



**THE REGIONAL MUNICIPALITY OF NIAGARA
ACCESSIBILITY ADVISORY COMMITTEE
AGENDA**

AAC 3-2020

Tuesday, September 1, 2020

1:30 p.m.

Meeting will be held by electronic participation only

Due to efforts to contain the spread of COVID-19 and to protect all individuals, there is no public access to Niagara Region Headquarters. If you are interested in viewing this meeting or would like to speak to an item listed on the agenda please contact the Office of the Regional Clerk at clerk@niagararegion.ca at least 24 hours prior to the meeting.

	Pages
1. <u>CALL TO ORDER</u>	
2. <u>DISCLOSURES OF PECUNIARY INTEREST</u>	
3. <u>PRESENTATIONS</u>	
3.1 <u>Niagara Region Transit On-Demand - Moving Transit Forward</u> Robert Salewytch, Program Manager, Transit Services	3 - 13
3.2 <u>Waste Collection Changes Beginning October 19, 2020</u> Sherri Tait, Program Manager, Waste Management	14 - 35
4. <u>DELEGATIONS</u>	
5. <u>ITEMS FOR CONSIDERATION</u>	
6. <u>CONSENT ITEMS FOR INFORMATION</u>	
6.1 <u>AAC 1-2020</u> Accessibility Advisory Committee Meeting Minutes - January 7, 2020	36 - 38
7. <u>OTHER BUSINESS</u>	
8. <u>NEXT MEETING</u> The next meeting will be held on Tuesday, October 6, 2020 at 1:30 p.m.	

9. ADJOURNMENT

If you require any accommodations for a disability in order to attend or participate in meetings or events, please contact the Accessibility Advisor at 905-980-6000 ext. 3252 (office), 289-929-8376 (cellphone) or accessibility@niagararegion.ca (email).

A network diagram background consisting of a series of interconnected nodes and lines, forming a complex web-like structure. The nodes are represented by small circles, and the lines are thin, connecting the nodes in a non-linear fashion. The background is dark gray, and the network diagram is composed of light gray lines and nodes.

MOVING TRANSIT FORWARD

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES

The Smartest New Way to Get Around West Niagara



**MOVING
TRANSIT
FORWARD**

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES



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Niagara Region

Innovative Partnership

- In partnership with our local area municipalities, Niagara Region Transit is launching this pilot project to provide accessible and affordable transit in West Niagara



**MOVING
TRANSIT
FORWARD**

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES



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Niagara Region

Via's Global Presence

Partnerships

120+

Countries

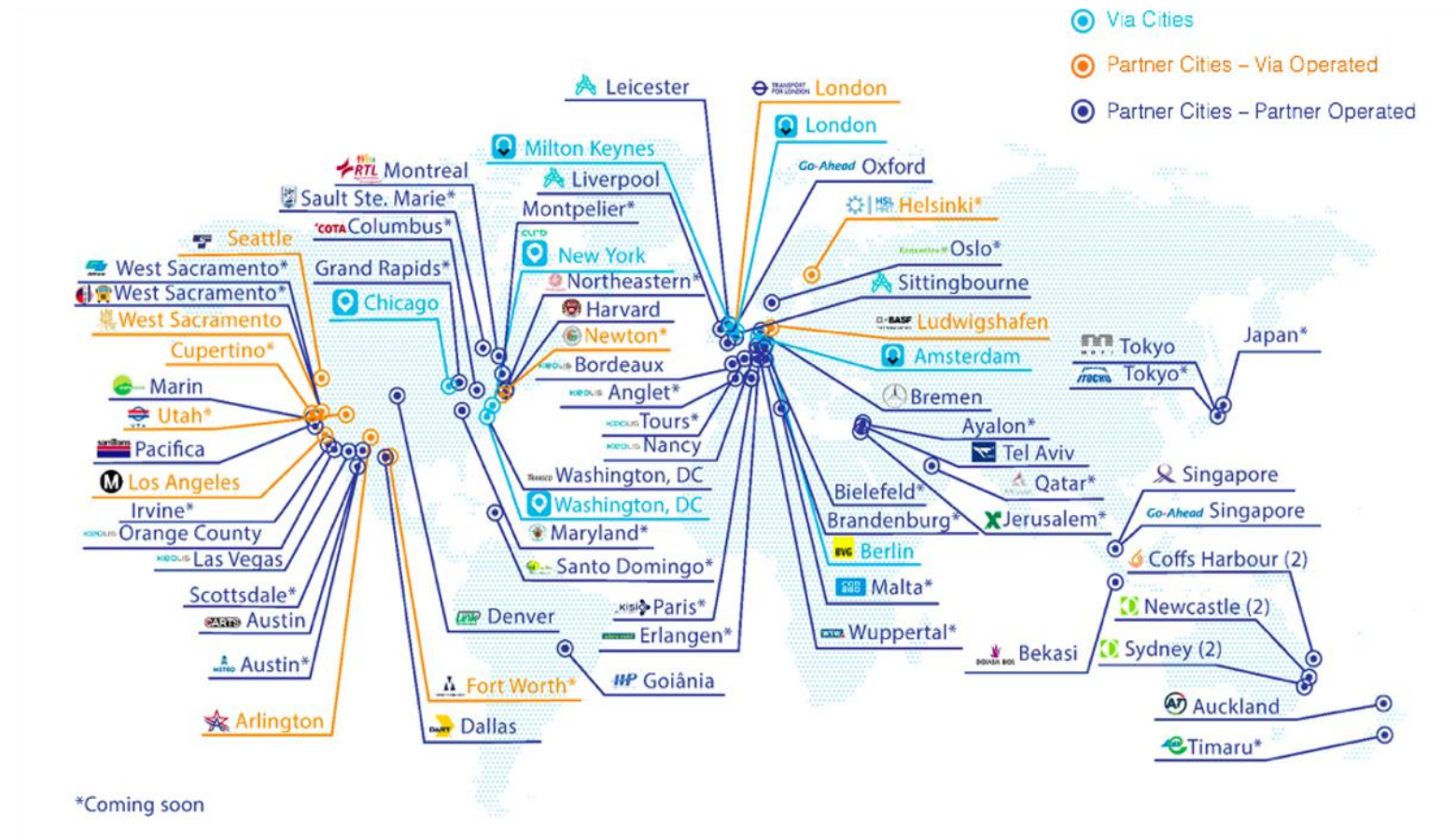
20+

Rides/Month

2m+

Engineers

350+

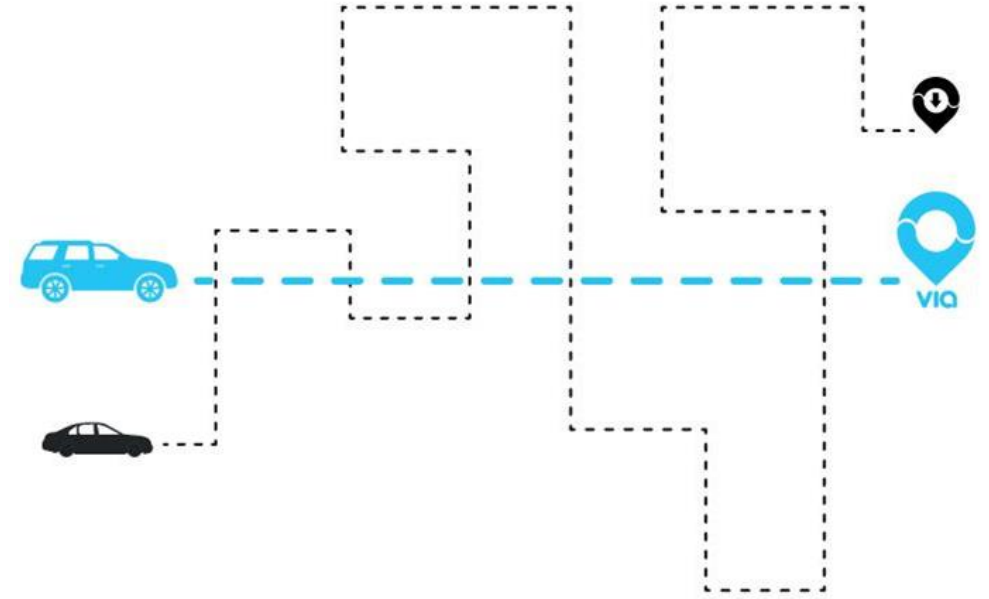


MOVING TRANSIT FORWARD

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES

Service Details

- Launch Date: **August 17th**
- Service Hours: 7 a.m. – 10 p.m.
 - Monday - Saturday
- Service Model
 - Shared ride service: multi-rider groupings for riders travelling in the same direction
 - Corner to corner – unless unsafe to do so



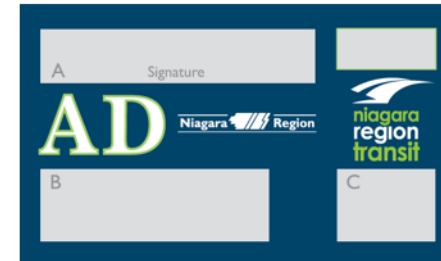
Service Details

• Fares

- \$3 local trips (Grimsby, Lincoln, Pelham)
- \$6 regional trips (Cross zones)

• Payment

- Credit card or pre-paid debit for in-app or over phone
- Pre-purchased tickets
- Transfer Passes accepted
- Drivers cannot accept payment
- Redeem PROMOCODE for free rides



	TRANSFER TICKET											
	MONTH: J F M A M J J A S O N D											
	DATE: 1 2 3 4 5 6 7 8 9 10 11 12											
	TIME: 7 AM 8 9 10 AM 11 AM NOON 1 2 PM 3 PM 4 5 6 PM 7 PM 8 9 10 PM											

MOVING
TRANSIT
FORWARD

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES



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Niagara Region

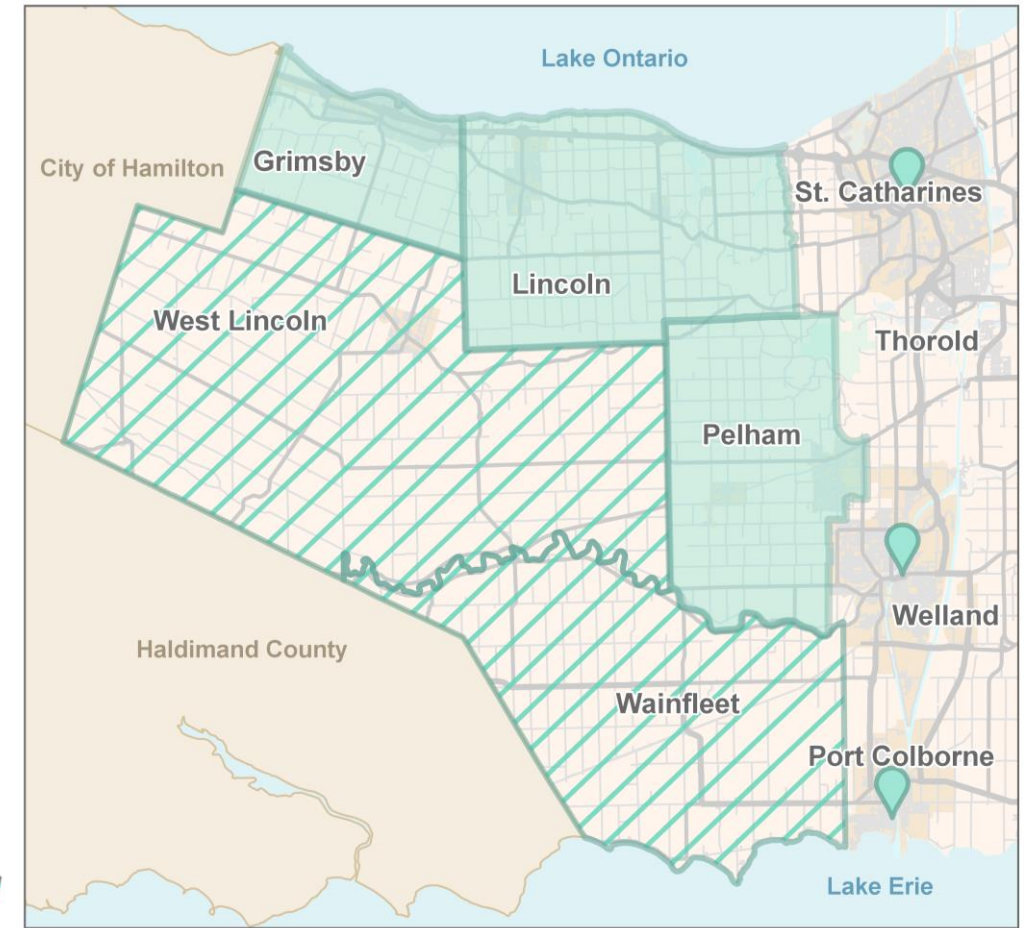
Service Details

- **Service Zone**

- NRT On Demand will only operate in these service zones
- Rides can either be:
 - WITHIN a green area
 - BETWEEN two green areas
 - BETWEEN a green area and a hatched area or nearest transit hub (notated by the marker)

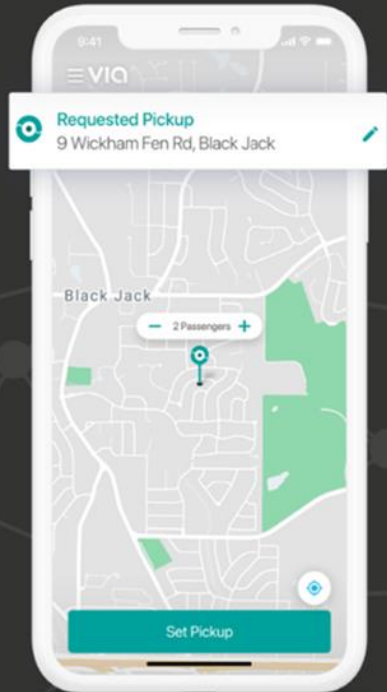
- **Vehicles**

- Vans: Toyota Siennas
- Wheelchair accessible
- Bicycle racks

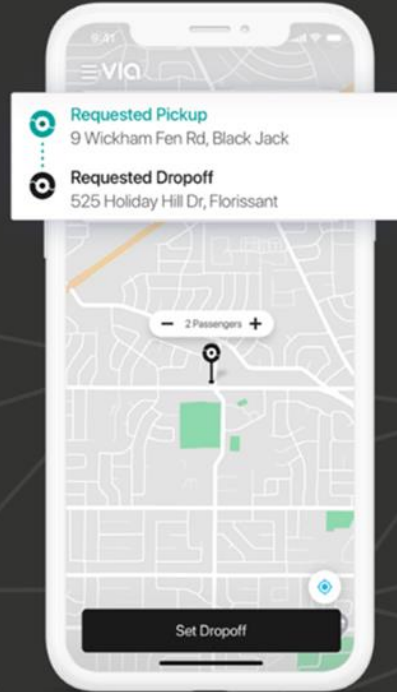


How to ride with NRT OnDemand

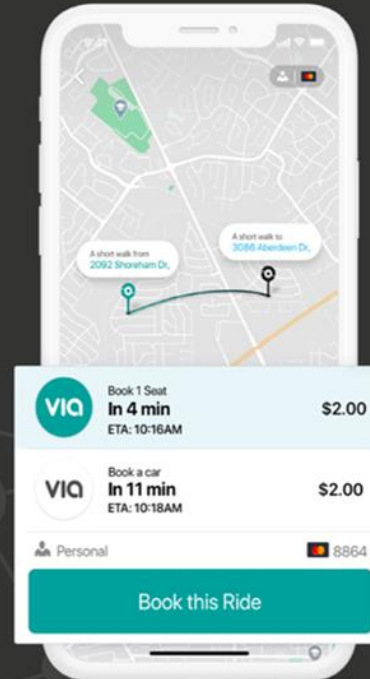
1 Enter your pickup address and press "Set Pickup." Hit the + sign if you want to bring friends along!



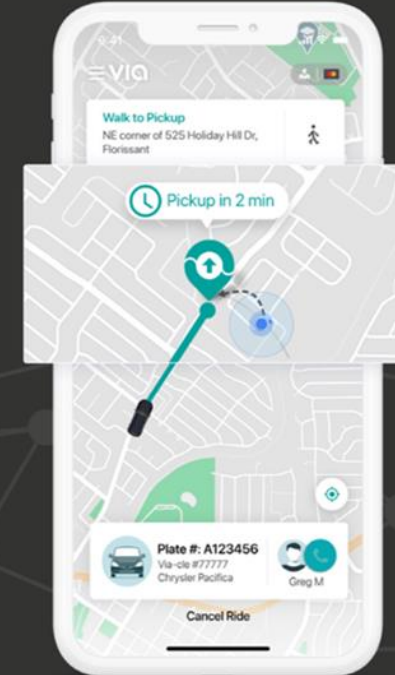
2 Enter your dropoff address and press "Set Dropoff."



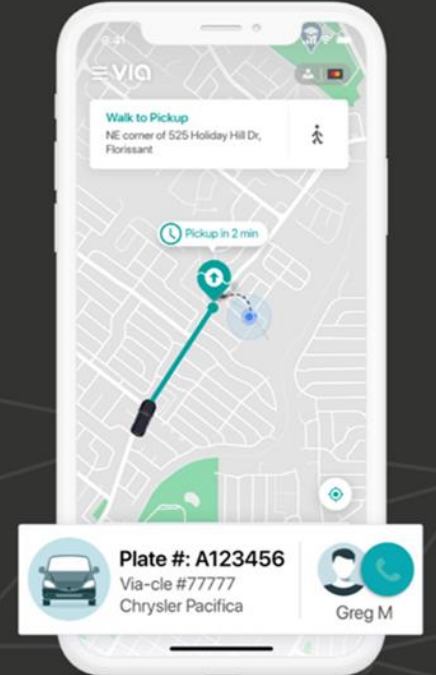
3 Choose the ride option that's best for you, then tap "Book this ride."



4 Follow the dotted line in the app to get to your exact pickup location, which may be a short walk.



5 We'll display your driver's name, vehicle model, and license plate number to help you locate your ride.



**MOVING
TRANSIT
FORWARD**

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES



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Niagara Region

Covid-19 Health and Safety Measures

- We are complying with guidelines from local and provincial authorities
- Here's what we're specifically implementing:
 - Safety Measures
 - Providing drivers with reusable face coverings
 - Vehicles are equipped with plastic barriers to separate drivers and riders
 - Multiple vehicle cleanings per week
 - Monitoring/Policy/Communications
 - In-app rider alerts for mask recommendations/requirements
 - Escalation protocol for riders and drivers who exhibit symptoms
- We will be taking additional measures as we learn more about COVID-19

Brand Ambassador Role

- Promotion of the service
 - Smart and Efficient
 - Affordable
 - Comfortable and Spacious
- Community Engagement
 - Visit local points of interest
 - Hand out flyers
 - Engage with residents and existing transit users
- User assistance
 - How to download the app
 - How to create a profile
 - How to book a ride

*“Have you used
NRT OnDemand?”*

*“Regional trips for \$6 when you
ride with NRT OnDemand!”*

*“Local trips for \$3 when you ride
with NRT OnDemand!”*

*“Have you heard about our new
service – NRT OnDemand?”*

Questions?

**MOVING
TRANSIT
FORWARD**

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES

13



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Niagara Region

Waste Collection Changes Beginning October 19, 2020

Accessibility Advisory Committee

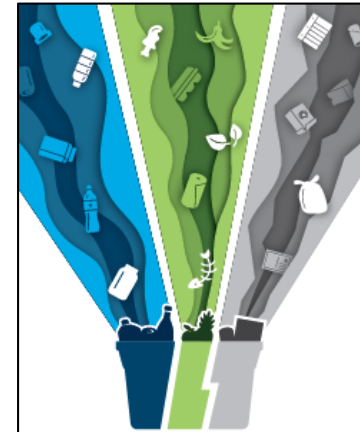
September 1, 2020

Overview

Waste collection service changes beginning with new collection contracts on October 19, 2020

Key Change:

For residents and those Industrial, Commercial and Institutional (IC&I) properties located outside the Designated Business Areas (DBAs), curbside garbage will be collected every-other-week. The Blue Box, Grey Box and Green Bin will continue to be collected every week.



Starting
October 19, 2020

**BLUE, GREEN,
GREY PICK-UP
EVERY WEEK
GARBAGE
PICK-UP
EVERY-
OTHER-WEEK**

Why switch to every-other-week collection for garbage?

- **Municipal Best Practice:** Approximately 70% of the Region's municipal comparators (i.e. Barrie, Durham, Halton, Markham, Ottawa, Toronto, Vaughan, Peel and Waterloo) provide every-other-week garbage collection
 - Residents have adapted to this change
- **Increase Waste Diversion:** Diversion rates increased between 6% and 16% for these municipal comparators
 - Waste audit results show that 64 per cent of what Niagara residents place in the garbage can be recycled or composted
 - The frequency of garbage collection is changing to encourage the use of the Blue/Grey Box and Green Bin

Why switch to every-other-week collection for garbage?

- **Contract Cost Avoidance:** Approximately \$1 million annually
- **Regional Landfill Capacity:** As volume of garbage decreases, landfill life increases
- **General Environmental Benefits:**
 - Reduction of organics landfilled results in less methane emissions, reducing the landfill carbon footprint for climate change reduction
 - Improved leachate quality lessens potential for environmental impact
 - Conservation of non-renewable resources
- **Other Financial Benefits:**
 - Long term cost reduction with care and control of landfill sites
 - Increased net processing revenue from the sale of more recyclables

Garbage container (bag/can) limit changes

Property Type	Current Limit WEEKLY	New Limit EVERY- OTHER-WEEK
Single-family houses and residential properties with 2-6 units	1 container per unit	2 containers per unit
Apartment buildings with more than 7 units	1 container per unit, max of 12 containers	2 containers per unit max of 24 containers
Mixed-Use Outside DBAs	6 containers per property	8 containers per property
IC&I Outside DBAs	4 containers per property	8 containers per property

Other service changes

Curbside Collection Change	Property Types Affected
Discontinuation of curbside collection of large appliances and scrap metals	<ul style="list-style-type: none">Single-family houses and residential properties with 2 -6 units, which currently receive this service
Establishment of a four (4) item limit per residential unit, per collection, for bulky/large household items	

Diaper and medical exemptions

- Diapers and medical waste generated as a result of a medical condition will continue to be collected weekly
- Residents must register at www.niagararegion.ca/waste in order to qualify for this service
 - Registration forms can be submitted [online](#)
- Those properties already registered in the program do not need to re-register for weekly collection service
- For new medical applications for the new contract start on Oct. 19, residents are encouraged to apply only if they are unable to keep waste within the two container garbage limit, and/or cannot hold on to the waste for a two week period

Diaper and medical exemptions

- Properties are eligible for the weekly medical waste exemption and will receive either 52 or 104 free garbage tags annually:
 - Single-family homes, properties with up to six (6) units, and homes for adults with disabilities that have individuals with a medical condition can receive either 52 or 104 free garbage tags annually, depending on the approval from their doctor
 - Group homes, homes for adults with disabilities, and homes for assisted living will receive 52 free medical waste garbage tags annually
- Set-out service for residents living with accessibility issues continues to be provided

Use of the Green Bin will minimize problems with odours and pests

- Niagara Region Waste Management staff have consulted with Niagara Region Public Health, Environmental Health staff:
 - It was concluded that if measures are taken to contain garbage, which includes properly sealing all bags with garbage in them, and ensuring all organics are placed in the proper organics container, it will inhibit the attraction of pests, including flies and rodents
- Experiences in other municipalities:
 - Every-other-week garbage collection did not contribute to increases in rodents, provided residents use their Green Bin and store their waste properly

Use of the Green Bin will minimize problems with odours and pests

- Place food waste and food soiled-paper products in the Green Bin, collected weekly, to remove the most odorous part of the garbage stream
- Simple steps to deter pests, such as rodents:
 - Keep the Green Bin container securely closed
 - Set out the Green Bin for collection every week, even if not full
 - Set out the Green Bin by 7am on collection day, not night before
 - Storing the Green Bin in a shaded, cool area
 - Lining the Green Bin with newspaper, etc. to absorb liquids



Public education campaign to raise awareness of the collection service changes



Starting October 19, 2020

CHANGES ARE COMING TO WASTE COLLECTION

Here's what you need to know:

You can still set out the same amount of garbage. Only the frequency of collection will be changing.

-  You will be able to set out two bags or cans of garbage every-other-week. Your Blue/Grey Box and Green Bin will continue to be collected every week.
-  Diapers and waste resulting from a medical condition will be collected weekly. *Register online starting July 6, 2020.*
-  There will be a four item limit for large household item collection per week per eligible residential property (single family homes and apartments with six units or less).
-  Appliances and scrap metal will no longer be collected at the curb. These items can be taken to a Niagara Region Drop-off Depot or you can contact a private scrap metal company for pick-up.

BOX IT. BIN IT. SORT IT.

We are making these changes to increase waste diversion, preserve landfill capacity, save valuable natural resources, and lessen our environmental impact for future generations. **We all need to do our share.**

To learn more, visit niagararegion.ca/waste
or call the **Waste Info-Line** Monday - Friday from 8 a.m. - 5 p.m.
at **905-356-4141** or toll-free at: **1-800-594-5542**
Watch the following for upcoming info:   



BOX IT. BIN IT. SORT IT.

Changes are coming to your waste pick-up.

Starting October 19, your waste will be picked up every other week. Your Blue/Grey Box and Green Bin will still be picked up every week.

We are making these changes to keep re-usable materials out of landfills - to save our valuable natural resources, save our climate and save money for future generations.

WE ALL NEED TO DO OUR SHARE. IT'S WORTH THE EFFORT!

#boxbinsort

Niagara Region

Overview of campaign implementation

- Campaign began in June and will continue until November 2020
- Currently in the mist of the Pre-Change Campaign – June to September 21, 2020
 - Focus is on educating the public about the upcoming changes and why the changes are being made, particularly through direct mail communication pieces to all residents and businesses in Niagara



Starting October 19, 2020

BLUE, GREEN, GREY EVERY WEEK GARBAGE PICK-UP EVERY-OTHER-WEEK

Niagara  Region

Overview of campaign implementation

- Media release to launch campaign on June 17, 2020
- Niagara Region's Waste Management webpage expanded to include the changes, rationale and benefits of the changes, details of how different sectors will be affected and a section on illegal dumping
- Posts on Facebook and Twitter accounts
- 162,535 postcards delivered to single-family households and low-rise residential properties with 2 or more units with information on the changes and information on diaper and medical exemptions

Overview of campaign implementation

- Editorials e.g. Niagara's Home Show Digital Magazine and advertisements e.g. Seniors Review, Business Link, digitally on Metroland Media, print in daily and weekly newspapers, etc.
- Due to COVID-19 restrictions, using unstaffed booths with banner displays and take-away postcards and limited staffed displays e.g. at public markets
- 16,411 direct letters sent to owners of IC&I properties, MU properties and MR buildings customized with a summary of the respective waste collection services, rationale and resources available to help prepare for those changes

Upcoming campaign activities

- Campaign activities will ramp up as the start date of the new collection contract approaches
- Formal launch of Niagara Region's online collection calendar, updated disposal search tool, and mobile application
 - Key new tactics to help address AAC concerns that individuals with cognitive/mental health issues will have difficulty remembering their garbage collection week/day

Collection calendar tool

- Residents will search for an address from Niagara Region's website, and use the calendar display to see waste collection day, limits and other details

Find Your Collection Day and Pick-up Details

Please type your home address:

× Search

128 Oakwood Street, Port Colborne


128 Oakdale Avenue, St. Catharines

128 Oakland Avenue, Welland

[Privacy](#) | [Terms of Service](#) | [Cookie Policy](#)

Powered by **R3Collect**

Just Moved In?

 [Garbage Bag Limit Exemptions](#)
Apply for diaper, daycare, medical,

Put your Items out by 7 a.m.
Items can be placed out the night before after 5 p.m.

Find Your Collection Day and Pick-up Details

128 Oakdale Avenue, St. Catharines
Garbage: 1 bag/can limit; \$2.50 for additional bag/can

🔔 Get a reminder! 📅 Get a calendar 🔍 Search for another address

September 2020

today < >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
			Garbage Blue/Grey Box Green Bin Leaf and Yard Waste			
6	7	8	9	10	11	12
			Garbage Blue/Grey Box Green Bin Leaf and Yard Waste			


Other calendar features


- Residents can sign up for reminders
- Educational information can be included as part of the reminders
- Service alerts will also be provided to residents who receive the automated notifications
- Metrics are available for Niagara Region


[< Back](#) **Get a reminder!**


How should we notify you?


Pick the reminder you'd like to receive. You can sign up for multiple reminders.

 Email >

 Phone Call >

 Embed in Outlook, Google Calendar, iCal >


 Print a Calendar >


 Service alerts only >


[< Back](#) **Add to Calendar**

Add to Calendar

Please choose the type of calendar application


 Add to Google Calendar

 Add to iCal

 Add to Microsoft Outlook

Print a Calendar

To print your calendar, please click the following

 Print a Calendar

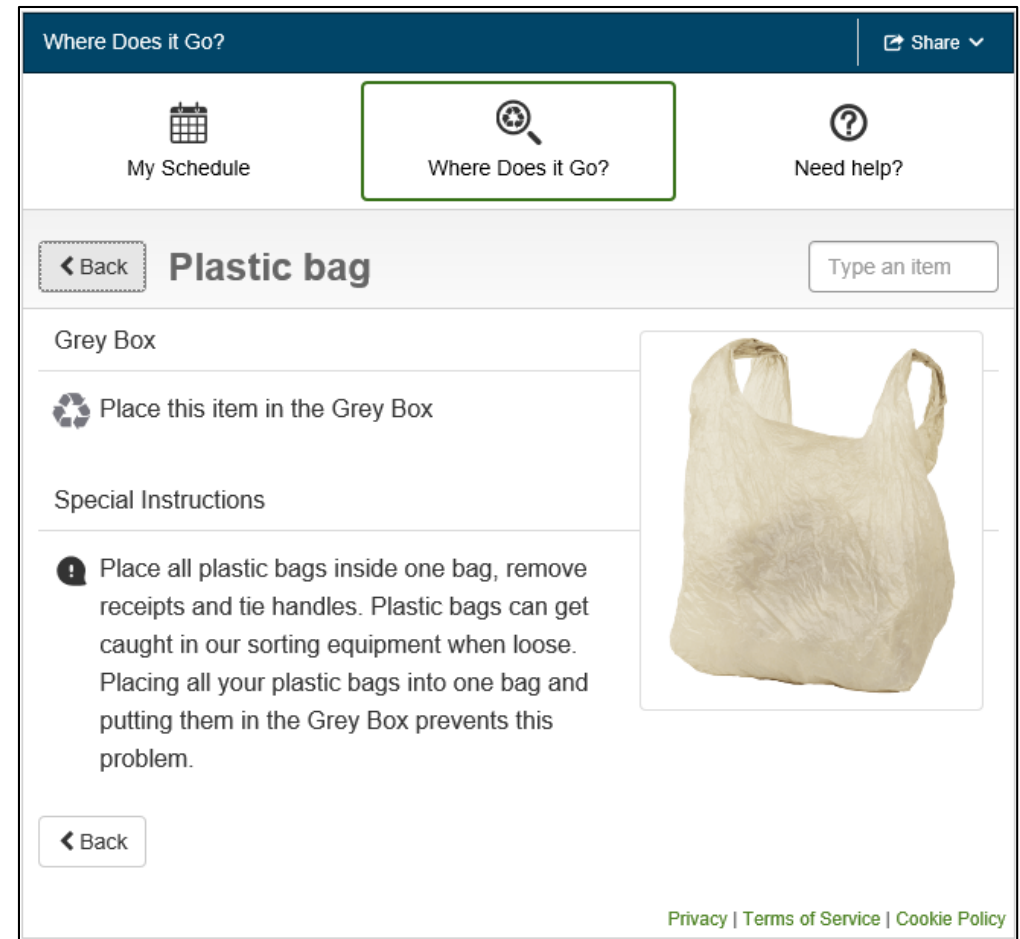
Collection Schedule Garbage: 1 bag/can limit; \$2.50 for additional bag/can **Niagara Region**
128 Oakdale Avenue, St. Catharines
🗑️ : Garbage 🔄 : Blue/Grey Box 🌿 : Green Bin 🍁 : Leaf and Yard Waste

August 2020

S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15

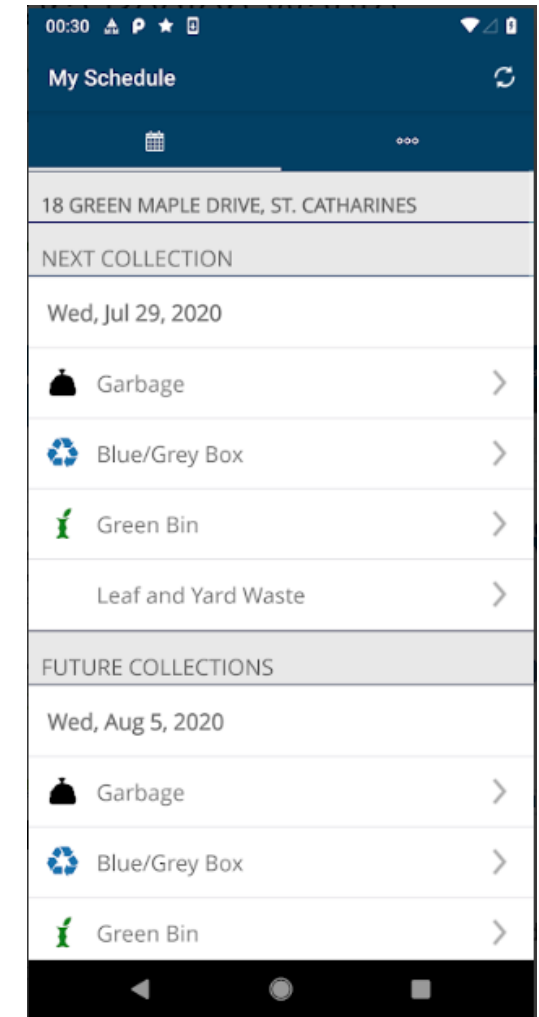
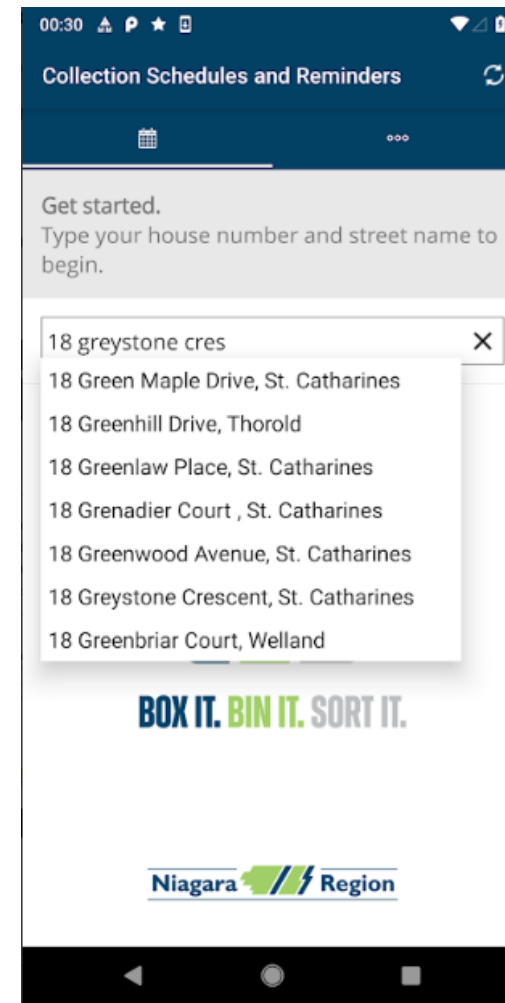
Waste wizard search tool

- Includes over 700 items
- Provides users with the appropriate disposal method (curbside, depot, donation etc.)
- Provides the closest drop-off depot based on address
- Staff can track search results and use this information to target communication



Mobile application

- Residents will search 'Niagara Region Waste' to download the mobile app
- Collection calendar and search tool are both available on app
- Option to sign up for push notifications through the app as another reminder type



Moving forward

- Web/mobile application will be promoted as part of the education campaign for new waste collection contract and beyond
- Promotional pieces to include QR code for touchless download options for the app
- Waste Info-Line staff will have the ability to sign up residents for reminders



Moving forward

Examples of upcoming campaign activities:

- Radio, billboard and bus advertisements
- Interviews on YourTV
- Direct mail out of Collection Guides to all low-density residential properties and apartments with 2- 6 units
- New animated and hosted video segments
- Outreach to school aged children through school presentations and videos

Questions?

Waste Collection Changes

Starting Oct. 19, changes are coming to curbside waste collection. Box it, bin it and sort it to reduce our environmental impact.

**THE REGIONAL MUNICIPALITY OF NIAGARA
ACCESSIBILITY ADVISORY COMMITTEE
OPEN SESSION**

**AAC 01-2020
Tuesday, January 7, 2020
Committee Room 4
Niagara Region Headquarters
1815 Sir Isaac Brock Way, Thorold ON**

Committee: Councillor Ip (Chair), I. Greaves, L. Hay, T. Hore, B. Kon, H. Matthews, V. Sparling, D. Whipple (Vice-Chair)

Absent/Regrets: G. Eden, C. Peddle, C. Theal

Staff: K. Lotimer, Legislative Coordinator, T. McClellan, Building Services Manager, Community Services, C. Mustard, Real Estate Coordinator, S. Murphy, Accessibility Advisor, C. Perreault, Web Communications Coordinator, M. Robinson, Director, GO Implementation Project, K. Whittard, Clinical Team Manager, Public Health

Others Present: M. Ferrusi, Niagara Peninsula Conservation Authority, T. Morden, Niagara Regional Police, M.J. Wszynski, Niagara Centre for Independent Living

1. CALL TO ORDER

Committee Chair Ip called the meeting to order at 1:30 p.m.

2. DISCLOSURES OF PECUNIARY INTEREST

There were no disclosures of pecuniary interest.

3. PRESENTATIONS

3.1 Specialized Transit in Niagara

Steve Wilks, Project Manager, IBI Group, through a conference call, provided information respecting Specialized Transit in Niagara - Recommendations - A Way Forward. Topics of the presentation included:

- Recap
 - Guiding Principles
 - Imagine Possibilities - Opportunities
- Recommendations - A Way Forward
- Implementation Plan
- Draft Specialized Transit Application Form
- Next Steps

Moved by D. Whipple
Seconded by I. Greaves

That the Accessibility Advisory Committee **ENDORSE** the Niagara Region
Specialized Transit Draft Report.

Carried

4. DELEGATIONS

There were no delegations.

5. ITEMS FOR CONSIDERATION

There were no items for consideration.

6. CONSENT ITEMS FOR INFORMATION

Moved by T. Hore
Seconded by L. Hay

That the following items **BE RECEIVED** for information:

AAC 04-2019
Accessibility Advisory Committee Meeting Minutes
September 17, 2019

AAC 05-2019
Accessibility Advisory Committee Meeting Minutes
November 14, 2019

Carried

7. OTHER BUSINESS

7.1 Next Scheduled Meeting of the Accessibility Advisory Committee

Councillor Ip reminded Committee members that this meeting was called by the Committee Chair and was not a regularly scheduled meeting. She advised that as the next meeting was scheduled to be held in three weeks and there were insufficient agenda items; Committee members should consider cancelling the meeting scheduled for January 28, 2020.

Moved by D. Whipple
Seconded by H. Matthews

That the Accessibility Advisory Committee meeting scheduled to be held on Tuesday, January 28, 2020, **BE CANCELLED**.

Carried

8. NEXT MEETING

The next meeting will be held on Tuesday, March 24, 2020 at 1:30 p.m. in Committee Room 4.

9. ADJOURNMENT

There being no further business, the meeting adjourned at 2:02 p.m.

Councillor Ip
Committee Chair

Kelly Lotimer
Legislative Coordinator

Ann-Marie Norio
Regional Clerk