

# Multi Year Accessibility Plan Status Report 2021

## Introduction

### **Statement of Commitment to People with Disabilities**

The City of Hamilton is committed to ensuring that Council, all levels of corporate management and staff, plan, implement and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities and their families to barrier-free programs, services and opportunities. In so doing, the City implements the Accessibility for Ontarians with Disabilities Act, 2005 according to the legislation's standards for:

- Information and Communications;
- Employment;
- Transportation;
- Design of Public Spaces; (Built Environment) and
- Customer Service.

The City of Hamilton is committed to providing customer service to persons with disabilities in a manner that:

- respects their dignity and independence;
- is integrated as fully as practicable into the method of service delivery
- ensure reasonable efforts are made to provide equitable opportunities to accessing goods and services;
- allows persons with disabilities to benefit from the same services, programs and opportunities in ways that are based on their own needs and self-determination.

## Advisory Committee for Persons with Disabilities

The City of Hamilton's Advisory for Persons with Disabilities (ACPD) is the Accessibility Advisory Committee that has been appointed by Council to oversee the implementation of the AODA, 2005 and its associated standards. ACPD and its established working groups advise City Council on the identification, prevention, and elimination of barriers faced by people with disabilities in order to increase accessibility in the goods, services and facilities provided by the City. ACPD and its working groups engage as a liaison with external bodies to remove barriers to participation in public life and to advance the achievement of social, cultural and economic well-being of people with disabilities.

### ACPD Highlights and Achievements

In 2021, the ACPD and its working groups were engaged as liaisons on several projects including:

- DARTS Eligibility Audit
- Transit Accessibility Virtual Event update
- Regulation of E-scooters
- Automated Pre-Boarding Announcements on HSR Vehicles
- Hamilton Street Railway Bus Transfers
- PRESTO on DARTS update incl. live demo
- (Re)envision Guiding Principles Update
- AODA training HSR/DARTS
- Stranded Wheelchair proposal

### **The following motions were made by ACPD:**

- Requesting that City Council direct the appropriate staff to work directly with the members of the ACPD to review the City of Hamilton's Barrier Free Design Guidelines and update them to be fully compliant with the AODA regulations respecting public spaces, That every effort be undertaken to surpass the minimum requirements outlined in the Design of Public Spaces Standard of the AODA in the review of the Barrier Free Pedestrian Pathway guidelines, that accessible pedestrian pathways be common practice across the entirety of the

City when new or retrofitted sidewalk construction is undertaken, and that ACPD be consulted during the process.t

- Motion regarding covered vaults. ACPD requests new standard design for vault covers, that old vault designs be retrofitted to comply with new standard.
- Recommended the Ban of Electric Scooters from Public Property
- Motion that Council require acoustic vehicle alerting systems to be installed on all e-scooters (Kick Scooters) that operate within the City of Hamilton regarding Acoustic Vehicle Alerting System Requirement for Electric Scooters-
- That committee members request to delegate to the Hamilton Municipal Heritage Committee, on behalf of the Advisory Committee for Persons with Disabilities, respecting the integration of accessibility in heritage properties.
- BEWG advocated for sidewalk clearing - Hamilton City Council approved a plan to clear an additional 783 km of sidewalk along transit routes, starting in the winter of 2022/2023
- That the City of Hamilton make all future and retrofitted housing accessible; and, expands its Housing Unit Modification Guide to incorporate universal design in order to address the accessibility needs of those not yet represented.
- That the City of Hamilton ban the use of electric and rental electric scooters on all City roads, sidewalks, pathways and in all other areas of the City until such time that electric scooters, particularly rental electric scooters, and their operators are trained, licensed, insured and are fully and completely regulated by the province of Ontario in the same manner as any other motor vehicle in the province of Ontario.
- Recommended that HSR and ATS staff work directly to review and amend the full slate of existing policies and compose a full slate of new policies in compliance with AODA requirements.
- Recommended that CityHousing Hamilton implemented a smoke-Free Living policy for our buildings was approved for implementation effective.
- Recommended the extension of HSR bus transfer time
- The Advisory Committee for Persons with Disabilities requested that the General Manager of the Healthy and Safe Communities Department ensure the appropriate staff consult with the Advisory Committee for Persons with Disabilities when developing future pandemic plans, policies and procedures, when possible and appropriate, with the understanding that Public Health Services and the City's Emergency Operations Centre hold the safety and well-being of the public as paramount.

**ACPD and its working groups received presentations on the following topics:**

- Brian Hollingworth, Director, Transportation Planning and Parking, and Amanda McIlveen, Manager, Parking Operations and Initiatives, addressed Committee respecting the Parking Master Plan.
- Brian Hollingworth, Director, Transportation Planning and Parking, addressed Committee respecting the Regulation of E-scooters in Hamilton.
- Bob Paul, Manager, Roadway Maintenance, and Stephen Gagne, Senior Project Manager, Continuous Improvement, provided an overview of the City of Hamilton's online Sidewalk Snow Clearing Survey and answered questions of Committee.
- Bonnie Elder, Director of Ontario Works, respecting the impact of the Ontario Disability Support Program's (ODSP) Definition of Disability and Hamilton Health Teams to Persons with Disabilities
- Patrick Byrne, Project Manager of CityLAB Hamilton, Committee respecting CityLAB Hamilton.
- Jay Adams, Senior Project Manager of Customer Experience, respecting HSRnow Trip Planning Tools
- Michelle Martin, Senior Project Manager of Transit Customer Loyalty, respecting HSR Accessible Transportation Services Proposed Amendment to DARTS Bag Limit Policy.
- Michelle Martin, Senior Project Manager of Transit Customer Loyalty, respecting PRESTO for DARTS Clients.
- HSR Proposal for Public Consultation about HSR and Accessible Transportation Accessibility, Adapted to COVID Precautions
- Chris Schafer, Bird Canada, respecting Motion on Ban of Electric Scooters from Public Property
- Jessica Bowen, Supervisor, Diversity and Inclusion, Multi-Year Accessibility Plan Presentation
- Eva Balog, Project Manager, Fare Systems, PRESTO on DARTS Demonstration
- Peter Topalovic, Program Manager; Sustainable Mobility, addressed Committee respecting Commercial E-Scooters Operations. Brian Hollingworth, Director, Transportation Planning and Parking also present
- Reviewed the locations of accessible pedestrian signal and provided feedback to city staff about alternate locations for consideration
- Julia Davis, Business Development and BIA Officer, Temporary Patio Programs Information
- Trevor Jenkins, Project Manager – Sustainable Mobility, Complete, Livable, Better Streets Design Manual
- Andrea McDowell, City of Hamilton, Hamilton Climate Change Impact Adaptation Planning

- David Lepofsky, Accessibility for Ontarians with Disabilities Act Alliance, respecting Current Activities of the Accessibility for Ontarians with Disabilities Act Alliance and Progress Towards a Fully Accessible Ontario by 2025
- Aine Leadbetter, Elections Manager 2022 Municipal Elections
- Aine Leadbetter and Conor Flood, 2022 Municipal Election: Poll Locations and Planning for Accessibility
- Cynthia Graham, Manager, Landscape Architectural Services, Landscape Architectural Services Section Work Overview
- Louise Thomassin, Landscape Architect, Mountain Drive Park Masterplan Overview
- Councillor Maureen Wilson (Ward 1) and Wes Kindree, Landscape Architectural Services, consulted with the Committee on the Hamilton Amateur Athletic Association (HAAA) Grounds Renewal Plan

**ACPD engaged in the following initiatives:**

- Engaged in a special meeting to discuss accessibility concerns with the temporary patio programs.
- Attended Gage Park Wheelchair Swing Ribbon Cutting Event
- Commemorated the International Day of Persons with Disabilities
- Created a logo to be used in outreach efforts in the community alongside the City of Hamilton logo
- Delegated to the General Issues Committee respecting COVID-19 and Persons with Disabilities
- Development of an Annual Disability Awareness Calendar to be posted on the Advisory Committee website.
- The Transportation Working Group organized a Virtual Collaborative Roundtable Event to discuss changes and challenges to public transportation in Hamilton during the pandemic and beyond.
- Outreach Working Group is developing an informational pamphlet on the Advisory Committee for Persons with Disabilities to be used in outreach efforts in the community.
- BEWG worked with HSR in piloting a prototype combination of a bus stop pole and a bench for customer seating
- ACPD members were engaged at the Hamilton Strategic Road Safety Committee Meeting.

## Overview of the Ontarians with Disabilities Act, 2001 and Accessibility for Ontarians with Disabilities Act, 2005

The Ontarians with Disabilities Act, 2001, (ODA), was passed by the Province of Ontario and received Royal Assent on December 14, 2001 to “improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province”. The sections of the Ontarians with Disabilities Act which apply to municipalities were proclaimed on September 30, 2002 and apply to all Ontario municipalities. The Ontarians with Disabilities Act, 2001 continues to be in force until repealed in whole or part.

The Province of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) on May 10, 2005 and received Royal Assent on June 13, 2005. The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the “...development, implementation and enforcement of standards” for accessibility to goods, services, facilities, employment, accommodation and buildings for persons with disabilities.

Ontario’s first accessibility standard, the Accessibility Standards for Customer Service, became law on January 1, 2008 and the Integrated Accessibility Standards (Information and Communication, Transportation and Employment) was enacted on June 3, 2011 while the Accessibility Standard for the Built Environment came into effect on January 1, 2013. These standards set out requirements that organizations, businesses and municipalities are legally required to comply with. On July 1, 2016, the Accessibility Customer Service Standards, Integrated Accessibility Standards and Built-Environment Standards were amended and became one entity and renamed the Integrated Accessibility Standards.

Large public sector organizations are required to produce annual status reports that highlight the progress made in advancing their Multi-Year Accessibility Plan strategies and in meeting the requirements of the Integrated Accessibility Standards Regulations. The City of Hamilton has provided compliance reports to the Province since 2010 and has been compliant in all areas. In addition, the City of Hamilton has been implementing the Barrier-Free Design Guidelines which is a made-in-Hamilton design guidelines that is over and above the requirements stipulated in the Ontario Building Code and the Built Environment Standards, for the most part.

# City of Hamilton

## Vision, Mission, Culture and Priorities (2016-2025)

**Vision:** To be the best place to raise a child and age successfully.

**Mission:** To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

### **Culture:**

#### Collective Ownership

We cooperate and collaborate; we support teamwork and breaking down silos. We build relationships across departments and divisions to achieve our objectives and bring the ideas of others forward. Each and all of us understand that what we do affects the work of others and the results we achieve. We are one City with one vision and one mission, serving our citizens and stakeholders.

#### Steadfast Integrity

We build trust and demonstrate integrity in our work. We are direct and truthful individuals, accountable for doing what is right. We can be trusted to perform in an accountable and respectful manner.

#### Courageous Change

We embrace innovation, creativity and risk taking. We support, discuss and proceed with innovative ideas and actions to continuously improve our service delivery. We make evidence-based recommendations.

#### Sensational Service

We are passionate about customer service and service delivery excellence. We take a citizen-centred approach to providing exceptional service in a timely and responsive manner. We communicate in an open and transparent manner, especially when mistakes occur. We take pride in our work as public servants, serving our community. Performance measurement is a cornerstone to our service delivery.

## Engaged Empowered Employees

We invest in our employees, support and empower them to improve performance and be accountable for results. We communicate clear purpose and direction, build relationships through ongoing communication, regularly invite input and feedback, and treat employees equitably. We create a work environment where there is continual development, respect and recognition. Our employees are trusted, inspired to do their best work, and would not hesitate to recommend the City of Hamilton as a great place to work.

## Priorities

- **Community Engagement & Participation:** Hamilton has an open, transparent and accessible approach to City government that engages with and empower all citizens to be involved in their community.
- **Economic Prosperity & Growth:** Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.
- **Healthy & Safe Communities:** Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.
- **Clean & Green Hamilton:** is environmentally sustainable with a healthy balance of natural and urban spaces.
- **Built Environment & Infrastructure:** Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.
- **Culture & Diversity:** Hamilton is a thriving, vibrant place for arts, culture, and heritage where diversity and inclusivity are embraced and celebrated.
- **Our People & Performance:** Hamiltonians have a high level of trust and confidence in their City government.

## Multi-year Accessibility Plan

There are six strategic goals outlined in the multi-year plan, demonstrating the City's commitment to fulfilling the requirements of the AODA, 2005, Customer Service Standard and Integrated Accessibility Standards Regulation. Each strategic goal addresses a key aspect of how we are designing, delivering and implementing policies, programs, services, resources and opportunities to persons with disabilities in an equitable manner that respects their dignity and independence, as well as takes into account the person's disability.



## Strategic Goals

Strategic Goal One: The City of Hamilton is committed to ensuring that persons with disabilities receive equitable, inclusive and accessible customer service that meets their needs when accessing and utilizing City's services, programs, resources and opportunities.

Strategic Goal Two: The City of Hamilton is committed to ensuring that persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessment, selection and hiring process and when they are seeking advancement opportunities as employees.

Strategic Goal Three: The City of Hamilton is committed to ensuring that information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.

Strategic Goal Four: The City of Hamilton is committed to ensuring that persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and the Accessible Transit System (ATS) including DARTS.

Strategic Goal Five: The City of Hamilton is committed to ensuring that City facilities and open spaces are fully accessible and/or will provide accessibility measures to meet the needs of persons with disabilities when accessing programs, services, resources and opportunities.

Strategic Goal Six: Through training and experiential learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public as well as when procuring or acquiring goods, services or facilities.

The City's compliance activities under each of these strategic goals are outlined below.

### **Strategic Goal One**

Persons with disabilities receive equitable, inclusive and accessible customer service that meets their needs when accessing and utilizing City's services, programs, resources and opportunities.

## Integrated Accessibility Standards Regulation Requirements (Sections 3, 4, 41, 42, 43)

### **3. Establishment of accessibility policies**

The City of Hamilton continues to implement current accessibility policies, practices and procedures. The City has developed several accessibility related policies including the following:

- Assistive Devices Policy
- Communication Policy
- Disruption Notice Policy
- Service Animals Policy
- Support Persons for Persons with Disabilities Policy
- Resident and Visitor Feedback Complaint Policy
- Training Policy, and;
- Clear, Accessible and Large Print Guidelines.

The above noted policies can be found at the following website:

<https://www.hamilton.ca/government-information/accessibility-services/accessibility-standards>

The City of Hamilton has developed a Statement of Commitment to meet the accessibility needs of persons with disabilities.

The above noted statement can be found at the following website:

<https://www.hamilton.ca/government-information/accessibility-services/accessibility-standards>

All documents describing policies, practices and procedures are available to the public upon request.

## Customer Service Standards Regulation Requirements (Sections 80.46 80.47,80.48, 80.50)

### **80.46. Establishment of policies**

There were no changes or modifications to the City of Hamilton accessibility policies, practices and procedures.

#### **80.47. Use of Service Animals and Support Persons**

Staff continue to utilise the “Service Animals Policy” and the “Support Persons for Persons with Disabilities” policies across departments.

The City of Hamilton welcomes and provides equitable access for persons with disabilities accompanied by a guide dog or service animal to all facilities and City premises. Persons with disabilities are permitted to enter any City facility with their service animals and are permitted to keep their animal with them, unless the animal is excluded by law from the premise. In addition, the City is committed to ensuring equitable access to all goods, services, programs and opportunities for persons with disabilities, who are accompanied by support persons.

#### **80.48. Notice of Temporary Disruptions**

The City has an established “Disruption Notice Policy,” and departments adhere to the outlined procedures when dealing with temporary disruptions. Signage is posted in large print to notify the public and employees and additional communication is made available via email, web content or telephone. Accommodation is also made to meet and provide services to individuals with disabilities in an accessible area, or at alternate service locations.

Human Resources has an “Inclement Weather Policy” which provides more clarity with regard to roles and responsibilities when there are disruptions to service based on weather events. The link to the policy can be found at the following website address:

<http://www2.hamilton.ca/NR/rdonlyres/6C606C3C-A833-4B70-85BF-DF3ED03FD19B/0/InclementWeatherPolicyFinal.pdf>

#### **80.50. Feedback**

The Resident and Feedback Complaints Policy documents are available to the public at City service counters and on the City’s website, in alternate formats upon request.

Persons with disabilities can provide their feedback in various forms including telephone, writing, texting, e-mail, CD, etcetera. Managers are required to resolve any accessibility issues in an expeditious manner and can also consult with the Diversity and Inclusion Office to ensure compliance with the AODA.

#### **80.51. Format of documents**

Staff continue to implement the City’s Clear, Accessible and Large Print Guidelines when communicating or providing information to the public and persons with disabilities. Staff utilize a variety of accessible formats and communication supports to ensure

adequate and accessible delivery of programs and services to persons with disabilities. Documents and information are available (upon request) in multiple, alternate formats including Braille, large print, magnifiers, closed captioning for meetings upon request.

An Accessibility Clause is also included in promotional materials, flyers, event notices and public information session announcements. To ensure accessible public promotional material development, AODA guidelines are considered and included as part of the design.

#### **4. Accessibility Plans**

The City of Hamilton's Multi-year Accessibility Plan was presented to the Advisory Committee for Persons with Disabilities at their meetings in October 2020 and February 2021. The Diversity and Inclusion Office continues to monitor departmental implementation of the AODA, 2005 and regulation requirements across the organization, as well as provide accessibility training, information and support to staff. The accessibility plan is available on the City's website and provided to the public in multiple, alternate formats, upon request.

#### **4.1. Accessibility Plans, Conventional Transportation Services**

Hamilton Street Railway Transit (Transit) has a feedback process in place for managing, evaluating and taking action on customer feedback. A Customer Feedback form is made available in various public serving locations and alternate formats, upon request.

Transit has an existing customer contacts system in place for both conventional (HSR) and specialized (DARTS and Taxi Scrip) transit. Customer contacts include the following: complaints, commendations, requests and suggestions.

Members of the public including passengers have been informed of the availability of customer feedback for transit which is offered through various communication methods including in-person (i.e. customer service counter – ATS & GO Station), telephone, City website (transit section), e-mail and printed media (i.e. Passenger Service Bulletins such as "Bus News"). Transit staff annually hold at least one public meeting (usually during the fall) involving persons with disabilities to ensure that they have an opportunity to review and provide feedback on the City's accessibility plan (i.e. compliance with AODA Transportation Standards).

Transit staff have consulted with the Transportation Working Group (a working group under the Advisory Committee for Persons with Disabilities) to gather feedback on the following items over the past 12 months:

- Annual accessibility public event:
- COVID-related service adjustments

- On-board annunciator issues
- (Re) envision the HSR
- Transit draft guiding principles
- PRESTO on DARTS
- ATS Eligibility Audit Recommendations report.

In 2021, Transit implemented a virtual option for the AODA-mandated annual accessibility information event, with options for online and analog (comment cards, phone calls) engagement, and closed captioning and ASL interpretation of video presentation.

#### **42. Accessibility Plans, Specialized Transportation Services**

Transit staff prepare annual Performance Reports for specialized transit service (Accessible Transportation Services) which provides detailed statistics (i.e. number of trips: accommodated, cancelled, no shows, late), this information assists staff to ensure that there is sufficient service capacity available in the future which can reduce wait times for specialized transit service. Also, Transit staff annually forecast/plan for the appropriate budget requirements in order to accommodate anticipated trip demand for specialized transit.

#### **43. Accessibility Plans, Conventional and Specialized Transportation Services**

Both the City's conventional transportation service provider and specialized transportation service provider have policies and procedures in effect regarding accessibility equipment failure, as follows:

Conventional (HSR) & Specialized (DARTS) – operator notifies dispatch immediately regarding accessibility equipment failure and as a result, a replacement vehicle is dispatched to replace the vehicle with the equipment failure while on-route; if there are passengers onboard the vehicle then they would transfer to the replacement vehicle; the vehicle with the equipment failure is brought back to the transit terminal where a work order is issued to repair the accessibility equipment.

### **Strategic Goal Two**

Persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessment, selection and hiring process and when they are seeking advancement opportunities as employees.

# Integrated Accessibility Standards Regulation Requirements

(Sections 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32):

## **22. Recruitment, General**

Human Resources has established policies and procedures to accommodate and support candidates throughout the recruitment process. Employees and the public are notified about the availability of accommodation during the recruitment process. The following language is included on the City of Hamilton website under Jobs at the City:

“Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.”  
(<https://www.hamilton.ca/jobs-city/current-opportunities/applying-job>)

The information outlined below is included in each job posting:

“The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.”

## **23. Recruitment, Assessment or Selection Process**

Applicants are notified about the availability of accommodation when selected to participate in an assessment or selection process.

## **24. Notice to Successful Applicants**

Human Resources’ standard employment offer letter to successful applicants includes the following wording:

“Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free

employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements”.

The standard employment offer letter can be provided in alternate formats, upon request. Successful applicants are informed by managers of policies for accommodating employees with disabilities during the on-boarding process. This is often done in person as part of department and program specific orientation in conjunction with the City’s accommodation policy and procedure.

## **25. Informing Employees of Supports**

Managers inform employees of supports during the on-boarding process. This is often done in person as part of department and program specific orientation. Staff are reminded of supports on an ongoing basis through one-on-one meetings with managers and department-wide mail.

For current employees, Return to Work Services discusses job accommodation with employees when they have an absence and/or require/request accommodation. Brochures have been developed and are provided to employees regarding Short Term Disability, WSIB absences and on what will happen when an employee has a permanent medical restriction requiring accommodation.

## **26. Accessible Formats and Communication Supports**

Accessible formats and communication supports for employees are facilitated by the City’s Return to Work Services and they are involved in all employee requests for accessible formats and communication supports related to performing their job duties. Human Resources division staff consult with employees with disabilities to determine the type and suitability of accessible formats and communication supports when a request has been made. Return to Work Services, will also respond to and/or make inquiries based on information received from the employee, treating practitioners or workplace. When it is identified that accessible formats are required (e.g., double monitors, word recognition software), the accommodation requirements are met, in compliance with the AODA requirements.

## **27. Workplace Emergency Response Information**

Individualized plans are developed for employees with disabilities in accordance with AODA legislative requirements.

Managers complete all relevant forms for employees who have a disability and these are done on a case-by-case basis based on the disability and are tailored to the needs of the employee. Individualized workplace emergency response plan information is available on the City's intranet site for staff to access, as needed. Departments conduct regular fire drills to remind employees of workplace emergency response procedures and the need to complete individualized workplace emergency response forms for all employees with a disability.

### **28. Documented Individual Accommodation Plans**

The City has a Work Accommodations Procedure which guides this practice. There have been no updates with respect to the implementation of individual accommodation plans.

### **29. Return to Work Process**

The City has an Employment Accommodation Policy which outlines the steps the employer will take to support the return to work process for employees.

### **30. Performance Management**

The City of Hamilton has a Performance Accountability and Development program.

All information related to Performance Management Accountability and Development is available internally on the City of Hamilton's intranet site.

### **31. Career Development and Advancement**

As part of the Performance Accountability & Development (PAD) program, employees are expected to identify short-term and long-term employee career goals as well as development goals. Human Resources is committed to applying a broad equity, Diversity and Inclusion Framework in all its processes and practices.

Human Resources has made efforts to ensure access to resources for all City of Hamilton employees. This has included procuring a Learning Management System and enabling content for all employees to ensure equitable access to learning and development to support career advancement.



## **32. Redeployment**

Employees have been permanently accommodated and/or provided with temporary accommodations. Individual accommodation plans have been developed and/or modified in all cases as needed or required. Accessibility needs are taken into consideration and accommodated in employees' new job functions through the return to work process.

## **Strategic Goal Three**

Information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.

## **Integrated Accessibility Standards Regulation Requirements**

(Sections 5, 6, 11, 12, 13, 14):

### **5. Procuring or Acquiring Goods, Services or Facilities**

The City of Hamilton adheres to existing corporate procurement processes to secure goods, services or facilities. Accessibility considerations are outlined in the purchasing document including what vendors need to have in place before undertaking work with the City. In addition, all vendors are required to complete the AODA, 2005 Customer Service Training.

### **6. Self-service kiosks:**

There have been no new self-service kiosks installed in the past 12 months.

### **11. Feedback**

The City has a feedback process and corresponding policy in place. The Resident and Visitor Feedback Complaints Policy documents are available to the public at City service counters and on the City's website and is available in alternate formats, upon request. Persons with disabilities can provide their feedback in various formats including telephone, writing, texting, e-mail, CD.

Several departments have additional methods for collecting feedback including the following:

- Communications has a formal feedback process in place. The public can make feedback inquiries via email:
  - Concerns respecting the website by email at [webrequest@hamilton.ca](mailto:webrequest@hamilton.ca);

- general inquiries to the City of Hamilton by email at [askCITY@hamilton.ca](mailto:askCITY@hamilton.ca); or
- through departmental contacts
- City Housing Hamilton has a feedback process standard operating process SOP and form. Currently completing tenant engagement (July) to review this process and form. We will be populating new form and SOP on our website by end of September.
- Any inquires/feedback/complaints that are received through the Contact Centre are directed to the applicable division for response.

## **12. Accessible formats and communication supports**

Staff continue to implement the City's Clear, Accessible and Large Print Guidelines when communicating or providing information to the public and persons with disabilities. Staff utilize a variety of accessible formats and communication supports to ensure adequate and accessible delivery of programs and services to persons with disabilities. Documents and information are available in alternate formats including Braille, large print, magnifiers, closed captioning for meetings, upon request.

The Office of the City Clerk fulfills request for Braille document and large print on ongoing basis as requested.

The Council and Committee meetings that are held in the Council Chamber are livestreamed with closed captioning through an encoder that is dedicated to that room. The Office of the City Clerk has recently subscribed to closed captioning for the livestreamed meetings from Room 264 as well.

The Office of the City Clerk has also purchased a third encoder to for the virtual / hybrid meetings of the Advisory Committees which are currently only available through YouTube without closed captioning, will now be available on the City's website and YouTube with closed captioning. The encoder is being installed and programmed September 2021 and we are hoping to have the meetings livestreamed and closed captioned in October 2021, following the training of the Staff Liaisons.

At the onset of COVID, with precautions in place (masks and social distancing), Clerks began offering Marriage Ceremonies outside, in order to meet AODA requirements, we ensured that the areas we chose to conduct the ceremonies were accessible.

## **13. Emergency procedure, plans or public safety information**

All public communication of emergency procedures, plans or public safety information is done in collaboration with Corporate Communications. Public safety communications are sent out during emergencies. All changes to internal emergency plans/procedures are communicated to staff directly affected by the changes.

In City Housing Hamilton, revisions were made to develop a new emergency response plan. The Plan has been approved by the senior leadership team and property managers. Staff training is anticipated to be completed by the end of 2021.

Communications & Strategic Initiatives was the prime lead in supporting the Emergency Operations Center and Public Health Services in communicating COVID-19 public safety information to staff and the general public through EOC Management Team, EOC Communications team and Hamilton Responds team.

#### **14. Accessible websites and web content**

Online resources are available to staff and the public and can be accessed using appropriate software accommodations. If other formats are requested or if online material does not work or display correctly, accessible print material is made available.

The Procurement and Risk Management Divisions within Corporate Services coordinates tax certificates and posts a message on the taxation website which states:

“Note: Alternate formats of this document are available, if required. Send requests to [taxsupport@hamilton.ca](mailto:taxsupport@hamilton.ca) and specify which format will be most suitable for your accessibility needs. Hard copies are also available to be mailed to a postal address” (<https://www.hamilton.ca/homeproperty-and-development/property-taxes/request-tax-certificate>).

The City is pursuing a contract to build a new site from scratch to be delivered April 2022 that specifically addresses outstanding accessibility errors. That work is currently in development with an external vendor.

“Bang the Table” vendor completed and submitted the Q4 2020 Accessibility Audit on [engagehamilton.ca](https://engagehamilton.ca) in March 2021. The report included recommendations for City-side fixes, including audit results, and readability score and identified areas requirement updates on the vendor/platform end. The vendor also conducts annual accessibility checks to ensure compliance with WCAG 2.1 AA standards and publicly posts their Voluntary Product Accessibility Template (VPAT) report.

In 2021, the Digital & Innovation Office performed an inventory audit of PDF and Word service forms that are currently posted online to be updated and converted to accessible, digital documents. A temporary full-time Digital Forms Developer role has been approved to perform this work. The hiring process is underway.

Our digital auditing tools give the current Hamilton.ca a 67% overall accessibility compliance rating and the site continues to be monitored and fixes prioritized to maintain and/or improve this score as we move to a new site in April 2022. Work is currently in development with an external vendor to ensure WCAG 2.0 compliance with the new site.

The Communications & Strategic Initiatives Section is currently drafting a corporate wide Digital Accessibility Policy that will ensure accessibility is built into the business practices for the City's maintenance of digital properties, publishing content and procurement of any new digital services/vendors. All-staff information session/training rollout is planned for early 2022 with full implementation to coincide with the City's new website launch April 2022.

In order to provide the required support for accessible websites, in June 2021 a new role - Manager, Web Strategy & User Experience - was created. This position is responsible for the development of web-related policy and procedures, including privacy and accessibility, and achieving corporate-wide compliance.

The Manager is the primary point of contact for third-party vendors who are hired and assist with the development and maintenance of the City's website and is responsible for the review of all third-party contributions made to the site (additional services, applications, portals etc.) to ensure compliance with privacy, accessibility and brand requirements. This role also provides strategic consultation corporate-wide around accessibility and consistent user experience to build public trust and confidence in the organization.

## **16. Training to educators**

All staff including trainers, resource developers and educators within each department are required to complete the AODA, 2005 Customer Service Awareness training.

## **Strategic Goal Four**

Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS).

## Integrated Accessibility Standards Regulation Requirements:

(Sections 34, 35, 37, 38, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 78, 79, 80)

### **34: Availability of Information on Accessibility Equipment**

Current information on accessibility equipment and features of vehicles, routes and services is available to the public through various methods such as follows: in-person (i.e. operator knowledge), DARTS website, printed material (DARTS policies); accessible formats are available upon request.

Specialized transit (DARTS) has measures in place (i.e. policies, procedures) to accommodate persons who rely on accessibility equipment if it fails to work; operators notify dispatch immediately regarding non-functioning accessibility equipment on vehicles. As a result, if accessibility equipment failure does occur, a replacement vehicle is dispatched to replace the vehicle with non-functioning equipment while on-route; if there are passengers onboard the vehicle then they would transfer to the replacement vehicle.

### **35. Non-functioning accessibility equipment**

If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable.

If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, staff shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and repair the equipment as soon as is practicable.

Any noted defects are reported during circle checks, on-road operations (Bad Order Cards) and monitored through routine scheduled maintenance.

HSR has measures in place to accommodate persons who rely on accessibility equipment if it fails to work; operators notify dispatch immediately regarding non-functioning accessibility equipment on vehicles. As a result, if accessibility equipment failure does occur, a replacement vehicle is dispatched to replace the vehicle with non-

functioning equipment while on-route. If there are passengers on board the vehicle, then they would transfer to the replacement vehicle.

The average timeframe for repairs is between 30 minutes to 2 hours.

### **37. Emergency Preparedness and Response Policies**

Transit operators are trained in the area of emergency preparedness and response that provide for the safety of persons with disabilities (i.e. safe evacuation of vehicle due to emergency situation). Related policies are available to the public in an accessible format, upon request

### **38. Fares, Support Person**

The City enforces a no-fare policy for support persons when accompanying a person with a disability.

No fare is charged to a support person who is accompanying a person with a disability when traveling on both conventional (HSR) and specialized (DARTS) transit.

Specialized (ATS-DARTS) - If a person with a disability requires a support person when traveling on specialized transit then there is no need for an ID Card as it will be identified at the time of trip booking, based on the passenger's information on file, that they require the assistance of a support person (in order to use specialized transit, a person must be eligible and registered to use this service – an attending health care professional would indicate on the application form that a support person is required).

### **39. Transition, existing contracts**

Conventional: No new vehicles were purchased over the past 12 months.

Specialized: New vehicle were purchased over the last 12 months and the existing contract was honoured as stipulated in the requirement.

All vehicles are leased and accessible vehicles are compliant

### **40. Transition, existing vehicles**

All current vehicles comply with AODA requirements.

### **44. General Responsibilities**

The City of Hamilton adheres to the requirements under this section.

### **45. Alternative accessible method of transportation**

Does not apply where specialized transit services are provided by a specialized transportation service provider in the same jurisdiction where the conventional transportation service provider provides transportation services.

#### **46. Fares**

The same fee is charged for both conventional and specialized transportation. Refer to City of Hamilton website (HSR & ATS webpages) for information on fare parity as follows: <https://www.hamilton.ca/hsr-bus-schedules-fares/fares/fares-and-photo-ids>

A temporary promotional transit fare special program was implemented in 2013, this allows passengers who require the use of a wheelchair, walker or scooter or have a CNIB card the option of paying the applicable fare or riding at no charge when using HSR.

#### **47. Transit Stops**

There is a policy/procedure in place where if the official bus stop is not accessible, then HSR operators will ensure that persons with disabilities can board or deboard (alight) the bus at the closest available safe location along the same transit route. Conventional transit (HSR) operators are trained to follow procedures to ensure the accommodation of persons with disabilities while boarding or deboarding (alighting) the bus at the closest safe location – operators would either use their judgment to determine a safe stop or consult with the passenger regarding their preference in determining a safe location. If a bus stop is temporarily inaccessible or if a temporary barrier exists, the transit (HSR) operator would stop the bus at a safe location either before or after the stop. The operator would also promptly report this to dispatch. If a bus stop is temporarily inaccessible (i.e. due to construction), then a staff member of Transit Supervision or Transit Planning would relocate the stop to a safe location.

#### **48. Storage of Mobility Aids and Mobility Assistive Device**

No fee is charged on conventional transportation for the storage of a mobility aid or mobility assistive device.

#### **49. Priority Seating**

Conventional transit (HSR) has both Priority and Courtesy seating on board all vehicles. Priority seating is for persons with disabilities, while Courtesy seating is for those persons who require a seat on board the vehicle, such as; seniors, expectant mothers and persons with young children. Signage for Priority and Courtesy seating is posted on board all vehicles. Information regarding Priority and Courtesy seating has been posted and advertised through the City's Website and through printed publications, such as the HSR "Bus News".

Due to the COVID-19 pandemic, some Priority Seats (in NOVA buses) are currently blocked due to COVID restrictions to ensure social distancing measures for passengers.

#### **50. Service Disruptions**

HSR has a policy/procedure in effect wherein alternate accessible arrangements to transfer persons with disabilities to their route destination can be achieved and this information is communicated to persons with disabilities through various methods (i.e. printed bulletins, City (HSR) website).

#### **51. Pre-boarding Announcements**

Conventional transit (HSR) operators provide pre-boarding verbal announcements of the route, direction, destination or next major stop, upon request. Conventional transit (HSR) vehicles are equipped with features that provide electronic pre-boarding announcements.

If the system is not operating, the Operator makes announcements, if system doesn't work.

#### **52. On-Board Announcements**

Conventional transit (HSR) vehicles are equipped with features which provide automated verbal on-board announcements and electronic visual display of all destination points or stops while the vehicle is being operated on route. If this system is inoperable, then operators will provide manual verbal announcements of all destination points or stops.

#### **53. Grab Bars, Handholds, Handrails, Stanchions**

All conventional transit (HSR) vehicles (buses) are equipped with grab bars, handholds, handrails or stanchions, as required.

#### **54. Floors and carpeted surfaces**

Conventional transit (HSR) vehicles have floors that produce a minimal glare and are slip resistant.

#### **55. Allocated Mobility Aid Spaces**

Conventional transit (HSR) vehicles have a minimum of two (2) allocated mobility spaces which include an appropriate securement system (seatbelt in each space)

#### **56. Stop Request and Emergency Response Controls**

Conventional transit (HSR) vehicles are designed to include accessible stop request features and emergency response controls.



## **57. Lighting features**

Conventional transportation vehicles are equipped with lights above or beside passenger access doors and are constantly lit when the door is open.

## **58. Signage**

Conventional transportation vehicles (HSR buses) currently display the route or direction of the transportation vehicle or its destination or next major stop.

## **59. Lifting Devices, Ramps or Portable Bridge Plates**

Conventional transportation vehicles (HSR buses) are equipped with lifting devices or ramps.

## **60. Steps**

Conventional transportation vehicles (HSR buses) are equipped with ramps or lifting devices that are in compliance with the regulation requirements (i.e. equipped with visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm).60(1)

The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle. Conventional transportation vehicles (HSR buses) are equipped with steps that are slip resistant and produce minimal glare.

## **61. Indicators and Alarms**

Conventional transportation vehicles (HSR buses) are equipped with ramps or lifting devices that are in compliance with the regulation requirements (i.e. equipped with visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm).

## **62. Accessibility, rail cars**

Not applicable

## **63. Categories of Eligibility**

A new eligibility policy and registration process for specialized transit service (ATS) was implemented on Nov. 1/12. This policy includes various categories of eligibility, such as: Unconditional, Conditional and Temporary. This policy complies with the requirements of Section 63.

## **64. Eligibility Application Process**

A new eligibility policy and registration process for specialized transit service was implemented on Nov. 1/12. This includes an application process which complies with the requirements of Section 64.

### **65. Emergency or Compassionate Grounds**

The eligibility policy and registration process for specialized transit service (ATS) includes procedures respecting the provision of temporary specialized transportation services, where the services are required because of an emergency or on compassionate grounds.

### **66. Fare parity**

Fare parity was implemented in 2013 wherein the same fare structure and same fare payment options were made available for conventional transportation services and specialized transportation services.

Both conventional and specialized transportation accept PRESTO and cash fares. Legacy media (paper ticket and passes) for the general public has been removed. Specialized customers now have a two-hour transfer window when paying with PRESTO.

### **67. Visitors**

Specialized transit (DARTS Transportation) offered through ATS is available to visitors who are eligible for specialized transit in their home jurisdiction or who meet the eligibility requirements for ATS.

Visitors travel on ATS using the same fare system as HSR (Conventional transit), according to fare parity, including the ability to transfer at no cost to ATS (DARTS) from Burlington specialized transit.

In 2020 a total of 1914 applications were processed, 57 were for visitors.

### **68. Origin to Destination Services**

Specialized transit (DARTS Transportation) offers origin to destination services within the entire service area (City of Hamilton) – this takes into account the abilities of all passengers and accommodates their abilities. For example, if a passenger is designated as “Do Not Leave Unattended” then DARTS will transport the passenger independently from their origin to destination, and the driver will “hand-off” the passenger to the caregiver or program staff at their destination.

### **69. Co-ordinated Services**

Specialized transit (DARTS Transportation) has a designated transfer point in the City of Burlington (Joseph Brant Hospital) and provides connections with Burlington's specialized transit provider (Handi-van). DARTS also provides transportation for their passengers to/from other locations in Burlington, such as Burlington and Aldershot GO stations. All of these locations in Burlington are accessible (Burlington is only contiguous urban area with City of Hamilton).

Starting in 2020 an adjustment was made to move Joseph Brant Hospital transfer point to Burlington GO station during COVID-19 pandemic (starting in 2020), as visitors are not allowed at Joseph Brant due to COVID precautions.

## **70. Hours of Service**

Specialized transit (DARTS) offers the same hours and days of service as conventional transit (HSR).

## **71. Booking**

Specialized transit (DARTS) provides same day service to extent available.

## **72. Trip restrictions**

Specialized transit (DARTS) does not restrict the number of trips that a person with a disability may request nor is there any policy or operational practice that limits the availability of service.

## **73. Service delays**

DARTS staff utilize various technology which is available in their scheduling and dispatching system (i.e. Mobile Data Terminals (MDT) in vehicles) in order to reduce the impact of service delays (i.e. real-time data is utilized to adjust schedules and re-route vehicles if required). The various technology includes the use of Twitter, Telephone system updates, Where is my ride updates, next bus updates.

In order to reduce service delays, telephone system upgrades and driver tablet upgrades have occurred.

## **74. Companions and children**

Persons with disabilities are allowed to travel with their companions and/or caregivers on specialized transportation (DARTS).

Additional COVID-related HSR service adjustments affecting accessibility in 2020:

In 2020 due to the COVID-10 pandemic, the actions below were taken which have had a direct impact on the accessibility of the fleet.

Effective April 3, 2020: Capacity is reduced on the fleet (10 people max on a 40 ft bus and 15 people max on a 60 ft articulated bus) Furthermore, capacity for those with a wheelchair or scooter on either the 40 ft or 60 ft bus is also reduced to a max of 1. All customers (including those with a PMD) must now enter and exit through the rear door only. Those with a PMD who require assistance must be accompanied by a companion in order to operate the rear door ramp for boarding and alighting (operator provides verbal instruction to the companion if the operator is unable to manually operate the ramp from the driver's area)

Effective April 4, 2020: DARTS provides bus-stop to bus-stop service for HSR customers using wheelchairs, scooters and CNIB cardholders in order to allow those traveling with a personal mobility device to travel without a companion if they so wish.

Effective July 1, 2020: Bio shields have been installed throughout the fleet in order to help protect the operators, and therefore front door boarding and exiting is permitted again for all customers.

Effective September 6, 2020: Total capacity is increased on the fleet to the equivalent of 100% seated capacity (meaning a seated/standing combination of 30 customers on a 40 ft bus and 50 customers on a 60 ft articulated bus). The limit of 1 wheelchair or scooter on either bus is removed and the capacity for those with a PMD returns to pre-COVID levels.

As of September 5, 2021, regular service levels resuming on most routes. Masks continue to be required on board as per municipal bylaw.

## **Duties of municipalities and taxicabs**

### **78. Duties of municipalities, general**

#### **Construction**

- 101 AODA compliant stop pads are being constructed in 2021.
- 69.7% of stop within Hamilton will be AODA compliant at end of 2021, up from 65.3% at the end of 2020.
- 28 new accessible bus shelters are being installed in 2021. The total number of accessible bus shelters by end of 2021 will be 719, up from 691 at end of 2020.

#### **Innovations**

- 28 bench/pole combos were installed in 2021 as a pilot initiative to test the feasibility of this type of hybrid amenity at stop locations with limited space within the right of way that prevents traditional amenity installation (e.g. benches, shelters).

- On demand transit will be introduced in Waterdown in September 2021, replacing conventional fixed route and fixed schedule service with a dynamically routed and upon request service solution. Existing accessible stops will remain in service as well as the introduction of many virtual stop locations to potentially reduce walking distances to service.

### **Consultation**

- ACPD was consulted during the design phase of bench/pole combos
- The Built Environment Working Group met with staff during bench/pole combo pilot phasing rollout
- ACPD consulted during the procurement phase of the on-demand service, and provided input on the accessibility features of the app that would be used
- Staff in Diversity and Inclusion section of the City Manager's office consulted prior to launch of on demand service related to the service delivery change

### **79. Duties of municipalities, accessible taxicab**

By-law staff routinely meets with the Advisory Committee for Persons with Disabilities regarding accessible taxicab service.

### **80. Duties of municipalities, taxicabs**

The City of Hamilton currently has 471 taxicabs licensed to operate in the City of Hamilton. All licensed taxicabs are issued taxi plates to be fixed to the rear bumper, with an expiry sticker. Mobile Licensing Officers inspect these vehicles at specific intervals and they are also inspected at random while on the road. If a vehicle is not in compliance with the by-law, the process is for it to be removed from service.

All service users are charged the same rates to access this service except for seniors who receive a discounted rate.

The City offers drivers a financial incentive to operate accessible vehicles and take the associated trips.

These requirements are outlined in The City of Hamilton Licensing Bylaw 07-170. Licensing Officers complete Semi-Annual and Annual Inspections as well as Roadside Enforcement Checks to monitor compliance.

## **Strategic Goal Five**

City facilities are fully accessible and or will provide accessibility measures to meet the needs of persons with disabilities when accessing program, services, resources and opportunities.

### **Integrated Accessibility Standards Regulation**

Sections 80.8, 80.9, 80.10, 80.11, 80.12, 80.13, 80.14, 80.15, 80.16, 80.17, 80.18, 80.19, 80.20, 80.21, 80.22, 80.23, 80.24, 80.25, 80.26, 80.27, 80.28, 80.29, 80.30, 80.31, 80.32, 80.33, 80.34, 80.35, 80.36, 80.37, 80.38, 80.39, 80.40, 80.42, 80.43, 80.44)

### **Recreational Trails and Beach Access Routes, General**

#### **80.8. Consultation, Recreational Trails**

Landscape Architecture Services (LAS) conducts consultations with the public for all projects. Additionally, LAS submits the workplan annually to Human Resource's Diversity and Inclusion Section for submission to the Advisory Committee for Persons with Disabilities for review and identification of projects of interest.

#### **80.9. Technical Requirements for Trails, General**

The following trails were constructed or redeveloped:

Heritage Green Trail Connection, Initiative 9-2, Ward 9 (2020 Construction). A continuous 3m wide limestone screenings trail connecting from Echo Valley Drive into Heritage Green Park with a running slope not steeper than 1:20 (5%) and a cross slope not steeper than 1:50 (2%).

Stone Church Road Trail, Ward 6 (2021 Construction completion). Construction of trail nearly complete 2021. A continuous 3 metre wide asphalt multi-use trail with a running slope not steeper than 1:20 (5%) and a cross slope not steeper than 1:50 (2%).

Churchill Park Phase 2 (2021 Construction). Construction of limestone screening paths around soccer pitch and current cricket pitch areas in north end of park with a running slope not steeper than 1:20 (5%) and a cross slope not steeper than 1:50 (2%).

## **80.10. Technical Requirements for Beach Access Routes, General**

The City added three Mobi Mats® to the existing mats to allow for greater accessibility of the space beside the lift bridge beach on Lake Ontario. These mats were added at the request of several residents who were using the existing mat entrance.

## **80.12. Boardwalks**

The City of Hamilton constructed new or redeveloped a recreational trail or beach access routes at Mount Hope Boardwalk – Mount Hope Park, Ward 11 (2021). The Mount Hope boardwalk is 2440 mm [96"] wide, consist of wooden planks laid in the opposite direction of the path of travel with no joints greater than 6 mm [1/4"], no changes in level greater than 6 mm [1/4"] and have a continuous 100mm [4"] raised edge (curb) on both sides.

Where there is a drop of 450 mm [18"] or greater, a 1370 mm [54"] high railing is provided.

## **80.13. Ramps**

There were no new ramps constructed or redeveloped.

## **80.16. Outdoor Public Use Eating Areas, Application**

There were no outdoor public use eating areas constructed or redeveloped.

## **80.17. Outdoor public use eating areas, general requirements**

Accessibility improvements were made to standard parks benches.

Custom arm rest hardware has been designed and ordered, to add to existing and newly fabricated standard benches. This new rest hardware is meant as an accessibility aid in the form of a single oversized armrest that provides a solid push point for those with mobility issues. 100 units are to be delivered and installed by the end of the year.

Accessibility improvements to standard picnic tables.

Increased accessibility for standard parks picnic tables. By shifting the planks and trimming them in a specific way parks has increased access to our standard picnic tables to increase access for those using mobility aids such as walkers and wheelchairs.

The Built Environment Working Group as well as the Seniors Advisory Committee were consulted on both projects.

## **Outdoor Play Spaces**

### **80.18(1). Outdoor play spaces, application**

The replacement of play structures follow the City standards for accessibility.

For replacements of play structures, projects follow the City standards for accessibility. Staff are investigating additional wheelchair swing opportunities in various wards.

### **80.19. Outdoor play spaces, consultation requirements**

LAS conducts consultations with the public for all projects. Additionally, LAS submits the workplan annually to Human Resource's Diversity and Inclusion Section for submission to the Advisory Committee for Persons with Disabilities for review and identification of projects of interest.

### **80.20. Outdoor Play Spaces, Accessibility in Design**

All of these playgrounds listed below feature a combination of ramps, transfer stations, and ground play elements that contribute to accessibility. All of the designs and companies that provide the play equipment comply to the AODA standards.

#### The following play spaces were constructed:

- Spencer Creek Estates Park (2020 construction)
- Confederation Beach Park (2020 construction)
- Melissa Tencredi Field (2020 construction)
- Waterford Park (2021 construction complete)
- Meadowlands Community Park (spray pad) (2021 construction)
- McQueston Urban Fitness Node (2021 construction)
- Upper Red Hill Park (2021 construction)
- Skinner Road Park (2021 construction)
- Valley Skate Park (2021 construction)
- Cline Park Redevelopment (2021 construction)
- Andrew Warburton Park (2021 construction)

#### The following play spaces were replaced:



- Hopkins Rotary Park
- Lisgar Park
- Golflinks #1 Park
- Mountview Park
- Shaver Estates Park
- Veevers Park
- Winona Park
- Eastwood Park (new rubber surface)
- Victoria Park
- Parkdale Park
- Rosedale School
- Ridgemount School

Accessible Bleachers were constructed at Mohawk Sports Park

Drinking Water Fountains: Including Water bottle filler and accessible bowl

- Churchill Park
- Haywood Park
- Dofasco Park
- Keith Park
- Beulah Park
- Rosedale School

## **Exterior Paths of Travel**

### **80.21 Exterior paths of travel, application**

Where exterior paths of travel are proposed as part of redevelopment requiring Building Permit (i.e. for the purposes of exiting a new building), a thorough review of the Ontario Building Code requirements are undertaken by the Building Division, in addition to any requirements as submitted to meet or exceed Ontario Building Code, such as AODA Design of Public Spaces Standards

Landscape Architectural Services incorporates AODA Design of Public Spaces Standards into the design of all of exterior paths of travel where environmentally possible. However since exterior paths of travel are defined as “sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience”, it is not typical for LAS to build these types of paths as our scope of work pertains to the construction/reconstruction of

parks and trails. On rare occasions the scope of a project contains a building such as a sports clubhouse/fieldhouse, washroom facility or a sidewalk within the ROW, in which case, we would provide feedback in the area of exterior paths of travel.

Mountain Brow Road Link 15-12, Ward 15 (2021):

A portion of Mountain Brow Road was closed and an asphalt walkway was constructed to provide pedestrian access into the newly built community.

Gage Park Walkways (2021):

While these do not technically fall into the 'paths of travel' category, this project includes paving with asphalt many of the main routes through Gage Park that are currently granular.

#### Parks & Cemeteries – Pathway Replacement

- Woolverton Park
- Eastwood Park
- Ancaster Heights Park (improved from gravel to asphalt surface)
- Morton Park
- Winona Park
- Union Cemetery
- Kitty Murray Park Driveway/Mailbox area
- Parkside Cemetery
- Mount Hamilton Cemetery
- Woodlands Cemetery
- Confederation Beach Park
- Waterfront Trail (Cootes Paradise)
- Ryckmans Park (connection to Aquasanta)
- Mapledene Park
- Bullock's Corners Park
- Albion Falls Pathway

Due to grading constraints, pathways were replaced like for like, none became non accessible as all were previously accessible but due to degraded condition are now renewed and easier to travel.

#### **80.22. Exterior paths of travel, general obligation**

Where exterior paths of travel are proposed as part of redevelopment requiring Building Permit (i.e. for the purposes of exiting a new building), a thorough review of the Ontario

Building Code requirements are undertaken by the Building Division, in addition to any requirements as submitted to meet or exceed Ontario Building Code, such as AODA Design of Public Spaces Standards

The following exterior paths of travel were constructed or retrofitted:

- Echovalley Drive at Stockbridge Gardens
- Sidewalk sections that did not meet Minimum Maintenance Standards across the City were replaced to match existing widths, and to OPSS and City standards

#### **80.23. Exterior paths of travel, technical requirements**

Exterior paths of travel were constructed across the City at various locations and met all technical requirements.

As per safety assessment completed by CIMA+ all pedestrian crossings identified for improvement at railway crossings have been made AODA compliant.

#### **80.24 Exterior paths of travel, ramps**

Project locations that included newly constructed or redeveloped ramps to barrier-free entrances are Hamilton Police Investigative Services Division, Beverly Community Center, Greensville Community Center/Library and Riverdale Child Care.

#### **80.25. Exterior paths of travel, stairs**

Handrails were added to stairs located at Captain Cornelius Park. Standard metal handrails added to existing concrete stairs

Project locations that included newly constructed or redeveloped ramps to barrier-free entrances are Hamilton Police ISD and Riverdale Child Care.

#### **80.26. Exterior paths of travel, curb ramps**

The City installed or replaced over 100 ramps in 2021 at numerous locations across the City.

- Cannon St & Wellington Ave- Bump-out and new AODA approaches in all quadrants Response (Transportation Engineering):
- Cannon St & Catharine St N – All new AODA pedestrian ramps (4 quadrants)
- Cannon St & John St N – All new AODA pedestrian ramps (4 quadrants)

#### **80.27. Exterior paths of travel, depressed curbs**

There were no depressed curbs (exterior paths of travel) constructed or retrofitted.

## **80.28. Exterior paths of travel, accessible pedestrian control signals**

The City of Hamilton has been installing accessible pedestrian signals at various intersections across the City since 2008. Traffic division staff consults with the Advisory Committee for Persons with Disabilities on an ongoing basis to discuss the list of proposed, pending and completed intersections.

The following locations have been fitted with AODA treatments in line with the RD-124 Integrated Accessibility Sidewalk/Urban Braille Guidelines as well as Pedestrian Push Buttons.

- Upper James St & Glanair Dr – Full Signal
- Airport Rd & KF Aerospact (400m W/O HWY 6 Ramp) – Midblock Pedestrian Signal (MPS)
- Charlton Ave & Park St S – Pedestrian Crossover (PXO)
- Wilson St & 150m E/O Sulphur Springs Rd – Pedestrian Crossover (PXO)
- Main St W & Cootes Dr Ramp – Pedestrian Crossover (PXO)
- Mohawk Rd & Moxley Dr – Intersection Pedestrian Signal (IPS)
- Hunter St & Catharine St – Full Signal modernization with AODA ramps (ES)
- Hunter St & John St – Full Signal modernization with AODA ramps (ES)
- Hunter St & Hughson St S – New Full Signal with AODA ramps (ES)
- Hunter St & James St S – Full Signal modernization with AODA ramps (ES)
- Hunter St & MacNab St S – Conversion of Intersection Pedestrian Signal (IPS) to a Full Signal with AODA ramps. (ES)
- Claremont Access & West 5<sup>th</sup> Ramp – New Midblock Pedestrian Signal (MPS) with AODA ramps
- Up. Wentworth St & East 24<sup>th</sup> – New Intersection Pedestrian Signal(IPS) with AODA ramps.
- Nisbet Blvd & Babcock – Pedestrian Crossover (PXO) with AODA ramps.
- Dundas St & Leavitt Blvd – New Full Signal with AODA ramps (DEV)
- Leavitt Blvd & 200m N/O Mt Brow Rd – Pedestrian Crossover (PXO) (DEV)
- Aeropark Blvd & Glanair Dr – New Full Signal with AODA ramps (DEV)
- North Service Rd & 105m S/O Lakeview Dr – New Intersection Pedestrian Signal (IPS)
- Rymal Rd & Up. Centennial Pkwy – Signal Reconstruction with AODA ramps (ES)
- HWY 56 & Dagleish Tr – New Full Signal with AODA ramps (ES)
- Rymal Rd & Fortions/Scotia Bank Ent – Full Signal with AODA ramps(ES)

Scheduled for 2021 completion (Projects in progress)

- Rymal Rd & Arrowhead Dr – New Full Signal with AODA ramps
- Stone Church Rd & Chesley St – New Intersection Pedestrian Signal (IPS) with AODA ramps.
- Wilson St & McClure/Portia Dr – Pedestrian Crossovers (PXO) with AODA ramps (Roundabout)
- Concession St & East 33<sup>rd</sup> – Pedestrian Crossover (PXO) with AODA ramps.
- Binbrook Rd & Great Oak Tr – Pedestrian Crossover (PXO) with AODA ramps.
- Jearseyville Rd & Taylor Rd – Pedestrian Crossover (PXO) with AODA ramps.
- Up James St & Queensdale Ave – New Full Signal with AODA ramps
- Up James St & Brucedale Ave – New Full Signal with AODA ramps
- Mt Brow Blvd & Ellsworth St – Pedestrian Crossover with AODA ramps
- Sherman Ave & Dunsmure Rd – New Intersection Pedestrian Signal (IPS) with AODA ramps
- Wentworth St & King William St – New Intersection Pedestrian Signal (IPS) with AODA ramps
- Wentworth St & 184m N/O Cannon St – New Midblock Pedestrian Signal (MPS) with AODA ramps.
- Barton St & Milton Ave – New Intersection Pedestrian Signal (IPS) with AODA ramps
- Van Wagners Beach Rd & 300m W/O Redhill Tr – New Pedestrian Crossover (PXO) with AODA ramps.
- Millen Rd & Shoreview PI – New Pedestrian Crossover (PXO) with AODA ramps.
- King Street E & Green Forest Dr – New Pedestrian Crossover (PXO) with AODA ramps
- King Street W & Paradise Road S – New Pedestrian Crossovers (PXO) with AODA ramps
- King St E & NB Kenilworth Ramp – New Midblock Pedestrian Signal (MPS) with AODA ramps
- Rymal Rd & Walmart Ent – New Midblock Pedestrian Signal (MPS) with AODA ramps (ES)
- Rymal Rd & Terryberry Rd/Whitedeer Rd – Full Signal modernization with AODA ramps

- Rymal Rd & RIO CAN (Shoppers Entrance) – New Full Signal with AODA ramps (ES)
- Rymal Rd & Second Rd W/Kingborough Dr – Full Signal modernization with AODA ramps (ES)
- Rymal Rd & Celestial Cres – New Midblock Pedestrian Signal (MPS) with AODA ramps (ES)
- Dundas St (HWY5) & Evans Rd/Skinner Rd – Full Signal Modernization with AODA ramps (DEV)
- King St & Bond St – Pedestrian Crossover with AODA ramps (ES)
- Bay St & Mulberry St – New Pedestrian Crossover (PXO) with AODA ramps (ES)
- Creekside Dr – Two (2) Speed Tables and Pedestrian Crossovers (PXO) with AODA ramps (DEV)

#### **80.29. Exterior paths of travel, rest areas**

There were no rest areas (exterior paths of travel) constructed or retrofitted.

#### **Accessible Parking**

#### **80.34. Types of accessible parking spaces**

The following locations had new parking spaces constructed or retrofitted:

- Bayfront Park Ops Building,
- 125 Barton,
- Confederation Park Phase 1 (signage pending Phase 2 & 3 construction)
- Hamilton Police ISD, Beverly Community Center
- Greenville Community Center /Library
- Riverdale Child Care.

Ongoing existing facility parking lot review for repainting (incorporates audit: quantity, size, access isles & dynamic symbol). City Staff adhere to the AODA Design of Public Spaces Standard as well as the City's Barrier-Free Design Guidelines, the higher level of accessibility is applied.

#### **80.35. Access aisles**

There were no new access aisles constructed or retrofitted.

#### **80.36. Minimum Number and Type of Accessible Parking Spaces**

The City meets the minimum parking spaces and accessible parking spaces requirements at all facilities. Where possible, additional accessible parking spaces are provided. Close, safe and direct distance for location considerations is always the applied approach when determining the accessible parking spaces to the accessible entrance.

#### **80.37. Signage**

Regulation signs are posted and symbols of accessibility are painted. The City of Hamilton has adopted the Dynamic Symbol of Access, for use in city-owned properties.

#### **80.39. On-Street Parking Spaces**

There were no new on-street parking spaces built.

### **Obtaining Services**

#### **80.41 Service Counters**

The following locations had service counters or waiting areas constructed or redeveloped:

- City of Hamilton Offices at 100 King (levels 2 & 10)
- 330 Wentworth Renovations
- Hamilton Police Investigative Services Division
- Housing Services Office expansion at 350 King
- Existing service counter within City Hall received upgrades to include plexiglass to aide in the health and safety efforts of COVID-19

#### **80.42. Fixed queuing guides**

There were no new fixed queuing guides constructed or redeveloped in the past 12 months.

#### **80.43. Waiting areas**

New waiting areas were constructed or redeveloped at the following location:  
Accessible service counters at 100 King (HR Section)

#### **80.44. Maintenance of accessible elements**

The City adheres to the same maintenance requirements of accessible elements as any other element in public spaces. In case of emergency or preventative maintenance, elements are repaired expeditiously by the City's building and maintenance section. Departments follow the corporate "Disruption Notice Policy" for dealing with temporary

disruptions when accessible elements are not in working order. Signage is posted in a conspicuous location in large print to notify the public and the location of the nearest alternate location of that service. The signs are posted on the front doors of the facility and in proximity to the area of the disruption.

CityHousing Hamilton operates a dedicated maintenance call centre and work orders are created and issued to our maintenance servicers or contractors.

## **Strategic Goal Six**

Through training and experiential learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public.

### **Integrated Accessibility Standards Regulation, Sections 7, 36 and 80.49**

#### **7. Training and 80.49. Training for Staff**

The current AODA, 2005 Integrated Accessibility Standards Training including Assistive Devices Training, AODA E-Learning Training, webinars and Accessible Customer Service Standard and Human Rights Training pertaining to persons with disabilities are provided to staff and volunteers on an ongoing basis. All new staff receive AODA Integrated Accessibility Standards Training during the orientation process. Staff and volunteers are required to complete refresher training every five years or when there are changes to the AODA policies and procedures.

#### **36. Accessibility Training under the Transportation Standard**

Transit staff have completed the required accessibility training; i.e. AODA Customer Service Standard Handbook, AODA Customer Service Awareness Training (e-learning). All staff have received customer service training/accessible service as part of the onboarding process.

#### **81. Compliance**

The City has submitted a compliance report as required every second year (i.e. 2013, 2015, 2017, 2019).

## **Conclusion**

The City of Hamilton is committed to supporting the goals the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. The City will work to identify, prevent and remove barriers throughout City spaces to ensure that our



employees, resident and visitors are able to access the City's goods, services and facilities.

The City's Multi-Year Accessibility Plan outlines how the City will maintain compliance with the legislative requirements and continue working towards being barrier-free.

The Multi-Year Accessibility Plan will be monitored by the Diversity and Inclusion Office in Human Resources. Annual status updates will be provided on the Multi-Year Accessibility Plan.

## Contact

For more information, to provide feedback or to request an alternate format of this document please contact:

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