



THE REGIONAL MUNICIPALITY OF NIAGARA
ACCESSIBILITY ADVISORY COMMITTEE
FINAL AGENDA

AAC 04-2019

Tuesday, September 17, 2019

1:30 p.m.

Committee Room 4

Niagara Region Headquarters

1815 Sir Isaac Brock Way, Thorold ON

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1. <u>CALL TO ORDER</u>	
2. <u>DISCLOSURES OF PECUNIARY INTEREST</u>	
3. <u>PRESENTATIONS</u>	
3.1 <u>Specialized Transit in Niagara</u> Steve Wilks, Associate, IBI Group	3 - 24
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Accessibility Advisory Committee Terms of Reference approved by
Regional Council on August 15, 2019

7. OTHER BUSINESS

7.1 Taxi Service - Fort Erie

8. NEXT MEETING

The next meeting will be held on Tuesday, January 28, 2020 at 1:30 p.m. in
Committee Room 4.

9. 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).

Specialized Transit in Niagara



September 2019



MOVING
TRANSIT
FORWARD

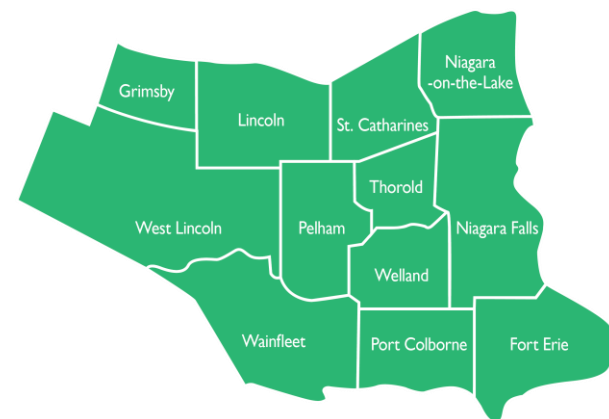
CONNECTING MORE PEOPLE TO MORE POSSIBILITIES

3

Niagara  Region

Presentation Outline

- Work Plan – Status/Update
- Specialized Transit in Niagara Region – Existing Conditions
- *What We Heard* – Stakeholder Consultation & Survey Results
- Travel Demand Estimates
- Key Issues & Challenges
- *Imagine Possibilities* – Opportunities
- Guiding Principles
- Concepts - A Preferred Approach - *An Eye on the Future*



Study Objectives

- Opportunities to maximize use of existing resources
- Increase efficiencies in service delivery through policy review and development
- Project future specialized transit travel demand
- Develop options to best meet community's mobility needs - *Action Plan*



Work Plan



Specialized Transit in Niagara Region

- Total Operating Cost: \$5.27m
- 3,435 registrants
- Cost/Trip: \$45.17
- Total Trips: 105,800
- Cost/Capita: \$11.68
- Trips/Capita: 0.236

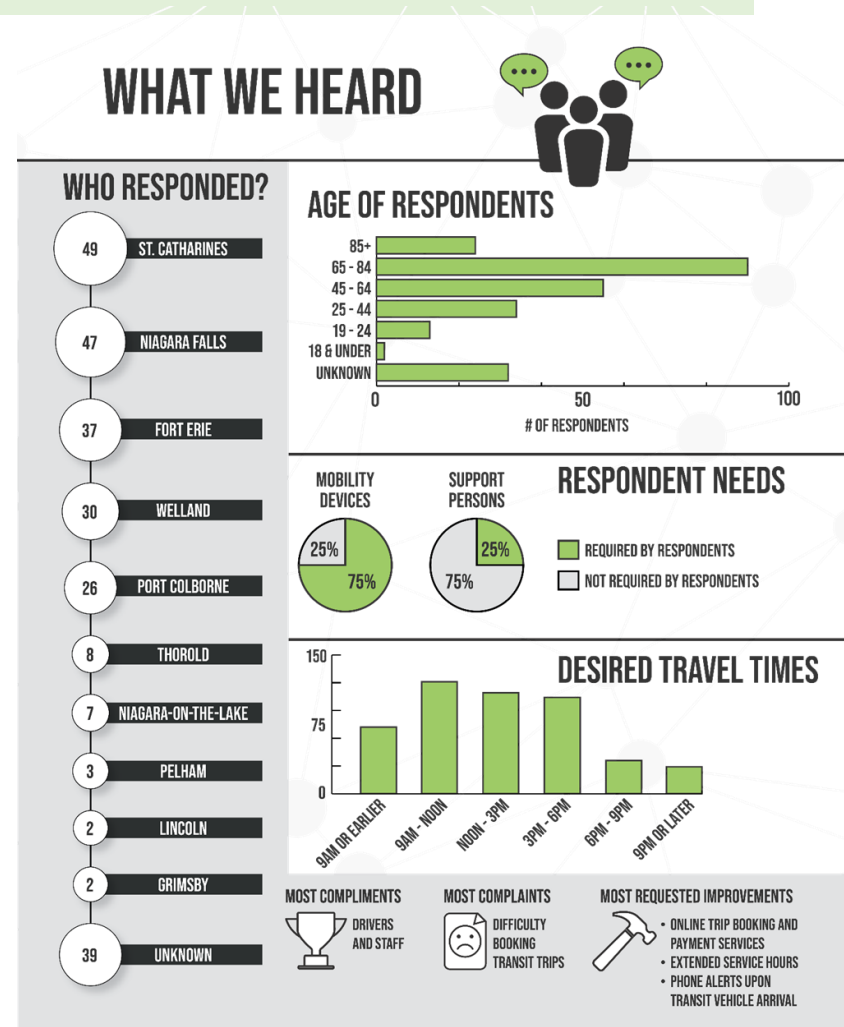
Service	Population Served	# Registrants	Total Trips	Operating Cost	Cost/Trip	Operating Cost/Capita	Trips/Capita
Niagara Region (NST)	447,900	1,153	30,100	\$2.37m	\$78.96	\$5.31	0.067
Niagara Falls (Chair-A-Van)	88,100	734	24,900	\$0.76m	\$30.67	\$8.66	0.283
Fort Erie (FAST)	30,700	182	8,000	\$0.30m	\$37.83	\$9.87	0.261
St. Catharines (Paratransit)	151,900	1,117	30,200	\$1.44m	\$46.76	\$9.30	0.199
Welland (WellTrans)	52,300	249	12,600	\$0.40m	\$32.08	\$7.88	0.241
TOTAL	447,900	3,435	105,800	\$5.27m	\$45.17	\$11.68	0.236

Outreach & Consultation

- An online and paper customer survey
 - Public Information Centres in Welland and St. Catharines;
 - Discussion groups - Accessibility Advisory Committee & other key stakeholders (community organizations)
 - A focus group session - Niagara Health Services
- 250 completed surveys
 - Approx. 45 attendees at PICs

What We Heard

- Favourable view of drivers & staff
- Difficulty booking a trip – tedious including need to call multiple agencies (municipal & regional travel)
- Poor on time performance (or don't show up)
- Excessive travel times
- Inconsistent eligibility criteria & processes



What We Heard (cont.)

- Residents of communities without specialized transit (West Niagara) – feel disadvantaged
- Accessible fixed route may not be an option if no accessible path of travel

Most Requested Improvements

- Online trip booking and payment
- Extended service hours
- Phone alert upon vehicle arrival
- Alternative service delivery – e-hailing/same day service (may be prepared to pay premium fare)

Forecasting Future Demand

- Provides sound analytical basis to assess program needs and suitable interventions
- Need to know overall specialized transit demand and origins/destinations of trips
- Forecasts span years 2021 through 2031

NEXT STEPS

- Based on outcomes from *Preferred Approach* - Assess potential impact on demand of operational & service delivery interventions

Forecasting Approach

Current Context

- Shifting demand from locals to NST
- About 40% of trips are for dialysis and medical

Drivers of Change

- Aging & disability in Niagara Region
- Location of healthcare facilities

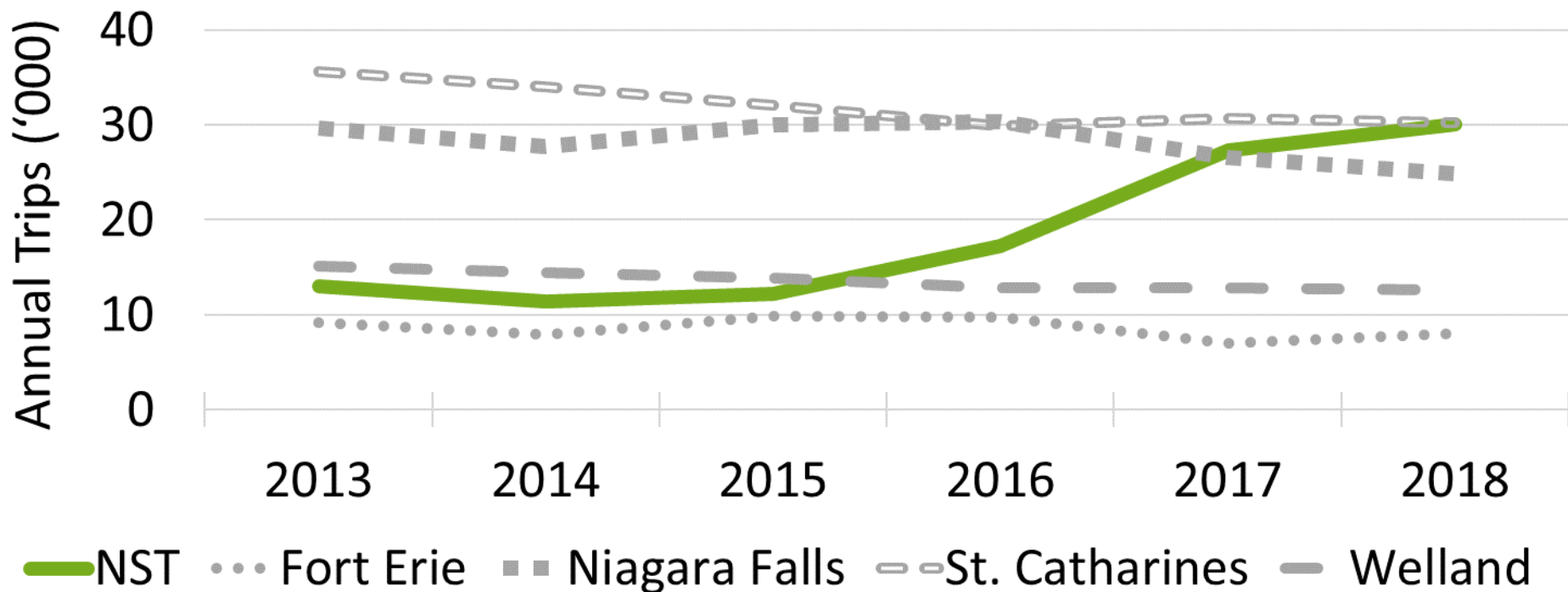
Future Demand

- Business-as-usual forecast
- High-growth forecast with higher rate of disability

Current Context

- Total demand up 3%, in line with population growth
- 14% of trips are for dialysis, over half of that on NST

Specialized Transit Trips, 2013-2018



Drivers of Change

Aging Population

- One in four residents will be over 65yrs by 2031

Rising Medical Needs

- 20% rise in residents with severe disability by 2031¹
- 25% rise in Region's dialysis needs by 2028²

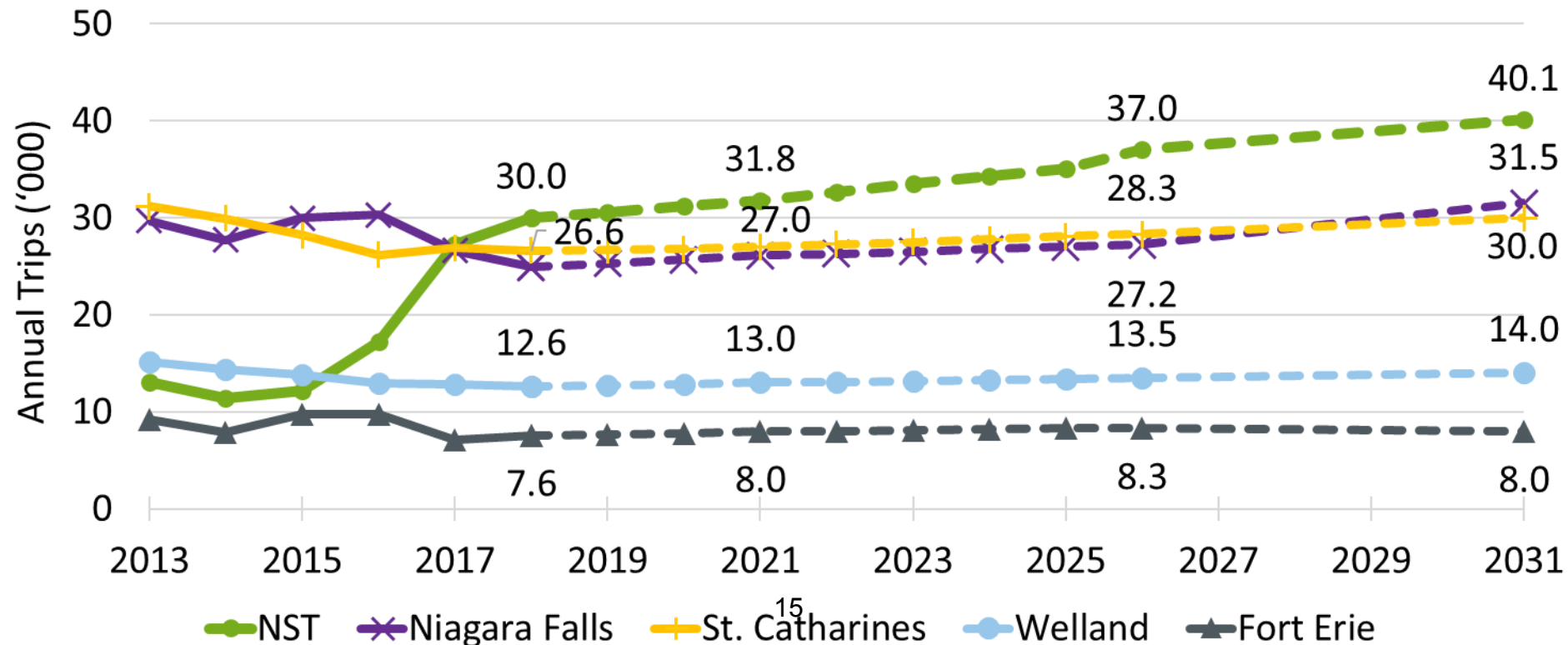
Facility Locations

- South Niagara Hospital will shift healthcare facilities to Niagara Falls in 2026

Future Demand (BAU Case)

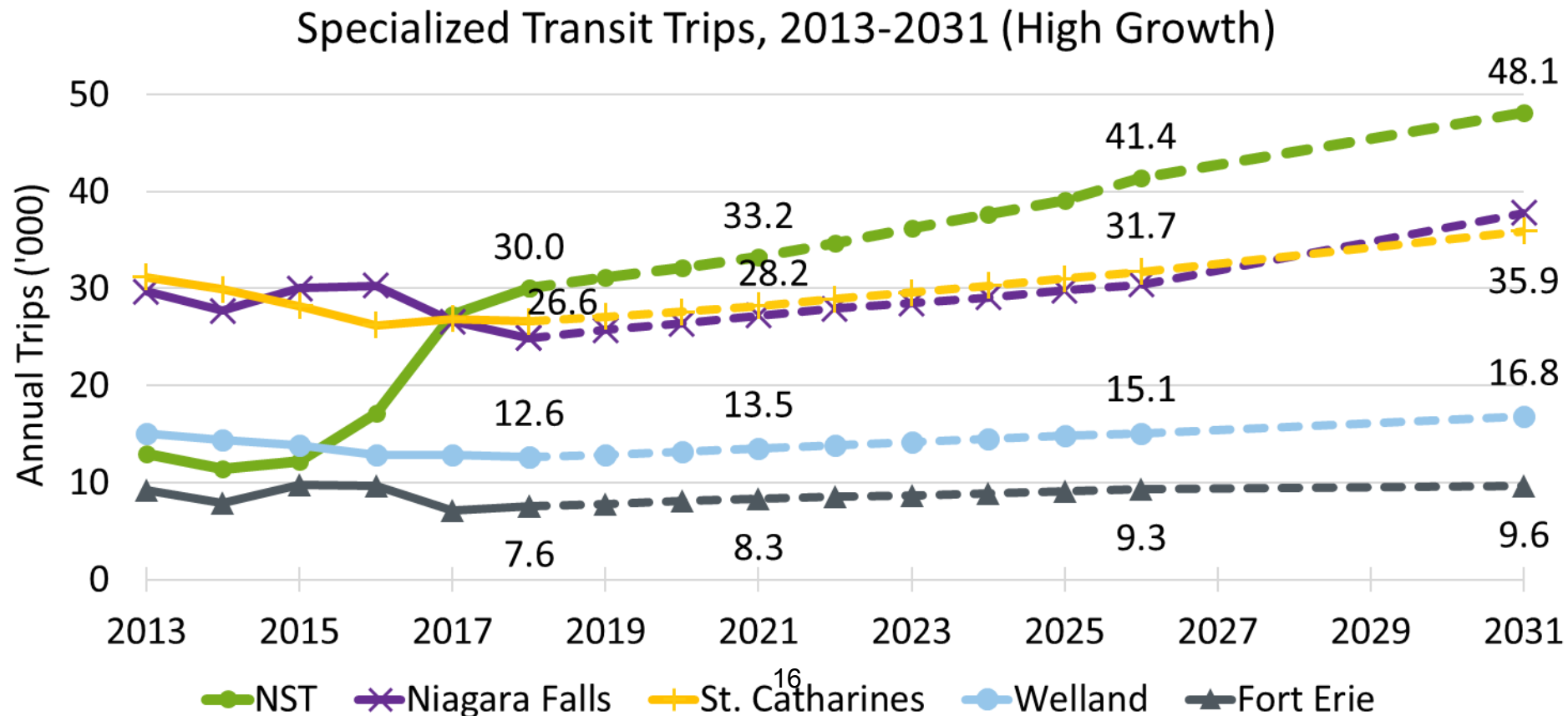
- Total demand hits 130,000 in 2021, 150,000 by 2031
- Inter-municipal trips grow to 27% of demand

Specialized Transit Trips, 2013 – 2031 (BAU)



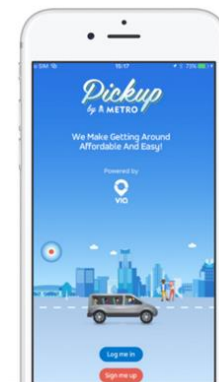
Future Demand (High Growth)

- Double growth rate of pop. with disability to 2.8% p.a.
- 12% more trips in 2026, 20% more by 2031 vs BAU



Challenges & Opportunities

- Effectively manage demographics / travel demand
- Address governance, program administration & trip management considerations to address:
 - Increasing costs
 - Program & fiscal accountability
 - Service & scheduling efficiencies (enhancements)
- Address range of functional disabilities
- Address compliance with AODA
- First/last 'mile' connections
- Integration with conventional transit
- Alternative delivery solutions – NextGen Mobility



Our goal is to provide shared ride public transit for those unable to use accessible fixed route transit

Guiding Principles – *An Eye on the Future*

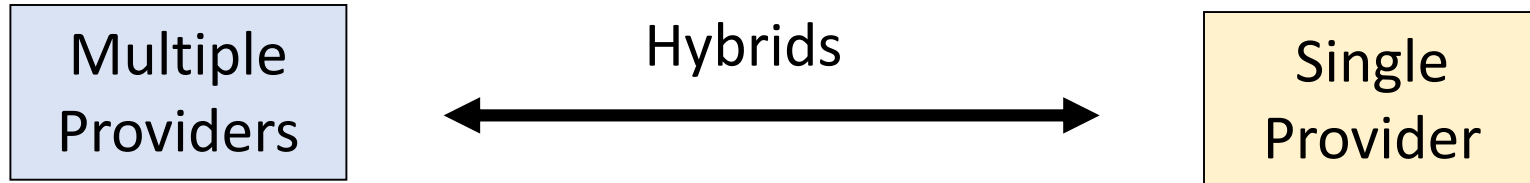
A Preferred Approach Designed To:

- **Preserve the integrity** of the Region's specialized transit services for those with no alternative
 - **Maximize benefits from investments** made in accessible fixed route transit & provide flexible mobility options
 - **Compliance with *AODA*** (& universal design)
 - **Be fiscally responsible and accountable**
- Maximize use of existing resources
 - Increase efficiencies in service delivery
 - Enhance the customer experience
 - Leverage use of technology

Our goal is to provide shared ride public transit for those unable to use accessible fixed route transit

Imagine Possibilities – Opportunities

Alternate Delivery Models



Models – to address core functional areas:

1. Eligibility & Certification
2. Trip Reservation & Scheduling
3. Dispatch/Trip Management
4. Service Delivery

Concepts – *A Preferred Approach*

Eligibility & Certification

- Centralized
- Application available on-line/web portal
- Consideration of use of In-person assessment & periodic re-certification

Reservations

- Centralized (One-Call / One-Click)

Scheduling (route optimization, allocation of resources)

- Extension of the reservation process

Concepts – *A Preferred Approach*

Service Delivery (Dispatch / Trip Management)

- Core service – buses & vans and/or use of supplemental services
- Alternate scenarios:
 - Multiple “service areas” (for example - Municipal boundaries or zones)
 - Demand management strategies – prescribed availability of service (days of week, times of day, etc.)

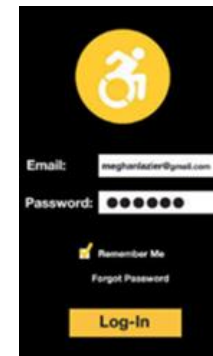
Next-Gen Mobility / Leverage Technology

- Supplement with taxis and next-gen mobility providers like Uber and Lyft
 - Addresses peaking, late evenings & weekends
 - Potential to offer e-Hailing (same day) service

Concepts – *A Preferred Approach*

■ Technology

- Computerized scheduling & dispatch (route optimization)
- Real-time passenger information, IVR – broadcast vehicle arrivals
- Self-service: App +/- web portal – registration, trip planning, reservations, confirmations, cancellations
- Mobile payment (advanced fare systems)



■ Greater link/integration with fixed-route transit services

- Extent may meet mobility needs – current & future?
- Incentives & policies address demand/ mobility management opportunities?



Key Contacts



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Steve Wilks – Project Manager
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Specialized
Transit in
Niagara

MOVING TRANSIT FORWARD

Thank
You

September 2019

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES



MEMORANDUM

AAC-C 5-2019

Subject: 2020 AAC Meeting Dates

Date: September 17, 2019

To: Accessibility Advisory Committee

From: Steve Murphy, Accessibility Advisor

Attached as Appendix "A", is a list of proposed dates in 2020 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 2020, be approved by the Accessibility Advisory Committee.

Respectfully submitted and signed by,

Steve Murphy
Accessibility Advisor

ACCESSIBILITY ADVISORY COMMITTEE 2020 MEETING SCHEDULE

MEETING DATES

January 28, 2020

March 24, 2020

June 23, 2020

August 11, 2020

October 6, 2020

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.

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

**AAC 03-2019
Tuesday, June 25, 2019
Committee Room 4
Niagara Region Headquarters
1815 Sir Isaac Brock Way, Thorold ON**

Committee: Councillor Ip (Committee Chair), G. Eden, I. Greaves, L. Hay, T. Hore, B. Kon, C. Peddle, V. Sparling, C. Theal, D. Whipple (Committee Vice-Chair)

Absent/Regrets: Bradley (Regional Chair), H. Matthews

Staff: K. Lotimer, Legislative Coordinator, S. Murphy, Accessibility Advisor, C. Mustard, Real Estate Coordinator, K. Whittard, Clinical Team Manager, Public Health

Others: T. Morden, Niagara Regional Police

1. CALL TO ORDER

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

2. DISCLOSURES OF PECUNIARY INTEREST

There were no disclosures of pecuniary interest.

3. PRESENTATIONS

3.1 Accessibility and the International Plaza at Regional Headquarters

Vanessa Aykroyd, Landscape Architect, provided Committee members with information respecting Accessibility and the International Plaza at Regional Headquarters. Topics of the presentation included:

- International Plaza Site Plan
- Guiding Accessible Design Principles
- Site Furniture
- Wayfinding (Signage)
- Tactile Warning Surface Indicators
- Slopes and Surfaces

4. DELEGATIONS

There were no delegations.

5. ITEMS FOR CONSIDERATION

5.1 AAC-C 4-2019

Terms of Reference - Accessibility Advisory Committee

That Report ACC-C 4-2019, dated June 25, 2019, respecting the Terms of Reference for the Accessibility Advisory Committee **BE RECEIVED** and the following recommendation **BE APPROVED**:

1. That the Accessibility Advisory Committee recommends to the Corporate Services Committee that the Terms of Reference (attached as Appendix I to Report AAC-C 4-2019), **BE APPROVED**.

Carried

6. CONSENT ITEMS FOR INFORMATION

6.1 AAC 02-2019

Accessibility Advisory Committee Meeting Minutes
April 9, 2019

That Report AAC 02-2019, being the Minutes of the Accessibility Advisory Committee meeting held on April 9, 2019, **BE RECEIVED**.

7. OTHER BUSINESS

7.1 Text Telephone (TTY) Service at Regional Headquarters

Steve Murphy, Accessibility Advisor, advised Committee members that the annual fee for Text Telephone Services (TTY) for Regional Headquarters is due and enquired if Committee members viewed this as a necessary service to provide. Committee members advised that the TTY service is practically obsolete, therefore it could be discontinued.

7.2 Specialized Transit Study

Ian Greaves, Committee member, enquired about an update on the Specialized Transit Study being conducted. Steve Murphy, Accessibility Advisor, advised Committee members that a presentation respecting the Specialized Transit Study is on the agenda for the Linking Niagara Transit Committee meeting being held on June 26, 2019.

8. NEXT MEETING

The next meeting will be held on Tuesday, September 17, 2019 at 1:30 p.m. in Committee Room 4.

9. **ADJOURNMENT**

There being no further business, the meeting adjourned at 2:50 p.m.

Councillor Ip
Committee Chair

Kelly Lotimer
Legislative Coordinator

Ann-Marie Norio
Regional Clerk

ACCESSIBILITY ADVISORY COMMITTEE (AAC)

TERMS OF REFERENCE

Consolidated Version as of August 15, 2019

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1. PREAMBLE

On June 13, 2005, The *Accessibility for Ontarians with Disabilities Act, 2005*, received Royal Assent and is now law. The purpose of this legislation is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities by 2025. The Provincial Government, in collaboration with persons with disabilities will develop these standards that public and private sector bodies who provide goods and services will have to meet.

Public sector organizations are required to continue to prepare and make public annual accessibility plans as their legal obligations under the *Ontarians with Disabilities Act, 2001 (ODA)* and *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. This accessibility plan is prepared to address issues and barriers preventing persons with disabilities from participating fully in the life of the community and is intended to identify, remove and prevent all barriers that may impede residents and visitors from access and using services.

2. MANDATE

The Regional Niagara Accessibility Advisory Committee is an advisory body established by the Regional Municipality of Niagara in accordance with the following Terms of Reference. The Committee has been established to advise Regional Council, reporting through the Corporate Services Committee on Municipal requirements as contained in the *Ontarians with Disabilities Act, 2001* and *Accessibility for Ontarians with Disabilities Act, 2005*, including the preparation of a five-year accessibility plan.

3. GOALS/PURPOSE

To advise the Regional Municipality of Niagara regarding the preparation of a five-year accessibility plan. The plan must address the identification, removal and prevention of barriers to persons with disabilities in the Region's by-laws, policies, programs, practices and services, including the following components:

- A report on the steps the municipality has taken to identify, remove and prevent barriers to people with disabilities
- How the municipality assesses its proposals for by-laws, policies, programs, practices and services
- A list of by-laws, policies, programs, practices and services the municipality will review in the coming years to identify barriers
- How the municipality intends to identify, remove and prevent barriers in the coming year

The Committee may also advise on other municipal obligations under the Acts, as follows:

- Considerations related to access for persons with disabilities when buying goods and services
- Development of accessibility plans for municipally administered, subcontracted or licensed transit providers in consultation with persons with disabilities
- The percentage of modified units in new social housing
- Access considerations in site plan approvals
- Other matters as directed by Council

4. REPORTING STRUCTURE

The AAC will report to Regional Council through the Corporate Services Committee.

5. WORK PLAN

The AAC will provide guidance to staff in the development of the five-year accessibility plan, identifying the specific initiatives and activities to be undertaken within each of the areas of focus, inclusive of budget needs, to further guide decision-making and resource management.

6. BUDGET

The AAC shall have an annual operating budget to be used for valid Committee purposes as detailed in the budget approved by Regional Council for the current year.

The Regional Clerk shall submit a budget request each year to Regional Council for consideration and approval.

There shall be no compensation payable to the members of the Committee with the exception of mileage reimbursement for scheduled meetings of the AAC.

7. MEMBERSHIP

7.1 Composition

Membership for the AAC shall not exceed a maximum of 14 members.

Membership for the AAC shall include:

- At least one member from Regional Council
- At least eight members who are people with disabilities
- Two members who are citizen or caregiver volunteers
- Three members who are community or professional stakeholders

All attempts will be made to stay within the guideline composition; however, if the applications received or the qualifications of applicants do not fully address the guideline composition criteria, the most capable and

qualified applicants will be recommended for appointment to fulfill the membership composition.

7.2 Term

The term of membership shall be four years, concurrent with Regional Council's elected term of office, and the membership shall be approved by Council in accordance with membership requirements in the Terms of Reference.

7.3 Privacy

The meetings of the AAC are public. Members should be aware that their names will be in the public realm and a list of membership may be provided upon request. Member information, other than name or municipality, will be kept confidential in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

8. ROLES & RESPONSIBILITIES

8.1 Chair & Vice Chair

A Chair and Vice Chair will be elected from Committee members on a biannual basis at the first meeting of the New Year to preside over meetings and Committee business.

It is the role of the Chair to preside over Committee meetings so that its business can be carried out efficiently and effectively, and to act as a liaison between the Committee, the Corporate Services Committee and Regional Council.

It is the role of the Vice Chair to preside over Committee meetings in the absence of the Chair and to perform any other duties delegated by the Chair or as assigned by the Committee through a majority vote.

8.2 Committee Members

All AAC members, including the Chair and Vice Chair, have the responsibility to help achieve the AAC's Mandate and Goals/Purposes. Committee members are also responsible for:

- Reviewing meeting materials in advance of the meetings and arriving prepared to provide a broad perspective on the issues under consideration;
- Working diligently to complete assigned activities;
- Participating on working groups, as appropriate;
- Agreeing to describe, process and resolve issues in a professional and respectful manner;

- Providing input to help identify future projects or strategic priorities for future years' work;
- Communicating activities of the Committee to groups represented or those who may have an interest and offer information back to the Committee.

9. WORKING GROUPS

To fulfill its mandate and accomplish its goals, the AAC may establish working groups to deal with specific issues or projects. The working groups will meet, as needed, to review specific issues referred to them by the AAC and otherwise complete their assigned tasks.

Working groups are considered to be time-limited, project specific sub-committees of the AAC in that they are convened to accomplish a specific task (or tasks) in a narrowly defined time period.

Working groups must be comprised of at least three members of the AAC, and may include community members and other individuals with relevant knowledge and expertise. Local municipal participation should be sought depending on the nature of the work being undertaken.

Working groups shall be chaired, where possible, by a voting member of the AAC and shall provide regular updates to the AAC regarding recommendations on assigned projects. Minutes of the meetings of the working group shall be recorded and submitted to the AAC for proper directing through the approval process. Working groups may meet at a time and place as decided by the members of the working group.

Administrative support shall be provided by a staff representative of the AAC or designate. The appropriate staff representative (or designate) will attend all working group meetings.

10. RESOURCES

The Regional Clerk's Office is the designated lead department providing resource support for the AAC, however, the Committee also has access to the technical expertise of staff from other Regional departments as may be required. It is recognized that staff time and the level of participation will be dependent on other departmental priorities as determined by senior management and/or Regional Council. Additional resources may be sought as required. Additional resourcing may be required for projects with senior levels of government.

The Committee shall receive administrative support from the Office of the Regional Clerk for meeting and agenda management.

11. MEETINGS

The AAC Committee shall meet at least four times per year, and may meet more frequently if required. A meeting schedule shall be set for the AAC and circulated to the members for approval each year. Should a time sensitive matter arise, the AAC may meet at the call of the Chair.

The AAC meetings will be held at Regional Headquarters at a time as determined by the members. All meetings will be open to the public.

Meetings shall be governed by the Region's Procedural By-law, being a by-law to govern the calling, place and proceedings of the meetings of Council and its Committees, as may be amended from time-to-time.

If necessary, a schedule setting the due dates for materials to be included on the agenda will be circulated to each member pending adoption of a meeting schedule or the scheduling of a meeting date.

A committee member who is unable to attend a meeting, shall forward his/her regrets to the Office of the Regional Clerk as soon as possible. Should the Office of the Regional Clerk not have confirmation of quorum 24 hours prior to the meeting, the meeting shall be cancelled.

12. ABSENTEEISM

Members who miss three unauthorized consecutive meetings shall be deemed to have resigned from the Committee and will be notified of this in writing by the Committee Chair.

13. AMENDMENTS TO THE TERMS OF REFERENCE

The Terms of Reference should be reviewed and refined at a minimum of every four years to ensure that they remain current and meaningful.

Proposals to amend the Terms of Reference shall require the approval of a majority of the members present. Proposed amendments to the Terms of Reference shall be submitted to Regional Council for approval through the Corporate Services Committee and shall take effect only upon the approval of Council.