



THE REGIONAL MUNICIPALITY OF NIAGARA
ACCESSIBILITY ADVISORY COMMITTEE
AGENDA

AAC 1-2019

Tuesday, January 22, 2019

1:30 p.m.

Campbell East (CE) 101

Niagara Region Headquarters, Campbell East

1815 Sir Isaac Brock Way, Thorold, ON

Pages

1. CALL TO ORDER
2. DISCLOSURES OF PECUNIARY INTEREST
3. SELECTION OF CHAIR AND VICE-CHAIR
 - 3.1 Call for Nominations for Committee Chair
 - 3.2 Motion To Close the Nominations for Committee Chair
 - 3.3 Voting for Position of Committee Chair
 - 3.4 Call for Nominations for Committee Vice-Chair
 - 3.5 Motion to Close the Nominations for Committee Vice-Chair
 - 3.6 Voting for the Position of Committee Vice-Chair
4. PRESENTATIONS
5. DELEGATIONS
6. ITEMS FOR CONSIDERATION
 - 6.1 AAC-C 1-2019
2019 AAC Meeting Dates

3 - 4

7. CONSENT ITEMS FOR INFORMATION

- | | | |
|-----|---|---------|
| 7.1 | <u>AAC-C 2-2019</u>
Memorandum from Ann-Marie Norio, Regional Clerk, dated January 22, 2019, respecting an amendment to recommendations from the Public Works Committee meeting held on January 8, 2019. | 5 - 24 |
| 7.2 | <u>Five Year Accessibility Plan 2018-2023</u> | 25 - 56 |
| 7.3 | <u>AAC 3-2018</u>
Accessibility Advisory Committee Meeting Minutes
September 18, 2018 | 57 - 60 |

8. OTHER BUSINESS

9. NEXT MEETING

The next meeting will be held on Tuesday, April 9, 2019 at 1:30 p.m. in Committee Room 4.

10. ADJOURNMENT

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

MEMORANDUM

AAC-C 1-2019

Subject: 2019 AAC Meeting Dates

Date: January 22, 2019

To: Accessibility Advisory Committee

From: Steve Murphy, Policy and Sustainability Coordinator

Attached as Appendix "A", is a list of proposed dates in 2019 that have been identified for meetings of the Accessibility Advisory Committee. If required, additional meetings can be scheduled at the call of the Chair.

It is recommended that the attached schedule of meeting dates for 2019, be approved by the Accessibility Advisory Committee.

Respectfully submitted and signed by,

Steve Murphy
Policy and Sustainability Coordinator

ACCESSIBILITY ADVISORY COMMITTEE 2019 MEETING SCHEDULE

MEETING DATES

January 22, 2019 – CE 101

April 9, 2019

June 25, 2019

September 17, 2019

RULES OF PROCEDURE

Proceedings must adhere to the Region of Niagara's Procedural Bylaw No. 120-2010, as amended.

Meetings are held on Tuesdays at 1:30 p.m. in Committee Room 4.

MEMORANDUM

AAC-C 2-2019

Subject: Amendment to Recommendations from the Public Works Committee meeting held on January 8, 2019

Date: January 22, 2019

To: Accessibility Advisory Committee

From: Ann-Marie Norio, Regional Clerk

At its meeting held on Thursday, January 17, 2019, Regional Council amended the recommendations of Report PW 3-2019, considered at the Public Works Committee meeting held on January 8, 2019, to add the following Clause 4:

Minute Item 6.1

PW 3-2019

Proposed Base Services for Next Collection Contract

4. That any decisions to make changes to waste collection service delivery, **BE DEFERRED** until such time as feedback can be obtained through the Accessibility Advisory Committee with respect to how these service delivery changes might impact communities of people who live with various disabilities.

Report PW 3-2019 is attached for your information. Appendices for report PW 3-2019, can be found on the Region's website at the following link:

<https://pub-niagararegion.escribemeetings.com/Meeting.aspx?Id=fc01915f-de94-4406-b4b7-8355a8c88c9b&Agenda=Agenda&lang=English>

Respectfully submitted and signed by

Ann-Marie Norio
Regional Clerk

Subject: Proposed Base Services for Next Collection Contract

Report to: Public Works Committee

Report date: Tuesday, January 8, 2019

Recommendations

1. That, based on the results of the stakeholder engagement process, the Request for Proposals for Niagara Region's next garbage, recycling and organics collection RFP **BE APPROVED** to be issued with the following, subject to final comments from Local Area Municipalities:
 - a) Pricing for the following garbage collection frequency options:
 - i) Every-other-week (EOW) garbage collection for all residential properties and for those Industrial, Commercial & Institutional (IC&I) and Mixed-Use (MU) properties located outside Designated Business Areas (DBAs), as a base service (weekly recycling and organics to continue, and current garbage container (bag/can) limits would double for affected sectors, on an EOW basis), and
 - ii) Status quo – weekly base garbage collection service.
 - b) Establishment of a four (4) item limit per residential unit, per collection, for large item collection at Low-Density Residential (LDR) properties, as a base service.
 - c) Discontinuation of appliances and scrap metal curbside collection at LDR properties, as a base service.
 - d) Change the weekly garbage container (bag/can) limits for Industrial, Commercial & Institutional (IC&I) and Mixed-Use (MU) properties located inside Designated Business Areas (DBAs) from seven (7) containers to four (4) containers per property, as a base service.
 - e) Change the weekly garbage container limit for MU properties located outside DBAs from six (6) containers to four (4) containers per property, as a base service.
2. That Report PW 3-2019 and Council's resolutions, along with the Metroline stakeholder consultation report, when finalized, **BE CIRCULATED** to the Local Area Municipalities, for their review, and comments to be provided by February 1, 2019 or no later than February 20, 2019; and,

3. That staff **BE DIRECTED** to provide a follow-up report on the position of the Local Area Municipalities on the base and enhanced services to be included in the next garbage, recycling and organics collection contract Request for Proposals.

Key Facts

- Niagara Region's next garbage, recycling and organics collection contract is set to begin by March 8, 2021.
- The preparation for the next collection contract provides an opportunity to complete a service delivery review to improve program effectiveness (i.e. increase diversion of waste from disposal) and efficiencies (i.e. mechanisms to reduce costs and changes to service to reflect usage).
- On April 12, 2018, Regional Council approved WMPSC-C 9-2018, which identified the proposed base collection services options to be included in the stakeholder consultation and engagement process.
- The purpose of this report is to seek Council's approval of the proposed base collection services being recommended for inclusion in Niagara Region's next collection RFP, based on the results of input received during the stakeholder consultation and engagement phase, subject to further input from Local Area Municipalities (LAMs).
- Niagara Region is consulting with LAMs on the proposed base collection service changes and to confirm which enhanced collection services they would like included in the next collection RFP.

Financial Considerations

It is estimated that without any changes to the existing collection service levels to be provided in Niagara Region's next contract, the annual contract cost could be greater than \$25 million in 2021. This is based on an average of the bids received for the current collection contract, plus annual escalation of 1.9%. Factors such as, but not limited to, the increase in minimum wage and driver shortages will more than likely impact pricing.

The primary financial implications of implementing the proposed recommendations include:

- Final consideration of inclusion of EOW garbage collection in the next collection contract would occur after pricing is received for this option. As a point of reference:
 - In response to Niagara Region's last collection contract RFP, excluding one submission anomaly, on average bidders priced a cost reduction of approximately \$1.2 million annually for EOW garbage collection.
 - Region of Waterloo's implementation of EOW garbage collection in their 2017 contract resulted in an annual contract savings of approximately \$1.5 million.

- Elimination of Niagara Region's annual contract cost to provide appliance and scrap metal curbside collection, which currently is approximately \$130,000.
- Incremental cost avoidance for the proposed weekly large item and garbage container limit changes, which would likely be offset by incremental increases in the organics and recycling collection costs, based on anticipated increased participation in diversion programs.
- Extended site life for open Regional landfills, and more revenue generating capacity from the reduction of divertible materials being landfilled by residents and other service users who are participating in the curbside recycling and organics collection programs.
- Cost avoidance/cost reduction in the landfill contract with Walker Environmental due to an increase in the diversion of waste from disposal.
- Increased tonnages of food and organic waste collected at the curb from improved participation and capture rates would result in increased processing contract costs, unless the tonnages are offset by food waste avoidance and other reduction initiatives.
- Reduced methane emissions due to the reduction of organics being landfilled will result in less leachate generated, thereby reducing costs associated with care and control of these landfill sites.

Analysis

A) BACKGROUND

Current Collection Contracts:

Niagara Region's current collection contracts with Halton Recycling Ltd., doing business as Emterra Environmental, and Waste Connections of Canada Inc. expire March 7, 2021. Niagara Region recently awarded a new collection contract for the municipalities of Lincoln and West Lincoln to Canadian Waste Management Inc. from January 2, 2019 until March 7, 2021. These contracts include provision of base and enhanced collection services, which are defined as follows:

i) Base Collection Services

Niagara Region currently provides base collection services (i.e. weekly garbage, recycling, and organics) to all property types, including IC&I and MU properties located inside and outside DBAs, in all 12 Local Area Municipalities (LAM). Each LAM pays a proportional share of this cost, based on their total household units, as a percentage of the Region's total household units.

Appendix 1 provides a comparison of the current vs. proposed base collection services for each property type.

ii) Enhanced Collection Services

Niagara Region also provides enhanced collection services (i.e. street litter, front-end garbage, additional garbage container limits, increased garbage or recycling collection frequency, etc.), at the request of each LAM. Each LAM directly pays for the cost associated with providing their enhanced collection services. Each LAM was requested to verify which enhanced collection services they would like included as part of Niagara Region's next collection RFP.

Appendix 2 provides a detailed comparison of the current vs. previous enhanced collection services provided in each LAM.

Current Residential Diversion Rate:

Over the past seven years, Niagara Region's residential diversion rate has increased from 42% (2010) to 56% (2017), however this rate may be plateauing. In preparation for the next contract, Niagara Region is investigating options to increase participation in the recycling and organics diversion programs, such as EOW garbage collection and mandatory use of clear garbage bags. Experience in other Ontario jurisdictions demonstrates that EOW garbage collection is an effective mechanism to increase diversion. It is a best practice in Ontario and the highest residential diversion rate primarily attributable to EOW was in York Region (66% in 2016). While Niagara has achieved its 2016 residential diversion target of 56%, additional mechanisms are needed to achieve the 2020 target of 65%. These mechanisms also include improved recognition of waste reduction and reuse efforts, which traditionally are more difficult to measure.

Estimated Landfill Capacity:

At the time of this report, approval for the Humberstone Landfill expansion is expected to be finalized before the end of 2018. This landfill expansion will provide capacity for an estimated 25 years or more, based on serving the southern Niagara municipalities. The current remaining capacity at the Niagara Road 12 Landfill is 48 years, based on serving the municipalities of Pelham, Grimsby, Lincoln and West Lincoln. Niagara Region's current disposal contract with Walker Environmental for the remaining Niagara municipalities ends in February 2031, or just over 12 years.

In order to ensure long term disposal capacity is available, Niagara Region staff are:

- i) Initiating the RFP for the Long Term Waste Management Strategic Plan in 2019-2020.
- ii) Participating in the Municipal Mixed Waste Processing (MWP) Working Group, which has the objective to "identify collaboration opportunities and specific information needs, actions and timelines, in order to determine the feasibility of jointly implementing waste management policies, programs and/or facilities", which includes alternative technology facilities.
- iii) Continuing to engage other neighbouring municipalities in discussions related to available capacity at their current/future alternative waste management technology

facilities and future needs that could be addressed by partnering on alternative technologies.

B) PROPOSED BASE COLLECTION OPTIONS

The following proposed base collection options were included as part of the stakeholder consultation and engagement phase for Niagara Region's next collection contract:

- 1) Change the weekly garbage container (bag/can) limits for IC&I and MU properties located inside DBAs from seven (7) containers to four (4) containers per property.
 - 2) Change the weekly garbage container limit for MU properties located outside DBAs from six (6) containers to four (4) containers per property.
 - 3) Every-other-week (EOW) collection for garbage only (weekly recycling and organics to continue) for all sectors outside DBAs:
 - Current garbage container limits would double for all sectors (i.e. LDR properties would be allowed to set out two (2) garbage containers, on an EOW basis).
- and/or
- 4) Mandatory use of clear bags for garbage, with the option of allowing an opaque privacy bag to be placed inside the clear bag:
 - The clear bag program will be for all sectors (both inside and outside DBAs).
 - 5) Establishment of a four (4) item limit per residential unit, per collection, for large item collection at LDR properties, and, if requested by LAMs, as an enhanced collection service at eligible Multi-Residential (MR) and MU properties.
 - 6) Discontinuation of appliances and scrap metal collection at LDR properties.

Rationale for Proposed Base Collection Options:

The following rationale was taken into consideration when determining which collection options were recommended for consultation:

- 1) Increasing participation and capture rates in the Region's recycling and organics diversion programs and extending existing landfill site capacity;
 - Nearly 50% of low density residential garbage is organic waste and only 48% use the residential Green Bin program;
 - IC&I and MU audits show diversion programs underutilized.
- 2) Benchmarking collection services, based on the best practices and/or major trends observed from the service levels provided at Niagara's 13 municipal comparators that would result in financial, environmental and/or social benefit e.g. contract cost avoidance and increased diversion through the implementation of EOW garbage collection.
- 3) Reflecting actual service usage based on results of curbside audits and other collection monitoring/measurements and contract cost avoidance for services with limited usage:
 - 99% of properties using the large item service set out 4 items or less and 92% of the total bookings were for 4 or less items.
 - Appliances and scrap metal:
 - Tonnages have decreased by 94% since 2007;

- Items can be recycled, at no cost, at the Region’s Drop-off Depots, or by scrap metal haulers/dealers;
 - Only 6% of properties are using the service.
- 4) Standardizing base garbage collection limits across similar sectors to improve service delivery and program communication, increase participation and capture rates in diversion programs, potentially avoid contract costs for a service level which is not needed and reduce contract complexity – this specifically includes consistent base garbage collection container (bag/can) limits for the IC&I and MU sectors inside and outside DBAs;
- Average number of garbage containers placed out per week:
 - IC&I properties inside DBAs was 2.1;
 - MU properties inside DBAs was 2.0;
 - MU properties outside the DBA is 2.4.
 - Proposed four (4) garbage container limit should meet the set-out needs of the IC&I and MU properties, based on these audit results, particularly if diversion services are utilized. IC&I properties outside DBAs already have a base four (4) garbage container limit in place.

The associated rationale for each proposed base collection option and the curbside set-out audit data for the IC&I and MU sectors are included in more detail in Appendix 3.

C) STAKEHOLDER CONSULTATION AND ENGAGEMENT PHASE

The stakeholder consultation and engagement phase was referred to as “Let’s Talk Waste Niagara”.

Stakeholder consultation and engagement began in May 2018 and was carried out in two phases:

- 1) Targeted Stakeholder Consultation
- 2) Broad-based Community Consultation

1) Targeted Stakeholder Consultation:

Various stakeholder groups were targeted for consultation to provide input on the proposed collection options being considered for Niagara Region’s next contract. These stakeholder groups included:

- a) Regional Departments and Agencies, Boards and Commissions (ABCs) (i.e. Niagara Region’s Planning and Development Services Department, Niagara Regional Housing, and Niagara Region’s Economic Development);
- b) Waste Management Advisory Committee (WMAC);
- c) Organizations Representing Businesses (i.e. Business Improvement Associations, Chambers of Commerce, Niagara Tourism Agencies, and Niagara Industrial Association);
- d) LAMs (i.e. municipal staff and Councillors).

The formal input on the proposed collection options was received from the following targeted stakeholder groups:

a) Regional Departments and ABCs:

i) Niagara Region's Planning and Development Services:

Niagara Region's Planning and Development Services noted the proposed options align with and support policy 4.2.9.1 d) i) of the Growth Plan, which relates to waste management. Staff also reviewed the proposed container limit changes pertaining to MU properties inside and outside DBAs, to ensure alignment with broader Corporate initiatives, including the objectives of Growth Management policies. Based upon their review, it was anticipated that smaller MU developments would not be affected by the proposed change in container limits.

ii) Niagara Regional Housing:

Niagara Regional Housing reviewed the relevant proposed collection options and indicated they would not be in support of EOW garbage collection, or mandatory use of clear bags for garbage at their properties.

iii) Niagara Region's Economic Development:

Niagara Region's Economic Development indicated that their work generally revolves around larger industrial companies, which would not use the Region's curbside garbage collection service, and would not be impacted by the proposed collection options.

b) Waste Management Advisory Committee (WMAC)

A meeting was held with members of the WMAC on November 21, 2018 to discuss the proposed collection options and obtain their formal comments. The WMAC members voted all in favour or majority in favour of all of the proposed collection options.

c) Organizations Representing Businesses (ORBs):

Meetings were held with representatives from each of Niagara's local Business Improvement Associations (including LAM staff), Chambers of Commerce, Niagara Tourism Agencies, Niagara Economic Development Corporation, and Niagara Industrial Association, during the months of July, August and September. The dates of these meetings can be found in Appendix 5.

The purpose of these meetings was to:

- Discuss the proposed collection options;
- Obtain their preliminary input on these options;
- Obtain their input on how to further engage their members; and,
- Request their formal comments on the proposed collection options by November 30, 2018.

The following ORBs provided formal comments on the proposed collection options for the next contract:

- Queen Street BIA, Niagara Falls
- Victoria Centre BIA, Niagara Falls
- St. Catharines Downtown Business Association
- Port Dalhousie Business Association
- Grimsby Downtown Improvement Association
- Pelham Business Association

A copy of the ORB's comments were provided to the respective LAM, for their consideration, and are included in Appendix 4.

Based on the comments received, there was limited support for the mandatory use of clear bags for garbage, or the reduction in the garbage container limits for IC&I and MU properties inside the DBAs.

d) Local Area Municipalities (LAMs)

Correspondence on the proposed collection options and enhanced collection services was sent to LAM Clerks and Public Works Officials (PWO) in May 2018, for their review and comment.

Niagara Region made presentations on the proposed collection options at several PWO meetings during 2018. In addition, Region staff offered to attend LAM Committee or Council meetings to make a presentation. As of December 19, Region staff were requested to present at the following LAM Committee or Council meetings:

- Grimsby Council (December 17, 2018)
- Niagara-on-the-Lake Council (January 7, 2019)
- Lincoln Council (January 14, 2019)
- Niagara Falls Council (January 15, 2019)
- Fort Erie Council (January 21, 2019)
- West Lincoln Council (January 21, 2019)
- Welland General Committee (January 22, 2019)

Town of Grimsby

Town of Grimsby Council, at its December 17, 2018 meeting, approved the eight recommendations, which were included in Report DPW18-42:

- 1) Implement EOW garbage collection for all residential properties and for those IC&I and MU properties located outside the Grimsby DIA area, as a base service.
- 2) Do not implement clear garbage bags.
- 3) Establish a four-item limit for large item collection, per residential unit.
- 4) Provide large-item collection at MR buildings with 7 or more residential units and MU properties with 1 or more residential unit.
- 5) Discontinue appliances and scrap metal curbside collection at LDR properties.
- 6) Reduce the number of garbage bags/containers for IC&I and MU properties inside the DIA area from 7 to 4 per week, as a base service.
- 7) The Town's enhanced service and extra payment for collection inside the Grimsby DIA area remain at two collection days per week but changed to Tuesdays and Fridays and that the number of garbage bags/containers be reduced from 12 per pick-up day to 6 per pick-up day (12 per week), resulting in the Town's Enhanced service payment being reduced from 17 bags/containers per week to 8.
- 8) The number of garbage bags/containers for MU properties outside the Grimsby DIA area be reduced from 6 to 4 per week, or 8 containers under EOW garbage collection, as a base service.

Formal comments from the remaining LAMs on the proposed base collection options and which enhanced services are to be included in Niagara Region's next contract are requested by February 1, 2019 or no later than February 20, 2019.

2) Broad-based Community Consultation:

In addition to targeted stakeholder consultation, a broad-based community consultation was undertaken with the following stakeholder groups:

- LDR households;
- MR property owners, groups and associations (i.e. property management companies);
- IC&I and MU property owners

This broad-based community consultation included the following activities and approaches:

- a) Promotion & Outreach;
- b) Surveys;
- c) Public Open Houses and Community Booths;
- d) Social Media; and
- e) Waste Management Info-Line and Website.

a) Promotion & Outreach:

The following mediums were used during the last week of October and the entire month of November to promote community consultation on the proposed collection options:

- (i) Niagara Region's Website

- (ii) Social Media (i.e. Facebook paid ads and posts and Twitter posts) with a link to the “Let’s Talk Waste” webpage;
- (iii) Letters sent to IC&I, MU and MR properties, which use Region’s curbside garbage;
- (iv) Newspaper Advertisements (i.e. print and on-line);
- (v) Media Coverage (i.e. Cogeco YourTV, 610 CKTB, newspaper articles);
- (vi) Postcards (Regional and Municipal offices)

Details on each of the various promotional mediums can be found in Appendix 5.

b) Surveys:

A Request for Proposal was awarded to Metroline Research Group to undertake quantitative research to determine whether there was sufficient support for recommending the proposed collection options. The following surveys were completed:

- (i) On-line surveys were completed by 6,639 LDR households, 38 MR and 166 IC&I and MU properties (86 outside DBAs and 80 inside DBAs);
- (ii) Telephone survey of 1,253 LDR households;

Based on preliminary results, as of December 17, 2018, strong support for the following options occurred:

- Establishment of a four (4) item limit per residential unit, per collection, for large item collection at LDR properties, as a base service.
- Discontinuation of appliances and scrap metal curbside collection at LDR properties, as a base service.

However, no clear LDR support for EOW garbage collection or mandatory use of clear garbage bags was demonstrated in the survey results:

- LDR households were roughly split on supporting EOW garbage collection with slightly more leaning towards continuing their weekly collection.
- Opposition to the mandatory use of clear garbage bags was apparent, particularly from the on-line survey (73% of LDR households opposed).

In order to determine the order of preference for clear garbage bags versus EOW garbage collection (or both), all survey respondents were asked to make a program choice. The below table highlights the results from all stakeholder groups, with the exception of IC&I and MU inside DBAs who would not receive EOW garbage collection, and in many cases receive enhanced services.

	LDR		MR	IC&I and MU Outside DBAs
	Telephone	On-line	On-line	On-line
Clear Bag	33%	17%	29%	36%
EOW	27%	33%	13%	15%

	LDR		MR	IC&I and MU Outside DBAs
Both Clear Bag and EOW	21%	12%	18%	7%
Neither ¹	19%	38%	40%	42%

1. In the telephone survey, LDR households could not see the option of 'neither' and the interviewer worked to obtain a choice, which is why this option has a much lower response than in the on-line surveys.

In the case of the IC&I and MU sectors:

- Majority of those property owners (58% of 43 respondents) receiving base garbage collection inside the DBAs indicated they can manage if the container limit is reduced from seven (7) containers to four (4);
- Majority of those property owners (65% of 43 IC&I respondents and 74% of 35 MU respondents) outside the DBAs support continuing the current level of service.

A more detailed description of results is provided below.

(i) On-line Surveys:

On-line surveys were developed to obtain formal input from various stakeholder groups (i.e. LDR, MR, IC&I and MU) on the proposed collection options. These on-line surveys were open to all residents and businesses receiving Niagara Region's curbside garbage collection service.

A total of 6,639 on-line surveys were completed by LDR households, 38 on-line surveys by MR households, and 166 on-line surveys by IC&I and MU properties. There were no controls to limit the regions or populations for survey participants. However, Metroline monitored and deleted any duplicate survey submissions.

The highlights of the on-line survey results for each sector are included below.

- LDR:
 - 43% would be able to manage with EOW garbage collection;
 - 62% would not support mandatory use of clear bags for garbage;
 - 33% would choose the option of EOW garbage collection; 17% clear bags; 12% both EOW and clear bags; and 38% neither option;
 - 72% would not be impacted with placing a maximum limit of four large items per weekly collection;
 - 61% would not be impacted with the elimination of curbside collection of appliances/scrap metal
- MR:
 - 37% would be able to manage with EOW garbage collection;

- 42% would not support mandatory use of clear bags for garbage;
 - 13% would choose the option of EOW garbage collection; 29% clear bags; 18% both EOW and clear bags; and 40% neither option
 - IC&I and MU Inside DBAs (Base Collection):
 - 58% could manage if the weekly base container limit was reduced from seven to four containers;
 - 46% of IC&I and 49% of MU properties would not support mandatory use of clear bags for garbage
 - IC&I and MU Inside DBAs (Enhanced Collection):
 - 66% feel they need to maintain their current container limits;
 - 87% feel they need to continue with their current frequency of collection
 - IC&I and MU Outside DBAs (Base Collection):
 - 66% of MU properties could manage if the weekly base container limit was reduced from six to four containers;
 - 35% of IC&I and 26% of MU properties would be able to manage with EOW garbage collection
 - 38% of IC&I and 63% of MU properties would not support mandatory use of clear bags for garbage
- (ii) Telephone Survey:
Metroline conducted a random telephone survey of residents living in LDR properties. In total, 1,253 surveys were conducted, which can be considered statistically accurate to within +/-2.8%, 19 times out of 20 (95% Confidence Interval). The sample was divided between the 12 LAMs, with minimum of 75 surveys was completed in each.

The highlights of the telephone survey results are included below:

- LDR:
 - 46% would be able to manage with EOW garbage collection;
 - 38% would not support mandatory use of clear bags for garbage;
 - 27% would choose the option of EOW garbage collection; 33% clear bags; 21% both EOW and clear bags; and 19% neither option;
 - 89% would not be impacted with placing a maximum limit of four large items per weekly collection;
 - 75% would not be impacted with the elimination of curbside collection of appliances/scrap metal

Additional details on the LDR on-line and telephone survey results can be found in Appendix 8.

c) Public Open Houses and Community Booths:

Niagara Region conducted one public open house and one community booth event in each of Niagara's 12 LAMs during the month of November. The dates and locations of these events can be found in Appendix 6.

The purpose of these events was to engage participants on the proposed collection options and request their input on the proposed collection options through completion of the on-line survey. There were over 500 participants that attended these various events held across the region.

The majority of comments received were related to the options for EOW garbage collection and mandatory use of clear garbage bags. Participants attending the community booths and open houses were divided about every-other-week garbage collection. While approximately half of the participants expressed their support, there were some specific concerns that were repeated throughout the consultation process. There was less support for clear bags, with the majority of participants expressing opposition to this option.

A minority of the feedback and conversations at these events dealt with the options to introduce a four-item limit on large item collection and the discontinuation of appliances and scrap metal curbside collection, but of those commenting, there was a high level of support to implement these changes.

Appendix 4 provides a summary of the more commonly-repeated concerns raised during these events.

d) Social Media:

Facebook was the primary social media platform used by stakeholders to comment on the proposed collection options for the next contract. The majority of comments were related to the proposed options for the mandatory use of clear garbage bags and every-other-week garbage collection. Of all the comments documented that were related to every-other-week garbage collection, 22% of comments were in support of this proposed option. For clear garbage bags, 10% of comments related to this option were supportive.

Overall, the majority of commenters used this platform as a means of communicating their concerns. The comments posted on the Region's paid Facebook advertisement were reviewed, categorized and tallied. As of November 30, 2018, there were 1,467 Facebook comments were posted.

Appendix 4 provides a summary of the ten most frequently reported concerns, in order of the frequency that they appeared in the comments section.

e) Comments from Niagara Region's Waste Management Info-Line and Website:

A total of 65 comments/inquiries on the proposed collection options were received and responded to by staff through Niagara Region's Waste Management Info-Line, Website or by email in either June, October, or November.

D) OVERVIEW OF KEY RECOMMENDATIONS

1. Base Collection Service Changes

As a result of the stakeholder engagement and consultation process, the following key recommendations are being made:

a) EOW Garbage Collection

Based on best practices and experience with EOW garbage collection in Niagara's municipal comparator group (municipalities with populations greater than 300,000) and the potential for significant cost reduction, it is recommended that this option be included for pricing in the next collection contract RFP, for comparison with weekly garbage collection frequency. Although there was no clear stakeholder support and Niagara Regional Housing expressed opposition to this option, municipalities who have implemented this change note that residents do adapt and increase their diversion efforts, as a result.

EOW garbage collection would apply to all residential properties and those Industrial, Commercial & Institutional (IC&I) and Mixed-Use (MU) properties located outside Designated Business Areas (DBAs), as a base service (weekly recycling and organics to continue, and current garbage container (bag/can) limits would double for affected sectors, on an EOW basis).

b) Limit on Large Item Collection

Establishment of a four (4) item limit per residential unit, per collection, for large item collection at LDR properties, as a base service is recommended, based on actual usage statistics and responses from a majority of survey respondents.

c) Discontinuation of Appliances and Scrap Metal

Discontinuation of appliances and scrap metal curbside collection at LDR properties, as a base service is recommended based on actual usage statistics and responses from a majority of survey respondents.

d) Weekly Base Garbage Container Limits Inside DBAs

Changing the weekly garbage container limits for IC&I and MU properties located inside Designated Business Areas (DBAs) from seven (7) containers to four (4) containers per property, as a base service, is recommended, based on actual usage statistics and responses from a majority of base service user on-line survey respondents. Although the base garbage container limit would decrease, eligible IC&I and MU properties inside the DBAs have unlimited organics and recycling collection once weekly, but currently

these diversion programs are underutilized. It should be noted that of the six (6) ORBs that provided formal comment, only one (1) supported this change.

e) Weekly Base Garbage Container Limits Outside DBAs

Changing the weekly garbage container limit for MU properties located outside DBAs from six (6) containers to four (4) containers per property, as a base service, is recommended, based on actual usage statistics and to achieve a standardized base collection service across all similar sectors (in combination with option d) above). This will reduce service and contract complexity and improve program communication across the region. This change is also expected to result in increased diversion efforts, as the current unlimited recycling and organics program for all eligible IC&I and MU properties are currently underutilized. The IC&I sector outside the DBAs has had four (4) container limit per property, as a base service since March 2011. However, it should be noted that out of the 43 MU survey respondents, only one third felt they could manage if this change was made.

While the initial list of all proposed options is supported by WMAC and Niagara Region's Planning and Development Services noted the options align with and support policy 4.2.9.1 d) i) of the Growth Plan, which relates to waste management, one of the options is not recommended for implementation based on the general lack of support from survey respondents. The use of mandatory clear garbage bags will continue to be monitored for potential future implementation but based on existing data from Ontario jurisdictions, EOW garbage collection is expected to have more of a positive financial and diversion performance impact.

In order to address the concerns and comments received on the proposed options being recommended for inclusion in the next collection contract, Appendix 7 proposes potential solutions to minimize impact of the change(s) on the service user. This appendix will continue to be developed and expanded, as required.

2. Enhanced Collection Service Changes

Niagara Region is requesting that LAMs confirm existing or new enhanced services that should be provided as part of the next collection contract. There are three areas that should be specifically addressed:

- a) In those LAMS that provide enhanced garbage collection service to DBAs, Regional staff have been engaged in discussions with Local Public Works Officials on one or more of the following proposals for the IC&I and MU sectors, based on usage of current garbage collection service and underutilization of the diversion programs:
- Reducing DBA garbage container limits;
 - Reducing frequency of DBA garbage collection; and
 - Increasing recycling and/or organics collection service to align with frequency of garbage collection.

- b) Provision of enhanced bulky goods collection to those households in MR buildings with seven (7) or more residential units (garbage limit of a maximum of 12 containers per week with no tags) and MU properties with one (1) or more residential unit (garbage limit of a maximum of seven (7) containers per week outside the DBA and a maximum of six (6) containers per week inside the DBA), that receive the Region's curbside base garbage collection and/or to those MR building receiving enhanced Regional containerized front end garbage collection service:
- These properties must be participating in the Region's diversion programs (i.e. recycling and organics) in order to qualify to receive this service.
 - This service would be provided in a manner that is parallel to the approved service for the LDR sector.
- c) Verification if any municipality would like to include a per stop price for in-ground public space recycling and litter bins and/or for in-ground IC&I, MR and/or MU properties (all streams), as an enhanced service under provisional items.

3. Contract Service Improvements

As outlined in Report WMPSC-C 9-2018, staff will be pursuing the following service improvements in the next collection contract RFP:

- a) Potential changes to how the Region collects leaf and yard waste (L&YW) and brush at LDR households, which would be a seamless change to residents:
- In addition to the current service level, the Region would obtain pricing to provide an additional four weeks of dedicated L&YW and branch collection in the spring and the fall seasons, in the urban areas only, or potentially expanding a dedicated L&YW and brush collection to approximately ten (10) months of the year in urban areas;
 - This change would result in lower organics processing costs by separating L&YW material from green bin material, thereby removing this material from the GORE system;
 - This change would result in increased organics collection costs associated with providing these additional L&YW and branch collection service;
 - Staff will need to complete a cost-benefit analysis to determine whether the organics processing cost savings outweigh the increased collection costs before determining whether to proceed with these changes.
- b) Elimination of a current restriction that impacts IC&I properties with private garbage collection. Currently, these properties, which would otherwise have been eligible to receive curbside garbage collection, are restricted from using this service.
- These properties must be participating in the Region's diversion programs (i.e. recycling and organics), in order to qualify to receive the curbside garbage collection service.

E) NEXT STEPS

The Region is requesting receipt of the following from LAMs by February 1, 2019 or no later than Feb 20, 2019:

- Comments/position on proposed base collection service options;
- Verification of current or additional enhanced services - this would include:
 - Services to IC&I and MU properties inside DBAs;
 - Provision of enhanced large item collection service to MR and MU residential units, in a manner parallel to the service provided to the LDR sector (i.e. if LDR has a 4 item limit per unit per collection day, this would also apply to MR and MU residential units);
 - Inclusion of a per stop price for in-ground public space recycling and litter bins and/or for in-ground IC&I, MR and/or MU properties (all streams), as an enhanced service under provisional items.

The milestones for the collection contract RFP development are outlined below:

- Report to Public Works Committee (PWC) and Council on results of stakeholder consultation and engagement (PWC January 8, 2019 and Council January 17, 2019);
- Receipt of each LAM's position on base and enhanced services (no later than February 20, 2019);
- Council approval of service levels to be included and RFP development initiated (Q2 to Q3 2019);
- RFP issuance (early Q4 2019);
- Award of new collection contract (Q1 2020);
- One year for successful bidders to order/receive their fleet of collection vehicles (Q1 2020 to Q1 2021);
- Start of new contract (March 8, 2021).

Alternatives Reviewed

Niagara Region investigated the option of switching over to cart-based collection for the next collection contract. Under the Province's Environmental Plan, waste diversion programs, such as the Blue Box Program, may be moving to the producer responsibility model. As a result, Niagara Region would no longer be responsible for providing collection and processing of Blue Box materials. This would be the responsibility of the Blue Box industry stewards. Therefore, at this time, staff did not believe implementing major program changes was advisable.

Also, based on the experiences of other municipalities that implemented a cart-based collection program, this option was not recommended for further consideration for the following reasons:

- 1) Significant capital costs to purchase and distribute the carts

- 2) On-going annual maintenance and replacement costs associated with the carts
- 3) Higher contamination rates of the recycling and organics streams associated with the use of carts. As a result, there would be a decrease in the Region's revenues and difficulty with marketing the recyclables.
- 4) Additional costs associated with retrofitting Niagara Region's Materials Recycling Facility from the current two-stream operation to a single-stream operation, if all recyclables are collected in one cart.

Based on the results received during the stakeholder consultation and engagement phase, the following proposed collection option is not being recommended for implementation, as part of Niagara Region's next collection contract:

- 1) Mandatory use of clear bags for garbage, with the option of allowing an opaque privacy bag to be placed inside the clear bag

Relationship to Council Strategic Priorities

The recommendation to approve the proposed base collection services for Niagara Region's next collection contract supports Council's Strategic Priority of Investment, Innovation and Entrepreneurship.

Other Pertinent Reports

- CWCD 357-2018 Let's Talk Waste Niagara – Stakeholder Consultation and Engagement Activities for the Proposed Waste Collection Options
- CWCD 216-2018 Fact Sheet – Consultation and Engagement Strategy for Proposed Service Level Collection Options Under Consultation
- WMPSC-C 9-2018 Stakeholder Consultation and Engagement on Proposed Collection Service Changes for Next Collection Contract
- WMPSC-C 34-2017 Schedule for the Next Regional Waste, Recycling and Organics Collection Contract
- PW 42-2014 A Matter of the Security of the Property of the Municipality – Bulky/White Goods Collection Service for Multi-Residential and Mixed-Use Properties
- WMPSC-C 44-2013 Bulky/White Goods Collection Service for Multi-Residential and Mixed-Use Properties
- WMPSC-C 2-2013 Large Item Collection Service for Multi-Residential Buildings and Mixed-Use Properties
- PW 47-2012 Consultation Results on Proposed Clear Bag Pilot for Industrial, Commercial and Institutional Properties
- WMPSC 24-2011 Clear Bag for Garbage Pilot for Industrial, Commercial and Institutional Properties

Prepared by:

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Program Manager, Policy & Planning
Waste Management Services

Recommended by:

Catherine Habermebl
Acting Commissioner
Public Works

Submitted by:

Ron Tripp, P.Eng.
Acting Chief Administrative Officer

This report was prepared in consultation with Susan McPetrie, Waste Management Services Advisor and reviewed by Sara Mota, Program Financial Specialist, and Catherine Habermebl, Director, Waste Management Services.

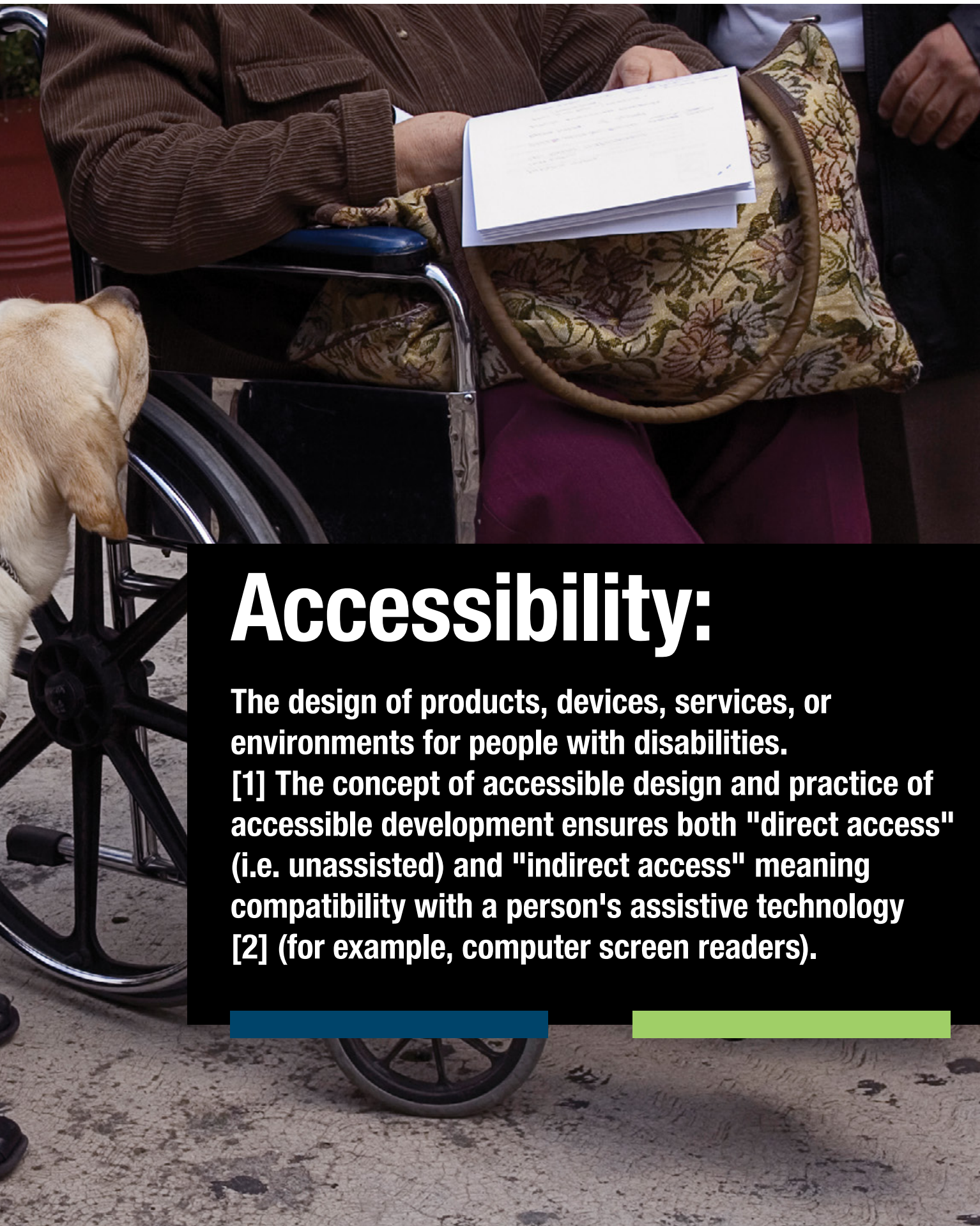
Appendices

Appendix 1 - Comparison of Current vs. Proposed Base Collection Services	Page 20
Appendix 2 - Comparison of Current vs. Previous Enhanced Collection Services	Page 24
Appendix 3 - Rationale for Proposed Collection Options for Next Contract	Page 29
Appendix 4 - Stakeholder Comments on Proposed Base Collection Options	Page 46
Appendix 5 - Stakeholder Consultation and Engagement Process	Page 55
Appendix 6 - Summary of Stakeholder Consultation and Engagement Events	Page 63
Appendix 7 - Addressing Concerns Related to Proposed Collection Options	Page 64
Appendix 8 – LDR Telephone and On-line Survey Results	Page 67

A close-up, low-angle photograph of a person sitting in a wheelchair. The person is wearing a dark blue long-sleeved shirt and dark pants. Their hands are resting on the wheelchair's handrails. The wheelchair has a silver metal frame and black pneumatic tires. The background is a plain, light-colored wall and floor.

Accessibility Plan 2018-2023





Accessibility:

The design of products, devices, services, or environments for people with disabilities.

[1] The concept of accessible design and practice of accessible development ensures both "direct access" (i.e. unassisted) and "indirect access" meaning compatibility with a person's assistive technology [2] (for example, computer screen readers).

Table of contents

Section 1: Message from the Regional Chair	1
Section 2: Message from Accessibility Advisory Committee Chair	2
Section 3: Municipal Information	3
Section 4: Legislation and Interpretation	5
Section 5: Other Organizations and Agencies Participating in this Accessibility Plan	7
Section 6: Plan Development Working Group	9
Section 7 Status and Updates of Regional Operations	11
Section 8: Status and Updates by Other Organizations and Agencies	14
Section 9: Initiatives 2018-2023	18
Section 10: Summary 2018-2023 Highlights	25

Section 1:



Message from Regional Chair, Jim Bradley

Meeting and exceeding the Provincial accessibility standards is an important part of all we do at Niagara Region. When the Ontarians with Disabilities Act, 2001 was introduced, we immediately undertook actions to ensure compliance, review best practice and exceed the minimum wherever we could. Niagara Region embraces our responsibilities under the act, and continues to take all the necessary steps to ensure our programs and services are accessible for all of our residents and visitors.

This updated 2018 – 2023 Accessibility Plan outlines the ongoing efforts of Niagara Region, Niagara Peninsula Conservation Authority, Niagara Regional Housing and Niagara Regional Police Services to meet our obligations under the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The details of this plan act as a guide to ensure we are providing our programs and services in the most accessible way possible.

This plan is our blueprint to ensure we are taking steps to improve facility accessibility, to provide increased availability for key initiatives such as improved accessible transportation, emergency preparedness planning, safer pedestrian signals, and increased training for staff to provide excellent customer service.

I want to thank the members of our dedicated volunteer Accessibility Advisory Committee, who have selflessly given countless hours on their time to ensure the Region is getting it right. These committee members provide advice, expertise and lessons from their personal experience to Regional Council and our operating departments. I know I speak for all of council when I say we continue welcome the input and expertise of these committee members as they offer insightful advice to Niagara Region. The devotion and enthusiasm of this committee is making Niagara a better place to live, work and plan for everyone.

Yours truly,

A handwritten signature in black ink that reads "Jim Bradley". The signature is stylized with a large, sweeping initial "J".

Jim Bradley
Regional Chair

Section 2:



Message from Accessibility Advisory Committee Chair

As a Regional Accessibility Advisory Committee, we are pleased to represent a diverse group of committed, knowledgeable individuals who bring a broad range of expertise and advocacy from across the Niagara Region.

We are capably and enthusiastically supported in our role by numerous Regional staff in helping to make the Niagara Region not just compliant, but a leader in achieving the goals and objectives of the Accessibility for Ontarians with Disabilities Act (AODA).

We are very thankful to the Regional Chair, Councillors, and staff for their strong support in being pro-active in their approach not only in the past, but going forward with this next 5 year plan.

Sincerely,
Dan Whipple, Chair
Niagara Region Accessibility Advisory Committee

Section 3:

Municipal information

Municipality: Niagara Region

1815 Sir Isaac Brock Way
PO Box 1042, Thorold, ON L2V 4T7

Local Phone Number: 905-980-6000
Toll-free Phone Number: 1-800-263-7215

TTY Local Phone Number: 905-984-3613
TTY Toll-free Phone Number: 1-866-913-3444
TTY = Teletypewriter (text communication phone)

Key Contacts:

Steve Murphy
Accessibility Advisory Coordinator
Office of the Regional Clerk
Niagara Region
905-980-6000 ext. 3252
steve.murphy@niagararegion.ca

Kelly Lotimer
Legislative Assistant
Office of the Regional Clerk
Niagara Region
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Municipal highlights

The Niagara Region is located in southern Ontario between two of North America's Great Lakes (Ontario and Erie), covers an area of 1854 sq. km (715 sq. miles) and is composed of 12 municipalities with a combined population of 447,888

Niagara became part of the reform movement to create new forms of governance: Regional governments. On June 26, 1969, the provincial legislature enacted The Regional Municipality of Niagara Act. On Jan. 1, 1970, 12 area governments and one Regional government replaced the two counties and 26 municipal structures. Niagara Regional Council comprises a Chair and 30 Councillors representing five cities, five towns and two townships.

Niagara's 12 area municipalities are:

Fort Erie population 30,710	Grimsby population 27,314	Lincoln, population 23,787
Niagara Falls population 88,071	Niagara-on-the-Lake population 17,511	Pelham population 17,110
Port Colborne population 18,306	St. Catharines population 133,113	Thorold population 18,801
Wainfleet population 6,372	Welland population 52,293	West Lincoln population 14,500

Source: Stats Canada 2015

Section 4:

Legislation and interpretation

On June 13, 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent and is now law. The purpose of the AODA 2005 is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by 2025. Standards will be developed by the Government of Ontario in collaboration with persons with disabilities, representatives of industries and various sectors of the economy. Both the public and private sectors that provide goods and services to people in Ontario will have to meet certain accessibility standards in five important areas: Customer Service (O.Reg. 429/07), and currently pending Standards for Transportation, Information and Communications, Built Environment and Employment.

Public sector organizations including government ministries, municipalities, hospitals, public transportation organizations, school boards, colleges and universities are required to continue to prepare and make public annual accessibility plans as their legal obligations under the Ontarians with Disabilities Act, 2001 (ODA) remain in force until such time that the Act is repealed.

Communities are changing throughout the province of Ontario as the population ages. Approximately 20 per cent of Ontarians are likely to have a disability in 20 years. A mandate to remove barriers by 2025 will allow communities to fully accommodate an aging population and persons with disabilities.

Like in other municipalities in Ontario, an accessibility plan is prepared to address any issues and barriers preventing persons with disabilities from participating fully in the life of the community. Ultimately, the Accessibility Plan is intended to identify, remove and prevent all barriers that may impede residents and visitors from accessing and using municipal services within the responsibility of the Regional Municipality of Niagara. Accessibility planning is no longer an afterthought, but instead has become ingrained in the normal operating policies and procedures.

Definitions for “disability” and “barrier” as they appear in the Accessibility for Ontarians with Disabilities Act (AODA) and Ontarians with Disabilities Act (ODA):



Disability:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

Barrier:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (“obstacle”).

Common acronyms:

AAC - Accessibility Advisory Committee

FADS - Facility Accessibility Design Standards

ODA - Ontarians with Disabilities Act, 2001 – Bill 125

AODA - Accessibility for Ontarians with Disabilities Act, 2005 – Bill 118

UD - Universal Design

TTY - Teletypewriter (text communication phone)

Common barriers:

Architectural - may result from the design of a building

Attitudinal - refers to persons who do not know how to: communicate with people with disabilities, or persons who display discriminatory behaviours

Communicational - makes it difficult for people to receive or send information

Policy/Practice - may result from an organization’s policies, practices and protocols if they restrict persons with disabilities

Section 5:

Other organizations and agencies participating in this accessibility plan

5.1 Organization-Agency

Niagara Regional Police Service

Niagara Regional Housing

Niagara Peninsula Conservation Authority

5.2 Description

Niagara Regional Police Service (NRPS)

Established on Jan. 1, 1971, the Niagara Regional Police Service (NRPS) is the oldest regional police service in Ontario. In an area of 1,854 square kilometres, the NRPS patrols one of Ontario's largest geographic regions. The Niagara Regional Police provide policing and public safety services to 447,888 residents and an estimated 15,000,000 visitors annually.

A few of the unique policing challenges facing Niagara are the combination of urban and rural development, the large annual influx of tourists, its proximity to the United States, the effect of the nations' busiest border crossings, a major summer cottage population in varying communities, and a waterfront shoreline that surrounds the region on three sides.

Niagara Regional Housing (NRH)

As administrator of affordable housing for Niagara Region, Niagara Regional Housing (NRH) is dedicated to providing and advocating for quality affordable housing in Niagara. Affordable housing in the region includes more than 2,600 Public Housing units owned and managed by NRH, more than 3,900 units operated by Social Housing Providers (non-profit and co-operative), approximately 1,000 units through private landlords in the Rent Supplement Program and new communities through new development. NRH is governed by a Board of Directors with representation from the housing sector, the community and Niagara Regional Council.



Niagara Peninsula Conservation Authority (NPCA)

The activities of the Niagara Peninsula Conservation Authority (NPCA) are governed by a board of directors comprising 15 members appointed by the member municipalities as follows:

- 12 members appointed by Niagara Region

- Two members appointed by the City of Hamilton

- One member appointed by Haldimand County

Board members collectively provide direction through the CAO for the consideration and adoption of NPCA goals and objectives, policies, operational plans and budgets.

Established in 1959, the NPCA serves approximately 500,000 people and covers an area of 2,424 square kilometres encompassing the entire Niagara Region, 21 per cent of the City of Hamilton and 25 per cent of Haldimand County. The NPCA manages the impact of human activities, urban growth, and rural activities on the watershed. NPCA programs focus on initiatives that help keep people and their property safe from flooding and erosion while retaining our drinking water safe to drink. Watershed management program activities include: Planning, Regulations, Water quality monitoring, Environmental education through stewardship and restoration as well as programming; Community outreach; Conservation through land acquisition and public ownership” NPCA now owns over 2,870 hectares (7,091 acres) that are held in public trust.

The Authority’s stewardship allows the public to enjoy Niagara’s distinctive heritage and natural resources at conservation areas, each of which offers diverse recreational and educational opportunities.

With its unique resources, the NPCA manages one of the most complex watersheds in the province. It includes lands drained by the Niagara River, Twenty Mile Creek, the Welland River, and the Welland Canal. Nestled between Lake Erie and Lake Ontario and transversed by the Niagara Escarpment, the Niagara Peninsula has truly unique climatic and biotic zones that are unlike anywhere else in North America.

Section 6:

Plan Development Working Group

Niagara Region Accessibility Working Group

Members	Department/Affiliation	Contact
Steve Murphy	Niagara Region Office of the Regional Clerk	905-980-6000 ext. 3252
Craig Mustard	Niagara Region Corporate Services	905-980-6000 ext. 3228
Chantal Perreault	Niagara Region Corporate Communications	905-980-6000 ext. 3380
Marco Giannico	Niagara Regional Police Services	905-688-4111 ext 3946
Laurie Nelson	Niagara Region Corporate Services	905-980-6000 ext. 3695
Joanne Spriet	Niagara Region Enterprise Resource Management Services	905 685 4225 ext 1631
Gord Szaszi	Niagara Regional Housing	905-682-9201 ext. 3946
Jeanette Wilcox	Niagara Region Public Health	905-980-6000 ext. 7313
Tyler McClellan	Community Services	905-984-6900 ext. 4250
Trevor Ward	Niagara Region Corporate Services	905-980-6000 ext 3527

Member	Department/Affiliation
Geoff Eden	Accessibility Advisory Committee Co chair <i>affiliation: Welland AAC, Provincial Accessibility Directorate Standards Development Committee for Information & Communications</i>
Jonathan Williams	Accessibility Advisory Committee Member <i>affiliation: Brain Injury Community Re-entry</i>
Dennis Hernandez	Accessibility Advisory Committee Member
Heather Matthews	Accessibility Advisory Committee Member
Ian Greaves	Accessibility Advisory Committee Member <i>affiliation: Niagara Falls AAC</i>
Brian Kon	Accessibility Advisory Committee Member
Laura Slade	Accessibility Advisory Committee Member
Veronica Sparling	Accessibility Advisory Committee Member
Crystal Theal	Accessibility Advisory Committee Member <i>affiliation: Stakeholder</i>
Councillor Douglas Joyner	Niagara Regional Council, representative <i>(effective February 2012)</i>
Dan Whipple	Accessibility Advisory Committee Member - Co Chair <i>affiliation: Stakeholder</i>

Status and update of Regional Operations

7.1 Community Services

- Ensures supports are in place that advance the well-being of individuals, families and communities of Niagara
- Provides encouragement and support to enable individuals and families to maximize potential to achieve their life goals
- Enhances residents' and clients' quality of life and social well-being by providing a spectrum of integrated programs and partnerships
- Ensures Home For Good (supportive housing) new construction will meet building code with 15% accessible units and through redevelopment, new builds and upgrades, ensures Facilities Accessibility Design Standards are in place
- Continues to provide accessible hotel rooms as an emergency homelessness shelter alternative as required
- Identifies accommodation needs during intake process for social assistance applications. Online applications for three social assistance programs and subsidized childcare available, improving accessibility for persons with disabilities
- Ensures social assistance offices are wheelchair accessible, home visits are offered along with interpreter services, accommodation for service animals and use of Dragon speak for ease in accessing services
- Within Niagara Region's Long term care homes, the Region maintains and provides accessible resident care equipment including specialized beds, specialized bathing systems and resident assisted lift systems
- Within the Region's Long Term Care homes, Niagara Region provides tablets with an application that converts talk to text to ensure clear communication for employees with hearing impairment
- Community Services offers sit-stand work stations to employees in need
- Community Services provide orientation training on applicable legislation for all new staff including our responsibilities under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act

7.2 Corporate Services

- Provides support services to Regional departments and policy advisory services to both Regional Council and staff
- Manages Regionally owned and operated public facilities
- Assists Regional departments to become more productive through the use of information technology, systems and support
- Through the guidance of committee and Council, the department is dedicated to the development of strategic human capital initiatives, programs, services and expertise for approximately 3000 employees in the areas of employee and labour relations, benefits and pensions, health services, recruitment and retention, training and development, organizational development, compensation and classification
- Enhances cost effectiveness and efficiencies for taxpayers through shared service initiatives with nine area municipalities and related boards/agencies
-

7.3 Enterprise Resource Management Services

- Provides legal services to Regional Council and departments
- Acts as agent on behalf of the 12 local area municipalities and has established administration and courtrooms to deal with charges laid under the Provincial Offences Act (POA)
- Financial Management and Planning and Procurement and Strategic Acquisitions.

7.4 Planning and Development

- Enhances the Niagara community's special characteristics through partnerships
- Responsible for development, conservation and environmental protection
- Achieves a higher quality of life for residents and visitors
- Provides policy direction to Regional Council on the protection of agricultural resources and the development of safe and healthy communities
- Supports planning legislation related to accessibility
- Provides economic and fiscal planning
- Incorporates Regional staff sensitivity and awareness training



7.5 Public Health

Niagara Region Public Health and Emergency Services impacts community health through health prevention injury prevention, health protection, enforcement programs and services

Our mission is to impact health and health equity across the Niagara Region. Historically have defined the top health issues affecting our residents as well as mapped the marginalized neighborhoods across the Niagara Region. This information is used to help inform program and service planning and ensure we are reaching those in our community that are most effected by the social determinants of accessing health care.

Moving forward we will be further identifying the priority populations that live in the Niagara Region beyond just the geographic and this will further enhance our planning and evaluation activities ensuring we reach those who have barriers to accessing service and maximise our impact.

All of our office locations are accessible and accessibility is a consideration when selecting our community clinic locations. In 2019 NRPH is opening a new office/clinic location and this will also be a fully accessible location as well as being strategically located to ensure easy access via public transport, motor vehicle and in close proximity to other key community stakeholders.

Some of our program and services offer a home visitation or community outreach which removes transportation and accessibility barriers for clients who access their services.

7.6 Public Works

- Provides safe potable water
- Ensures effective and safe treatment of sewage
- Manages the Waste Management Program in Niagara Region
- Develops and maintains a regional road network
- Road design and construction
- Road crossing protection and assistance
- Long, intermediate and short term transportation plan
- Inter-municipal specialized transit service

7.7 Economic Development

- Mandated to carry out activities to advance the economic prosperity of the Niagara community
- Designed to bring a more focused, strategic approach to the goals of creating jobs and working together with municipal and private sector partners
- Provides effective, innovative services to promote investment and visitation and provides business support services to attract, maintain, and increase jobs in Niagara

Status and updates by other organizations and agencies

8.1 Niagara Regional Police Service (NRPS)

- Review of the NRPS facilities has been undertaken to build a long-term accommodation strategy, using FADS as the accessibility guideline
- Future needs assessment of facilities to include accessibility and barrier recognition in tandem with future usage assessments
- New proposed Licensing By-law addresses accessible transportation
- Website is W3C compliant
- TTY service is available
- Redesign business cards for all front line NRPS staff to provide information in larger font
- Customer service and other applicable regulations included in:
 - Niagara Region training
 - Officer education and training programs
 - Existing and ongoing training programs and videos
 - Video library (situational training) at police stations and the police training centre on Niagara College campus, including an eight-part training video series titled Police Response to Persons with Disabilities
- Orientation training includes content regarding the Ontario Human Rights Code and workplace harassment, which both include accessibility sensitivity and awareness components
- Customer service, Ontario Human Rights Code (OHRC) and Integrated Accessibility Regulations (IAR) transportation training offered to taxi cab providers and drivers



8.2 Niagara Regional Housing (NRH)

- Improves facility accessibility on a continual basis
- Endorses the inclusion of accessibility planning into emergency preparedness initiatives
- Enhanced forms to be more user-friendly and available in alternate formats upon request
- Ensures availability of alternative formats for information and material
- Ensures special accommodations are available for meetings and events
- Special events are held at accessible venues
- Develops policies and procedures for AODA Customer Service compliance
- Encourages any new affordable housing to have at least 10 per cent of units designated as accessible housing units and/or strives to have at least 10 per cent of units built incorporating Universal Design Principles where possible
- Under the Niagara Affordable Housing Programs, private sector and non-profit housing proponents, builders, and contractors were provided and encouraged to incorporate the FADS document
- Design Consultation Committee established to provide input into new NRH-owned project includes representative from the Region's Accessibility Advisory Committee
- All NRH-owned apartment buildings converted to power door operators in foyers and lobbies
- All buildings have elevators with the exception of four smaller buildings under review
- Elevator buttons in hallways and inside elevators have been lowered
- Ramps are installed in family units, where structurally possible, upon request and at no charge to tenants
- Family units have audible/strobe fire alarms on all levels for persons with hearing disabilities
- Seniors' apartments have audible fire alarms, with visual strobe fire alarms/horns being placed inside apartment units and bedrooms
- Seniors' apartments have grab bars and levered handles in all bathrooms, kitchens and entrance doors
- Grab bars are installed in family units upon request and at no charge
- All common areas/grounds have accessible parking spaces, curb cuts and ramps to entrance doors
- Continue to be guided by strategy documents such as "The Housing Strategy - People Needing Housing: A Collaborative Housing Strategy for the Niagara Community", released in October 2004, which recommends a set of housing objectives including: ensure there is an accessible, adequate supply of affordable rental and ownership housing; and eliminate physical, social and economic barriers to all forms of housing
- Website updated to incorporate plain language and improve readability
- Communication materials and publications, including application forms developed with plain language guideline to improve readability
- Ongoing staff training

8.3 Niagara Peninsula Conservation Authority (NPCA)

- Facility accessibility audit completed, prioritized facility improvements, including remedies and costs
- A checklist and reference guide was prepared by the Waterfront Regeneration Trust on the accessibility of outdoor facilities
- Accessibility improvement projects have included facilities at Ball's Falls, Long Beach, Binbrook and Chippawa Creek Conservation Areas
- Regular upkeep of outdoor facilities include trail maintenance, ensuring that trails being advertised as accessible have adequate, packed screening pathways in good condition
- Glenridge Quarry and Elm Street Naturalization Sites include accessibility considerations for all undertakings
- FADS is used as the guiding document for accessibility along with Built Environment outdoor spaces regulations
- New sound system installed at Ball's Falls
- Programming now designed to remove barriers



Section 9:

Initiatives 2018-2023

Initiative:	Budget Provisions Financial Planning
Department	All departments
Barrier	All
Resources/Comments	Council and budget allocations
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Customer Service Training
Department	All departments (Administered via Human Resources) Planning and Development, Clerk's Office Accessibility Advisory Coordinator
Barrier	Attitudinal, Communicational, Policy/Practice
Resources/Comments:	Training to be organized by Human Resources representative, Accessibility Advisory Coordinator, Community Services representative and incorporated into the Corporate Orientation agenda
Timeframe (Ongoing = initiated and continually addressed):	Completed Develop an in-house Customer Service training tool and necessary policies in compliance with the AODA's mandate of Customer Service Standard by January 1, 2010 for Corporation and January 1, 2012 for agencies, boards and commissions

Initiative:	Policy/Procedure
Department	All Departments, Accessibility Advisory Coordinator, CMT
Barrier	Communicational
Resources/Comments	Staff expertise, Incorporate accessibility considerations into policy/procedure
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Incorporate outcomes from all AODA Standards as they become regulatory

Initiative:	Alternative format availability Information Technology
Department	<ul style="list-style-type: none"> Planning and Development, Corporate Communications which includes in-house creative services and web content review/internet communications
Barrier	Attitudinal, Communicational
Resources/Comments	<ul style="list-style-type: none"> Staff expertise, Accessibility Advisory Committee consultation (example; Regional materials available in alternative formats upon request, website regularly updated with accessible technologies, legible and clear writing for print products and print advertising) Staff are currently developing a manual of resources to assist with provision/delivery of alternate formats and accommodation resources as requested
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Incorporate outcomes expected in the near future from the AODA's Information and Communication Standard

Initiative:	Develop Communications Standard
Department	Administration, Planning and Development, Corporate Communications
Barrier	Communicational
Resources/Comments	<ul style="list-style-type: none"> Staff expertise, Accessibility Advisory Committee consultation Continue to ensure accessible communication between departments, staff and particularly with the public to promote and enhance communication (example – document preparation, storage and distribution to use readable OCR PDF technology)
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Incorporate outcomes expected in the near future from the AODA's Information and Communication Standard

Initiative:	TTY teletypewriters (local and toll free TTY to main switchboard)
Department	Corporate Services, Community Services, Public Health, Planning and Development, Corporate Communications
Barrier	Communicational
Resources/Comments	<ul style="list-style-type: none"> • Ensure TTY contact information is included on website and on all published material • Continue to monitor further customer service needs for any additional TTY service
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Incorporate outcomes from all AODA Standards as they become regulatory

Initiative:	Accessibility Events
Department	All, Accessibility Advisory Coordinator
Barrier	Communicational
Resources/Comments	<ul style="list-style-type: none"> • Accessibility Advisory Coordinator supports events related to Regional accessibility
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Accessibility Legislation
Department	All
Barrier	All
Resources/Comments	<ul style="list-style-type: none"> • Accessibility Advisory Coordinator: • Ensures legislative compliance and implementation into practices • Ensures review of draft AODA standards when issued • Drafts Accessibility Plan as required for submission to Accessibility Advisory Committee and then Council
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Facility Accessibility Design Standards (FADS) Accessibility Guidelines
Department	Corporate Services – Facilities/Properties Management
Barrier	Policy/Practice, Architectural
Resources/Comments	<ul style="list-style-type: none"> • Staff expertise, Accessibility Advisory Committee consultation, Accessibility Advisory Coordinator • Promote FADS adoption to 12 municipalities within Niagara Region
Timeframe (Ongoing = initiated and continually addressed)	Niagara Region has now adopted the 2007 version of Facility Accessibility Design Standards (FADS) Incorporate outcomes expected in the near future from the AODA's Design of Public Spaces (DOPS)

Initiative:	Facility Accessibility (new/existing, leased/owned)
Department	Corporate Services – Facilities/Properties Management
Barrier	Architectural
Resources/Comments	<ul style="list-style-type: none"> • Use FADS as guideline for all improvements and as criteria for leasing and lease renewals
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Facility – Fire Alarms
Department	Corporate Services – Facilities/Properties Management
Barrier	Communicational
Resources/Comments	<ul style="list-style-type: none"> • Add visual strobe to audible fire alarms • Included in all new construction and retrofits of existing facilities
Timeframe (Ongoing = initiated and continually addressed)	Ongoing with scheduled renovations

Initiative:	Council Chambers
Department	Corporate Services – Facilities/Properties Management
Barrier	Architectural
Resources/Comments	<ul style="list-style-type: none"> • Accessibility improvements to council chambers
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Employment and Workplace Accommodation
Department	Human Resources
Barrier	All
Resources/Comments	<ul style="list-style-type: none"> • Staff expertise • Practices and procedures to promote employment of persons with a disability • Gain input from a corporate diversity team • Continue support of workplace accessibility and accommodation for all departments
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Policy Plan - Local Official Plans
Department	Planning and Development
Barrier	Policy/Practice
Resources/Comments	<ul style="list-style-type: none"> • Planning regulations and practices that mandate accessibility: • Planning Act 2005, Section 2 (h1) Part VI, Policy 51(24) • Provincial Policy Statement Section 1.1.1 (f) • Regional Policy Plan Section 5, Urban Areas • Approval authority for local official plans • Reviewed from Regional and Provincial perspective to meet or exceed mandates in the provision of accessibility
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Regional Emergency Management, Emergency Evacuation and Emergency Shelters, Public Education program
Department	Community Services & Accessibility Advisory Coordinator
Barrier	All
Resources/Comments	<ul style="list-style-type: none"> Staff expertise, Red Cross, Accessibility Advisory Committee consultation, stakeholders, Ontario's Emergency Preparedness for Persons with Disabilities or Special Needs Guide, 2007
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Road Construction/Sidewalk Construction
Department	Public Works
Barrier	Architectural
Resources/Comments	<ul style="list-style-type: none"> Review with FADS and Design of Public Space as guiding documents Work in conjunction with municipalities as sidewalks are their responsibilities Ensure that all regional construction drawings comply with the Design of Public Space requirements for traffic warning signal indicators (TWSIS)
Timeframe (Ongoing = initiated and continually addressed)	Ongoing

Initiative:	Road Crossing Protection (audible signals)
Department	Public Works
Barrier	Architectural
Resources/Comments	<ul style="list-style-type: none"> Technical sub-committee, Accessibility Advisory Committee consultation, CNIB consultation, Planning and Development and Public Works
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Installation of new and replacement of existing traffic signals will comply with AODA requirements

Initiative:	Inter-Municipal Specialized Transit
Department	Public Works
Barrier	All
Resources/Comments	<ul style="list-style-type: none"> • Staff expertise, Accessibility Advisory Committee consultation, community consultation • Expanded medical trip criteria now includes employment and education
Timeframe (Ongoing = initiated and continually addressed)	Ongoing Incorporate AODA's Transportation Standard

Initiative:	Construction Projects and Snow Removal
Department	Public Works
Barrier	All
Resources/Comments	<ul style="list-style-type: none"> • Consideration of barriers to accessibility during periods of construction or snow removal
Timeframe (Ongoing = initiated and continually addressed)	Ongoing



Section 10:

Summary 2018-2023 highlights

- Improve facility accessibility on a continual basis
- Ensure AODA legislation is incorporated into policies and practices
- Support the continued implementation of audible pedestrian signals at Regional traffic intersections
- Advocate for increased availability of accessible transportation
- Endorse the inclusion of accessibility planning into emergency preparedness initiatives
- Ensure availability of alternative formats for information and material
- Further the accessibility sensitivity/awareness and customer service training for staff, new hires and other members of obligated sectors
- Development and delivery of training for AODA Customer Service compliance, including Ontario Human Rights component – ongoing and included in new hire orientation
- New Provincial Offences Courthouse with modern security and large accessible areas
- On site Emergency Medical Services building

FADS and Design of Public Spaces

- Design of Public Spaces continue to be adopted by area municipalities for use in their facilities. The use of FADS as a guideline for creating accessible environments is available to businesses and the general public. The Region recognizes the benefit of updating the FADS to a more current edition, however, is waiting until the Design of Public Spaces becomes part of the AODA. Niagara Region encourages its use throughout the community. This document is available in the Living Section on the accessibility webpage at niagararegion.ca.
- In November 2006, Niagara Region introduced its new inter-municipal specialized transit system, Niagara Specialized Transit (NST). Its success and use has grown monthly since that time. It was designed for eligible Niagara residents who need to travel between the Region's municipalities for medical appointments and thereafter expanded to include employment and education as well. During the period of January-December 2007 and January-December 2008, the ridership increased by 56 per cent. The increase was due to both the expanded trip criteria and public awareness of the availability of this service.



- Information details and applications are available at nstniagara.ca.
- The program for the placement of audible pedestrian signals (APS), as identified, was continued. APS installations provide added safety to persons who are blind, or have low vision, crossing at these signals (e.g. Glenridge Ave. pedestrian crossing linking Brock University's Main Campus with its East Academic Campus) Funding has been approved to continue with installations at locations identified by the CNIB. There is sufficient budget available to complete approximately eight intersections which have been prioritized by the Accessibility Committee and the CNIB
 - Customer Service Standard training continues with a focus on compliance with the Accessibility for Ontarians with Disabilities Act (2005)
 - Establish feedback line for accessibility-related issues on Region's website
 - Increased Regional department staff representation to the Accessibility Advisory Committee (AAC) and staff committees to address AAC concerns and issues. Representation now includes Niagara Regional Housing, Niagara Regional Police Service as well as Facilities, Planning and Development, Corporate Communications, Community Services, Transportation, Public Health and Human Resources
 - Inventoried communication materials that must be made available in accessible formats
 - Website updated to incorporate plain language and improved readability
 - Communication materials developed with plain language guideline and larger fonts
 - Timeline developed to establish compliance with AODA Standards as they are introduced into the Act
 - Redrafted housing options to include specific accessibility requirements (both partial and full modifications)
 - Special events hosted in accessible venues - AAC meetings - October 2012 Perspectives on Accessibility brought speakers from around North America to offer their thoughts and



Accessibility:

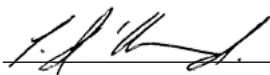
Is strongly related to universal design which is the process of creating products that are usable by people with the widest possible range of abilities, operating within the widest possible range of situations. This is about making things accessible to all people.

STATEMENT OF COLLABORATION

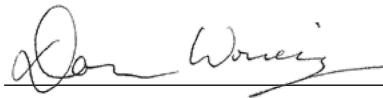
Since the inception of Accessibility related legislation in the Province of Ontario the Niagara Region, Niagara Regional Housing, Niagara Regional Police Services and the Niagara Peninsula Conservation Authority have worked together to achieve compliance with the requirements of the Ontarians with Disabilities Act 2001 and the Accessibility for Ontarians with Disabilities Act 2005.

Our ability to meet and in many cases exceed the minimal requirements of this legislation would not have been possible without this joint effort and sharing of resources.

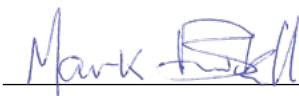
On behalf of the above named organizations, we, the undersigned, would like to take this opportunity to acknowledge our continued commitment to improving accessibility for all Niagara's residents and visitors.



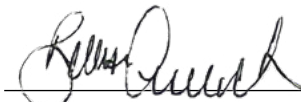
Carmelo D'Angelo
CAO, Niagara Region



Donna Woiceshyn,
Interim CEO, NRH



Mark Brickell
Acting CEO, NPCA



Bryan MacCulloch,
Chief of Police, Niagara Region



Accessibility Plan 2018-2023

Niagara  Region
niagararegion.ca

Niagara Region Printing Services—January 2019

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

**AAC 3-2018
Tuesday, September 18, 2018
Committee Room 4
Niagara Region Headquarters
1815 Sir Isaac Brock Way, Thorold ON**

Committee: Joyner, G. Eden (Vice-Chair), I. Greaves, H. Matthews, V. Sparling, C. Theal, D. Whipple (Chair)

Absent/Regrets: Caslin (Regional Chair), B. Kon, D. Hernandez, L. Slade, J. Williams

Staff: K. Lotimer, Legislative Coordinator, S. Murphy, Policy and Sustainability Coordinator, C. Perreault, Web Communications Coordinator, M. Robinson, Director, GO Implementation Project, R. Salewytch, Transit Service Planning Coordinator, J. Spriet, Associate Director, Court Services, J. Wilcox, Operations and Administrative Assistant, Public Health

Others: E. Burt, President, The BTS Network, C. Peddle, Resident, City of Welland

1. CALL TO ORDER

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

2. DISCLOSURES OF PECUNIARY INTEREST

There were no disclosures of pecuniary interest.

3. PRESENTATIONS

There were no presentations.

4. DELEGATIONS

There were no delegations.

5. ITEMS FOR CONSIDERATION

There were no items for consideration.

6. CONSENT ITEMS FOR INFORMATION

6.1 Niagara Specialized Transit (NST)

Matt Robinson, Director, GO Implementation Project, provided Committee members with an update on Niagara Specialized Transit. Topics included:

- Why changes to Niagara Specialized Transit were proposed
- Measures taken to maintain current levels of service
- Role of the Accessibility Advisory Committee going forward
- Outlining the Region's communication plan regarding specialized transit

6.1.1 CL-C 58-2019

Memorandum from Carmen D'Angelo, Chief Administrative Office, and Ron Tripp, Commission of Public Works, to Regional Council, dated September 13, 2018, regarding Niagara Specialized Transit (NTS) Program Changes

6.1.2 AAC-C 1-2018

Memorandum from Ann-Marie Norio, Regional Clerk, to the Accessibility Advisory Committee, regarding a Motion from Public Health and Social Services Committee meeting of Thursday, September 4, 2018, regarding Niagara Specialized Transit (NTS)

Moved by G. Eden
Seconded by H. Matthews

That memorandum CL-C 58-2018, dated September 13, 2018, respecting Niagara Specialized Transit Program Changes and memorandum AAC-C 1-2018, dated September 4, 2018, respecting a motion from the Public Health and Social Services Standing Committee meeting of Thursday September 4, 2018, regarding Niagara Specialized Transit (NST), **BE RECEIVED** and the following recommendations **BE APPROVED**:

1. That a Niagara Specialized Transit Working Group **BE ESTABLISHED** for the purpose of recommending improvements to specialized transit;
2. That the Niagara Specialized Transit Working Group **CONSIST** of two representatives from the Accessibility Advisory Committee and advocates from the community to act as key stakeholders for the specialized transit services study; and
3. That the working group **BE ESTABLISHED** until the completion of the study.

Moved by H. Matthews
Seconded by Councillor Joyner

That Clause 2 of the motion **BE AMENDED** as follows:

2. That the Niagara Specialized Transit Working Group **CONSIST** of ~~two~~ **three** representatives from the Accessibility Advisory Committee and advocates from the community to act as key stakeholders for the specialized transit services study;

Carried

The Committee Chair called the vote on the motion, as amended, as follows:

That memorandum CL-C 58-2018, dated September 13, 2018, respecting Niagara Specialized Transit Program Changes and memorandum AAC-C 1-2018, dated September 4, 2018, respecting a motion from the Public Health and Social Services Standing Committee meeting of Thursday September 4, 2018, regarding Niagara Specialized Transit (NST), **BE RECEIVED** and the following recommendations **BE APPROVED**:

1. That a Niagara Specialized Transit working Group **BE ESTABLISHED** for the purpose of recommending improvements to specialized transit;
2. That the Niagara Specialized Transit Working Group **CONSIST** of three representatives from the Accessibility Advisory Committee and advocates from the community to act as key stakeholders for the specialized transit services study; and
3. That the working group **BE ESTABLISHED** until the completion of the study.

Carried

Moved by Councillor Joyner
Seconded by H. Matthews

That Dan Whipple, Geoff Eden and Ian Greaves, **BE APPOINTED** to the Niagara Specialized Transit Working Group as the Accessibility Advisory Committee representatives.

Carried

6. CONSENT ITEMS FOR INFORMATION

Moved by G. Eden
Seconded by I. Greaves

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

Five Year Accessibility Plan 2018-2023

AAC 2-2018

Accessibility Advisory Committee Meeting Minutes
June 19, 2018

Carried

7. OTHER BUSINESS

7.1 Brock University Co-Op Students

Steve Murphy, Policy and Sustainability Coordinator, introduced Katie Edwards and Brittney Kindt, fourth year nursing students from Brock University, and advised Committee members that they were continuing accessibility audits on public portions of Niagara Regional Housing multi-family dwellings that were initiated last year.

8. NEXT MEETING

The next meeting will be held at the call of the Chair.

9. ADJOURNMENT

There being no further business, the meeting adjourned at 2:39 p.m.

Dan Whipple
Committee Chair

Kelly Lotimer
Legislative Coordinator

Ann-Marie Norio
Regional Clerk