC involvement in Site Plan approval pursuant to Site Plan Approval requirements of the municipality
- Terminology and accessibility features in a recent affordable housing project

Codes – Standards - Guidelines



Project Targets

- A Need and Demand Analysis is completed to determine:
 - Target tenant population (seniors, singles, families)
 - Target unit mix (# of Fully-Barrier Free units, 1 bedroom units, 2 bedroom units, etc.)
- Requirements based on funding sources:
 - Is funding specific to accessibility features (e.g. National Housing Co-Investment Fund, etc.)
- Buildings are designed to meet/match current needs to ensure rentability of units and includes Lessons learned from previous builds and tenant feedback

People Involved in the Design

Internal Sources:

- **Housing Services**
 - Housing Development Office
 - Housing Supply
 - System Planning, Performance & Partnerships
 - Client Services
- RPAM – Construction Project Management
- Peel Living (Operations)
- Planning
- ROP AAC

External Sources:

- Developer/Builder
- Architect
- Accessibility Design Consultants
- Planning Consultant
- Municipal Planners
- Municipal AAC
- Third Party Non-Profit Housing Providers
- *Canada Mortgage & Housing Corporation

*Program specific for National Housing Strategy funding

ROP AAC Involvement

- Staff and the building Architect present the overall project design layout and highlight each Accessibility feature in the general areas of the site/building as well as the features in the units for information and awareness.
- The AAC has an opportunity to provide feedback and recommend changes or additions to the accessible design features without compromising the projects affordability
- Seek the support of the AAC pursuant to the Site Plan Approval requirements of the municipality.

Municipal AAC Involvement

- Brampton, Caledon and Mississauga have all adopted the AAC review into the Site Plan Approval process
- If requested, staff can attend a Municipal AAC meeting to discuss the accessibility of a specific project in their area

Region of Peel Terminology

Universally Accessible Units

Contain features that are considered the minimum based on the OBC. These features also cater to people who may have accessibility issues due to their physical condition rather than a disability, for example, young children (height), seniors, and adults who have temporarily become incapacitated due to an accident.

Modifiable Units

Contain all the features above with the addition of mostly extra floor space such as for a turning radius. Universally Accessible Units cannot be retrofitted to be Modifiable Units as the former does not have the extra space requirements. Modifiable Units can be retrofitted to be Fully Barrier-Free Units.

Fully Barrier-Free Units

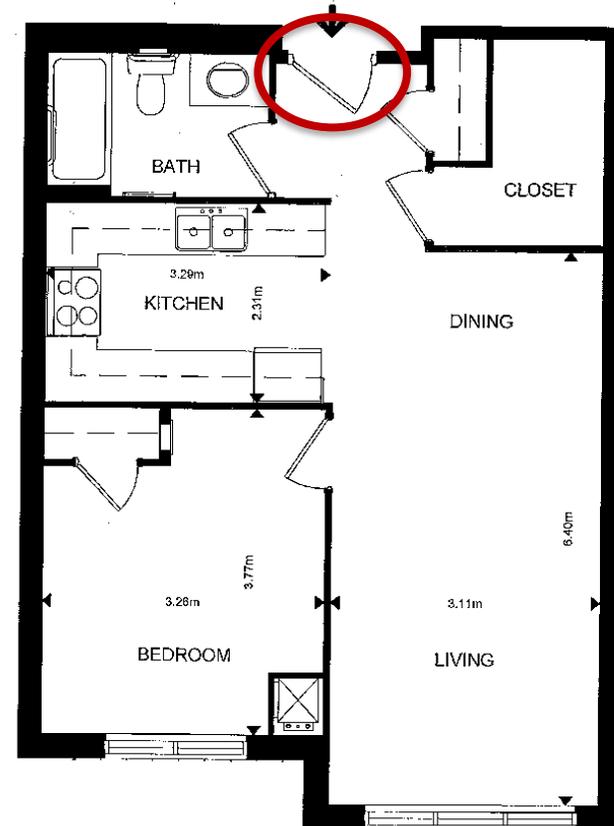
Contain all the features above plus additional features specifically for a wheelchair user.

Accessibility Features in recent Affordable Housing projects

Universally Accessible Unit Features

(applicable to 100% of units)

- 900mm (3 ft) wide entry door to all units
- Lever handles for all doors
- Bathroom and kitchen faucets with lever handles
- Light switches installed at 1,200mm (4ft) above the floor
- Receptacles installed at 450mm (1.6 ft) above the floor level



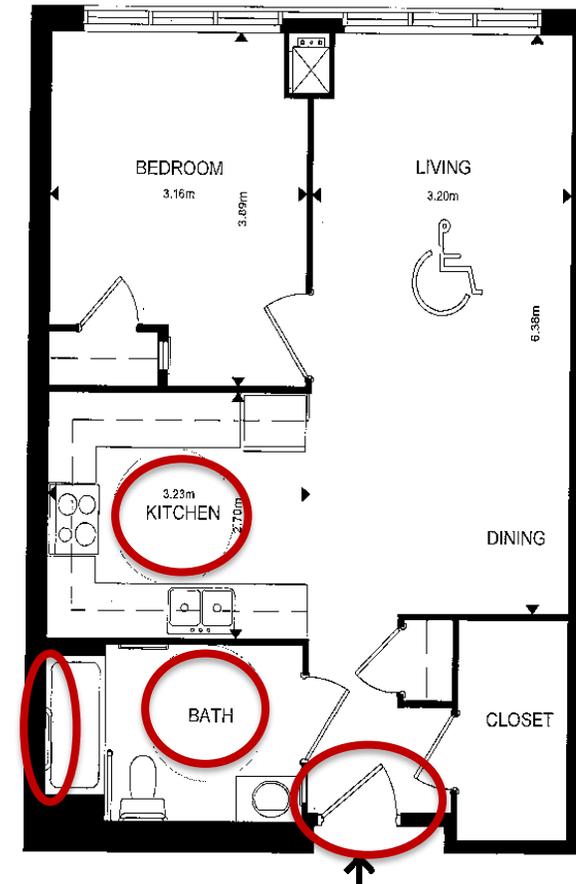
Accessibility Features in recent Affordable Housing projects

*Modifiable Unit Features

(All features from Universally Accessible units plus):

- Larger kitchen with 1,500 mm (5 ft) turning radius for wheelchair access
- Larger bathroom with 1,500 mm (5 ft) turning radius for wheelchair access
- Metal grab bars present in 1 bathroom (seniors buildings only)
- Backing in wall for future installation of grab bars (where grab bars are not present)
- 1,100mm (3.6 ft) wide corridors within the unit (open concept layout when possible)

* Wheelchair Accessible



Accessibility Features in recent Affordable Housing projects

*Fully Barrier-Free Unit Features

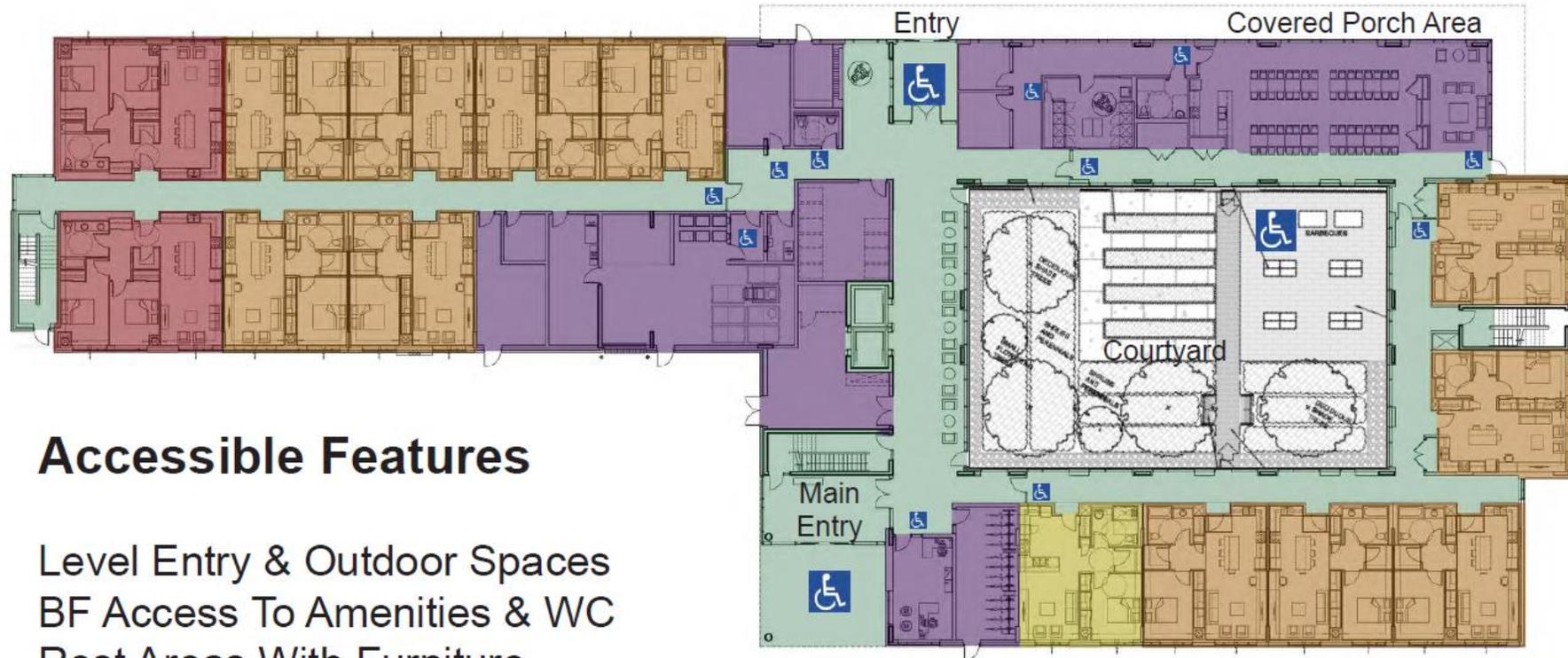
(All features from Modifiable unit plus):

- Automatic door operator interfaced with key FOB system for the unit entry door
- Kitchen with barrier free cabinets and appliances (stove top, wall oven, etc.)
- One bathroom with roll-in shower, B/F toilet (higher) and B/F sink (open access underneath)

* Wheelchair Accessible



Recent Affordable Housing Project Mayfield Seniors Apartments (Caledon)



Accessible Features

- Level Entry & Outdoor Spaces
- BF Access To Amenities & WC
- Rest Areas With Furniture
- Clear Wayfinding To Units and Amenities
- Handrails In Corridors

LEGEND

BF Circulation		BF 1 Bed	
BF Amenity		1 Bed	
BF Access		2 Bed	



Questions? Please contact:

Brett Barnes
Housing Development Office
Region of Peel
905-791-7800 Ext. 8486



For Information

DATE: September 6, 2019

REPORT TITLE: **2019 ACCESSIBILITY COMPLIANCE REPORT - MINISTRY FOR SENIORS AND ACCESSIBILITY**

FROM: Catherine Matheson, Commissioner of Corporate Services

OBJECTIVE

To inform the Accessibility Advisory Committee of the 2019 Accessibility Compliance Report to be filed with the Ministry for Seniors and Accessibility.

REPORT HIGHLIGHTS

- The Region of Peel must file an Accessibility Compliance Report which confirms that the Region is in compliance with the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).
- The report must be submitted by December 31, 2019.

DISCUSSION**1. Background**

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) came into effect on June 13, 2005. The purpose of the AODA was to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings with the goal of making Ontario fully accessible by 2025. The AODA applies to all public and private sector organizations. Since 2013, all public sector organizations must file an online accessibility report every 2 years. The report is to be filed with the Ministry for Seniors and Accessibility and will indicate that the Region of Peel continues to comply with Ontario's accessibility law. Failure to complete the accessibility compliance report could result in enforcement, which could include financial penalties. The deadline for report submission is December 31, 2019. The last compliance report was filed by the Region of Peel in 2017.

2. Preparing the 2019 Accessibility Compliance Report

The report is filed through an online form which consists of twenty-one questions that confirm that the Region of Peel has met its current accessibility requirements under the AODA. These questions require either a yes or no response and include questions related to general requirements and the five accessibility standards of the *Integrated Accessibility Standards Regulation*. Relevant regional program areas have been consulted for clarification and confirmation of compliance, where required. By answering 'Yes' to the

5.5-2

2019 ACCESSIBILITY COMPLIANCE REPORT - MINISTRY FOR SENIORS AND ACCESSIBILITY

questions posed, the Region of Peel is confirming requirements are met under the AODA. The twenty-one questions are attached as Appendix I.

CONCLUSION

The Region of Peel's 2019 Accessibility Compliance Report reflects that the Region is in compliance with the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and the Region's ongoing commitment to accessibility for persons with disabilities. The Region of Peel continues its effort to identify and remove barriers and ensure that its programs, services and facilities are accessible by everyone.



Catherine Matheson, Commissioner of Corporate Services

Approved for Submission:



N. Polsinelli, Interim Chief Administrative Officer

APPENDICES

Appendix I – 2019 Accessibility Compliance Report Questions

For further information regarding this report, please contact Juliet Jackson, Director, Culture and Inclusion, Ext. 6741, juliet.jackson@peelregion.ca.

Authored By: Veronica Montesdeoca, Accessibility Planning Specialist

Questions

Foundation requirements

1. Does your organization have written accessibility policies and a statement of commitment?
2. Has your organization established, implemented and maintained a multi-year accessibility plan and posted it on organization's website?
3. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website?
4. Did your organization consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan?
5. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities?
6. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to persons with disabilities, including actions that your organization will take when a complaint is received?
7. Does your organization ensure that its feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy?

Information and communications

8. Does your organization have a process to provide accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information, and do you notify the public of this accessible information policy?

Employment

9. Does your organization notify its employees and the public about the availability of accommodations in its recruitment process?
10. Does your organization notify successful applicants of its policies for accommodating employees with disabilities during offers of employment?
11. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities?

Transportation

12. Does your organization provide transportation services?

Design of public spaces

13. Since your organization last reported on its accessibility compliance, has your organization constructed new or redeveloped existing off-street parking facilities that it intends to maintain?
14. Since your organization last reported on accessibility compliance, has your organization constructed new or redeveloped existing outdoor public spaces that it intends to maintain?

Customer service

15. In your policies, practices and procedures, does your organization permit persons with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law? If excluded by law, does your organization have alternate ways for people with service animals to access and use your goods, services or facilities?

General requirements

16. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **information and communications standards** in effect under the Integrated Accessibility Standards Regulation?
17. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **employment standards** in effect under the Integrated Accessibility applicable requirements Standards Regulation?
18. Other than the requirements cited in the above questions, is your organization complying with all for the **transportation standards** in effect under the Integrated Accessibility Standards Regulation?
19. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **design of public spaces standards** in effect under the Integrated Accessibility Standards Regulation?
20. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **customer service standards** under the Integrated Accessibility Standards Regulation?
21. Other than the requirements cited in the above questions, is your organization complying with all general requirements in effect under the Integrated Accessibility Standards Regulation?

For Information

DATE: September 10, 2019

REPORT TITLE: **ACCESSIBILITY PLANNING PROGRAM UPDATE - SEPTEMBER 19, 2019**

FROM: Catherine Matheson, Commissioner of Corporate Services

OBJECTIVE

To provide an update of the activities undertaken by the Region of Peel Accessibility Planning Program and the Accessibility Advisory Committee subsequent to the June 20, 2019 Accessibility Advisory Committee meeting.

REPORT HIGHLIGHTS

- The Accessibility Advisory Committee and Accessibility Planning Program were involved in various activities during this period, which are categorized as follows:
 - Consultation and compliance support provided to Regional Programs;
 - Participation in community events.
- This report also highlights upcoming events and observances.

DISCUSSION

1. Background

The main objective of the Region of Peel's Accessibility Planning Program (the Program) is to ensure that Regional programs, services and facilities continue to be inclusive and accessible for persons with disabilities. In order to accomplish this objective, the Program works collaboratively with all Regional departments and the Region of Peel Accessibility Advisory Committee (the Committee).

2. Activity List

a) Consultation and Compliance Support

i) Accessibility Advisory Committee 101: Design of Public Spaces Standards and Site Planning

- AAC members participated in the AAC 101: Design of Public Spaces and Site Planning webinar on July 4, 2019.
- The webinar was offered by the Ministry for Seniors and Accessibility to provide an overview of the province's Design of Public Spaces Standards as well as a review of best practices regarding site planning for AAC members.

5.6-2

ACCESSIBILITY PLANNING PROGRAM UPDATE - SEPTEMBER 19, 2019

- Such webinars are being offered as part of the Ministry's AAC outreach strategy.

ii) Consultation – Initial Recommendations to Improve the Information and Communication Standard

- Every five years accessibility standards must be reviewed to determine whether they are working as intended or need adjusting.
- The Information and Communications Standards Development Committee, a group composed of representatives from various sectors, including people with disabilities, makes recommendations on how to improve existing standards around information and communications.
- The Committee has released its initial recommendations and is seeking feedback. Recommendations address the following key areas:
 - the structure of the regulation
 - feedback
 - accessible formats, communications supports and websites
 - information about emergency procedures and public safety
 - educational resources and training
 - libraries (including schools)
 - a new model to support how accessibility is regulated in the province
 - continuous adoption and improvement to websites, web content and technology beyond 2025
- Feedback received will be considered by the Committee before making final recommendations to the Minister for Seniors and Accessibility. Deadline for feedback is September 27, 2019.

iii) Design of Public Spaces Standard – Guideline for Rest Areas

- Staff was provided a draft copy of the Guideline for Rest Areas along Exterior Paths of Travel for review and input.
- The Guideline is the result of consultation with community stakeholders, including consultation with the AAC Site Plan and Construction Advisory Working Group.
- The report titled “Guideline for Rest Areas Along Exterior Paths of Travel” is listed on the September 19, 2019 AAC agenda.

iv) Update to the Corporate Accessibility Training

- The Region of Peel will be refreshing its Corporate Accessibility Training.
- The refreshed training will be more streamlined and incorporated into one training module.
- A vendor has been retained and input has been provided for the first version of the training module.
- The refreshed training module will be launched to the Corporation early in the New Year.

b) Upcoming Events and Observances

i) International Day of Persons with Disabilities (IDPD) – December 3, 2019

- Planning is underway to commemorate International Day of Persons with Disabilities on December 3, 2019.

5.6-3

ACCESSIBILITY PLANNING PROGRAM UPDATE - SEPTEMBER 19, 2019

- This year, the event will be larger in scale and will include staff and community partners. The event will be held at the Embassy Grand Convention Centre in Brampton.
- The theme for this year's event is Inclusion by Design. It will be a day dedicated to strengthening community partnerships by promoting and discussing ways to support persons with disabilities through a focus on inclusion by Design.
- The day will include keynote speakers, a panel session and exhibitors composed of community organizations that provide services to persons with disabilities.
- AAC members are asked to encourage their networks to attend and register through Eventbrite: <https://www.eventbrite.ca/e/inclusion-by-design-2019-international-day-of-persons-with-disabilities-tickets-64375024431>
- More information can be found through the Region's IDPD website: <http://rop.dev.peelregion.ca/articles/2019/idpd-community-event.asp>

CONCLUSION

This report summarizes the activities and consultations that the Accessibility Planning Program (the Program) has been involved in, together with participation of members of the Accessibility Advisory Committee (the Committee) since June 20, 2019. The Committee and the Program continue to engage in activities that support the Region of Peel's primary accessibility objective of ensuring Regional programs, services and facilities are inclusive and accessible for all persons with disabilities and respond to the evolving community needs.



Catherine Matheson, Commissioner of Corporate Services

Approved for Submission:



N. Polsinelli, Interim Chief Administrative Officer

For further information regarding this report, please contact Juliet Jackson, Director, Culture & Inclusion, Ext. 6741, juliet.jackson@peelregion.ca.

Authored By: Veronica Montesdeoca, Accessibility Planning Specialist

September 3, 2019

REGION OF PEEL

OFFICE OF THE REGIONAL CLERK

From: acat@ttc.ca <ecat@ttc.ca>

Sent: August 29, 2019 9:53 AM

To: [Redacted]; Montesdeoca, Veronica <veronica.montesdeoca@peelregion.ca>; [Redacted]

Cc: [Redacted]

Subject: GTHA AAC Minutes of the Meeting - May 14, 2019

Hi All:

It's been a busy time for ACAT, since we met three months ago, and editing the minutes has been more time consuming than we expected, so my sincere apologies for the late hour in which you receive this correspondence.

Attached are the minutes of the May 14, 2019 meeting and we encourage you, as well, to review the video of the meeting. With these two supporting documents we hope the working groups can better pursue the commitments made at the May meeting. Feel free to get in touch if we can answer any questions or help in other ways.

On behalf of the ACAT Executive and everyone at the May meeting, thank you to York Region for your offer to host the next meeting. We are looking forward to receiving details of the date and location.

Let's keep in touch, and again, thank you for attending the meeting and for your participation throughout the afternoon.

Sincerely,

Mazin Aribi
2019 ACAT Chair
on behalf of the ACAT Executive

Note: here is the link to the YouTube recording of the AAC-GTHA May 14th meeting: <https://www.youtube.com/watch?v=tihP6l4vCL0> for your reference.

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REFERRAL TO _____
RECOMMENDED _____
DIRECTION REQUIRED _____
RECEIPT RECOMMENDED _____

6.1-2

Minutes of Meeting: GTHA Accessibility Advisory Committee (GTHA AAC) Joint Meeting

Meeting Date: Tuesday, May 14, 2019
1:00 p.m. to 4:00 p.m.

Location: Toronto City Hall
Committee Room # 2

ACAT Representatives: Mazin Aribi, ACAT Chair
Angela Rebeiro, Co-Vice Chair
Marian McDonell, Co-Vice Chair
Craig Nicol (also Metrolinx AAC)
Angela Marley
Raymond Dell'Aera, Former ACAT Chair

GTA AAC Representatives: Astley Dennis, York Region AAC
Raj Chopra, Peel Region AAC
Mary Daniel, Peel Region AAC
Jeremy Harvey, TransHelp Advisory Committee
Kirsten Hill, Metrolinx AAC & York Region AAC
Naz Hussain, Peel Region AAC
Brian Lynch, York Region AAC
Judy Lytle, Burlington
Steven Viera, TransHelp Advisory Committee
Terri Wallis, Hamilton Region AAC

TTC Staff: Matt Hagg, Senior Planner - System Accessibility
Blossom D'Silva, Supervisor of Customer Service
Lodon Hassan, Assistant Manager - Customer Service, Wheel-Trans
Dean Milton, Manager - Strategic Initiatives
Dwayne Geddes, Head of Wheel-Trans

AAC & Transit Staff: Shelley Ayres, YRT/VIVA
Sharon Doyle, York Region
Johanna Contreras, Metrolinx
Kim Heathcote, York Region
Veronica Montesdeoca, Peel Region
Valentyna Navolskyy, York Region
Jeffrey Short, Metrolinx

6.1-3

Items Discussed

1. Call to Order / Attendance
2. Opening Remarks
3. Approval of Agenda
4. Review of August 3, 2018 Minutes
5. Updates from August 3, 2018 Minutes
6. Conventional and Specialized Service Planning and Travel Training
7. Creation of Working Groups
 - Standard Design
 - Communication (Fare Integration, Newsletter)
 - Cross-Border Travel
8. Social Break (20 minutes)
9. GTHA AAC Response Regarding Accessibility in the Province's Plans for GTHA Transit
10. Future Joint Meetings
11. New Business
12. Adjournment

6.1-4

1. Call to Order / Attendance

ACAT Chair Mazin Aribi called the meeting to order at 1:04 p.m. and attendance was taken.

2. Opening Remarks

Mazin Aribi welcomed everyone to the 2nd GTHA Accessibility Advisory Committee meeting and thanked the TTC staff who had assisted in making all the necessary arrangements for the event and to all those who submitted the agenda items.

3. Approval of Agenda

On a motion by Steven Viera and seconded by Naz Hussain, the agenda was approved.

4. Review and Approval of August 3, 2018 Minutes

On a motion by Craig Nicol and seconded by Steven Viera, the minutes of the August 3, 2018 meeting were approved with no amendments.

5. Updates from August 3, 2018 Minutes

Item 5(a): In many municipalities, the seamless booking and cross boundary paratransit service is not being offered; however, York Regional Transit (YRT) has been providing this service for a few years now. Registered paratransit customers in York Region have the “one call” option where YRT books all the transfer/cross boundary travel for the bordering municipalities, allowing the customer to call YRT and have the second leg of the transfer organized through their system. This service is purely managed by YRT and it is advisable that customers book in a week in advance for their trips in order for Wheel-Trans to be available to provide a spot.

Item #5(b & c): Remarks from the Manager - Mobility Plus at York Region, “Transit has to be equitable for everybody, to treat everybody the same, to find locations to transfer with confidence and make the user experience friendly; therefore, the focus is not on vehicles being taken across borders”.

At the May 8, 2019 TTC Board meeting, the TTC Board approved two motions by Councilor Jennifer McKelvie. The following motions were:

Motion 1: The TTC staff undertakes a comprehensive review of cross-border Wheel-Trans service for riders travelling outside the City of Toronto and report back to the TTC Board in the third quarter of 2019 with recommendations of how to improve cross-border Wheel-Trans services for riders travelling outside the City of Toronto.

Motion 2: This review includes, but not limited to, ridership data for the existing one kilometer service into neighboring municipalities, ridership data and services transfer wait time for existing designated transfer location, the potential for third party service provider using cluster recollection to offer integrated cross border services; thus, eliminating the need to transfer on short and medium range. Finally, the potential cost sharing between municipalities.

Item# 5(d): A Memorandum of Understanding has been signed by GTHA specialized transit agencies that has led to an understanding that all parties would take each other's riders without

6.1-5

question. As long as you are registered with the agency where you live in, you can travel anywhere in the GTHA.

Item# 5(e): Mobility Plus customers (York Region) are assisted on their first trip and travel training is provided. There is an evaluation component to understand if the customers are able to use the conventional system to some degree.

A request from a Toronto passenger travelling to York Region will receive travel training at a subway/transfer location to take conventional transit and they will be accompanied. If that is not their preference they will be trained on the different modes before getting on a conventional vehicle.

6. Conventional and Specialized Service Planning and Travel Training (see above)

York Region has a Travel Training Centre where customers can learn about such issues as the PRESTO system. Mobility Plus customers (York Region) have been advised that if they do not wish to travel train on the day of travel they can call a week prior to their travel itinerary / appointment and do a dry run. There was a recommendation that other regions in the GTHA adopt York Region's model for travel training so that there is universal travel training.

7. Creation of Working Groups

There was a lengthy discussion concerning the need to have ad-hoc working groups that deal with certain issues on a more in-depth basis, which was a follow up to the discussion highlighted in the August 3, 2018 meeting minutes. Various members including staff expressed the benefit of sharing information and experience concerning various aspects of accessible transit such as the design of buses, communicating the accessible features of GO Transit, and issues concerning cross-border travel.

On a motion by Steven Viera and seconded by Terri Wallis, the following working groups will be formed with the respective members:

Design Working Group:

- Steven Viera
- Mary Daniel
- Terri Wallis
- Craig Nicol

Communication Working Group:

- Marian McDonell
- Raj Chopra
- Steven Viera
- Jeremy Harvey

Cross-Border Travel Working Group:

- Raj Chopra
- Naz Hussain
- Terri Wallis

Also, an invitation via email will be extended to other interested GTHA AAC members.

8. Social Break

Break from 3:00 p.m. to 3:20 p.m.

9. GTHA AAC Response Regarding Accessibility in the Provinces Plans for GTHA Transit

Mazin Aribi stated that accessibility is very important for the citizens of Ontario, and would like to maintain the level of public accessible systems throughout the province.

Members agreed and expressed the need to continue to support ongoing efforts to increase the level of accessibility.

10. Future Joint Meetings

No final decision has been made. E-mails will be sent out to all members to decide on a date. YRT has offered to host the next meeting at 50 High Tech Road, Richmond Hill at the Travel Training Center.

The agenda for this meeting will be developed once the date has been established.

Tentative months for the next meeting: September/October (Preferably in the fall)

11. New Business

Nil.

12. Adjournment

On a motion by Steven Viera, the meeting was adjourned at 3:41 p.m.

Maria Khan
Recording Secretary