



The Regional Municipality of Durham

Accessibility Advisory Committee Agenda

Tuesday, May 25, 2021

1:00 P.M.

**Regional Headquarters Building
605 Rossland Road East, Whitby**

Please note: In an effort to help mitigate the spread of COVID-19, and to generally comply with the directions from the Government of Ontario, it is requested in the strongest terms that Members participate in the meeting electronically. Regional Headquarters is closed to the public, all members of the public may [view the Committee meeting](#) via live streaming, instead of attending the meeting in person. If you wish to register as a delegate regarding an agenda item, you may register in advance of the meeting by noon on the day prior to the meeting by emailing delegations@durham.ca and will be provided with the details to delegate electronically.

- 1. Roll Call**
- 2. Declarations of Interest**
- 3. Adoption of Minutes**
 - A) Minutes of the Accessibility Advisory Committee Meeting held on March 23, 2021 (Attachment #1)
- 4. Presentations**
 - A) Gemma Sim, Program/Project Manager, Information Technology, and Joan Garcia-Leong Sing, Issues Advisor, Chief Administrative Office, re: MyDurham Project
 - B) Linnea Veloce, Policy Advisory, Chief Administrative Office, re: Inclusive Community Grant

5. Discussion Items

- A) AAC Joint Forum – J. Traer

6. Correspondence

There are no items of correspondence

7. Information Items

- A) Education Sub-Committee Update
- B) Update on the Transit Advisory Committee (TAC)
- C) Accessibility Coordinator Update

8. Reports for Information

There are no reports to consider

9. Other Business

10. Date of Next Meeting

The next regularly scheduled meeting of the Accessibility Advisory Committee will be held on Tuesday, June 22, 2021 at 1:00 PM.

11. Adjournment

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The Regional Municipality of Durham

MINUTES

ACCESSIBILITY ADVISORY COMMITTEE

Tuesday, March 23, 2021

A meeting of the Accessibility Advisory Committee was held on Tuesday, March 23, 2021 at Regional Headquarters, Council Chambers, 605 Rossland Road East, Whitby at 1 PM. In accordance with Provincial legislation, electronic participation was permitted at this meeting.

1. Roll Call

Present: C. Boose, Ajax, Chair
D. Campbell, Whitby, Vice-Chair
A. Beach, Oshawa
H. Hall, Participation House
D. Hume-McKenna, DMHS
M. Peters, Clarington
R. Purnwasie, Ajax
M. Roche, Oshawa
L. Schisler, Whitby
S. Sones, Whitby

***all members of the committee participated electronically**

Absent: Councillor R. Mulcahy

Staff

Present: S. Austin, Director of Corporate Policy and Strategic Initiatives
J. Christianson, Program Coordinator, Office of the Chief Administrative Officer
R. Inacio, Systems Support Specialist, Corporate Services – IT
A. McIntosh, Project Manager, Facilities Design, Construction & Asset Management, Works Department
J. Traer, Accessibility Coordinator, Office of the Chief Administrative Officer
N. Prasad, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by M. Peters, Seconded by M. Roche,
That the minutes of the Accessibility Advisory Committee meeting held on January 26, 2021, be adopted.

CARRIED

4. Presentations

A) Margaret Parkhill, Associate Director, IBI Group, re: Durham-Scarborough Bus Rapid Transit

Margaret Parkhill, Associate Director, IBI Group, provided a PowerPoint Presentation with regards to the Durham-Scarborough Bus Rapid Transit.

Highlights of the presentation included:

- Durham-Scarborough Bus Rapid Transit
- Purpose
- 2041 Frequent Rapid Transit Network
- Study Area
- Why Bus Rapid Transit
- Project Benefits
- Project Schedule: Overall Timeline
- What We've Heard So Far
- Preliminary Design
 - Proposed BRT Stop Locations
 - Preferred Preliminary Design – City of Pickering, Town of Ajax, Town of Whitby, City of Oshawa
 - Kingston Road at Liverpool Road, looking southwest today
 - Kingston Road at Liverpool Road, looking southwest with BRT
 - Bond Street at Stevenson Road, looking west today
 - Bond Street at Stevenson Road, looking west with BRT
 - BRT Stop Design: Design Standards, Shelter Concepts, Platforms, Platform Details, Platform Access
 - Active Transportation
 - Walking and Cycling Infrastructure
 - Cycling Facilities in Pickering
 - Cycling Facilities in Ajax
 - Cycling Facilities in Whitby and Oshawa

M. Parkhill advised that the study corridor extends from downtown Oshawa through downtown Whitby, Ajax, Pickering, under Highway 401 at Kingston Road and continues into the City of Toronto to Scarborough Centre. She advised that the project is part of the larger frequent rapid transit network proposed by Metrolinx as part of the 2041 Regional Transportation Plan.

M. Parkhill also advised that the corridor is expected to support approximately 215,000 more residents and 66,000 more jobs by 2041. She stated that higher capacity transit is needed to link communities and employment across the Toronto and Durham boundary and will generate significant benefits to the residents of Durham Region and Scarborough.

M. Parkhill advised that some of the benefits of the project are as follows:

- dedicated transit lanes which will improve operations for TTC, DRT and GO bus services
- improved connections to local and regional destinations
- improved mobility choice for area residents including more certainty around bus reliability
- improved active transportation facilities including wider sidewalks and cycling infrastructure to increase safety
- accessibility improvements at intersections to accommodate road users of all abilities
- improved public realm with streetscaping and tree plantings

M Parkhill provided an overview of the project schedule as well as the input and feedback reviewed from the public information sessions. She also provided an overview of the preliminary design and advised that there are a total of 49 proposed BRT stops. She stated that the accessible design principles are based on the most stringent measures of the: Accessibility for Ontarians with Disabilities Act (AODA); Ontario Building Code (OBC); City of Toronto Accessibility Design Guidelines; and Metrolinx Universal Design Standards (UDS). She advised that Crime Prevention Through Environmental Design principles will also be applied.

M. Parkhill responded to questions with regards to: the door openings in the bus shelters; lighting within the platforms; glazing (glass) in the shelters; visual and audio prompts for people with limited vision; the importance of having signage and an education campaign for the project; the importance of having notifications of when the bus is arriving as well as when the bus has arrived for the visually impaired community; the design of the windscreens; the possible use of navigation technology such as BlindSquare; concerns with pedestrians crossing the street to get to shelters; the placement of maps at each bus stop; audible signals at each crossing; and transportation of the homeless.

B) Andrew McIntosh, Works Department, re: Overview of Accessibility Improvements at Regional Headquarters

Andrew McIntosh, Project Manager, Facilities Design, Construction & Asset Management, Works Department, provided a PowerPoint Presentation with regards to Accessibility Improvements at Regional Headquarters.

Highlights of the presentation included:

- South Accessible Parking Lot
- Touchless Operators
- West Entrance, Revolving Door

A. McIntosh provided an overview of recent accessibility improvements undertaken at Regional Headquarters. He advised that the two most recent projects are the south accessible parking lot and touchless operators for doors. He provided an overview of the issues that were corrected with the south accessible parking lot. He advised that the touchless operators were initiated by facilities staff in trying to minimize touch points.

A. McIntosh advised that an upcoming project for 2021 is the west entrance revolving doors. He advised that the challenge with the current doors is the loss of energy during extreme weather conditions. He advised that revolving and/or swing doors may be an option.

A. McIntosh responded to questions with regards to the type of revolving doors to be used and how someone with a visual impairment or seniors use the doors.

Discussion ensued with regards to revolving doors being difficult for people with walkers and mobility devices. The following suggestions were offered: sliding doors; a double set of scissor doors; a double entrance; or a touchless entry swing door; all of which would have to be oversized to accommodate mobility devices.

Moved by M. Roche, Seconded by D. Campbell,
That the Committee recess for 5 minutes.
CARRIED

The Committee recessed at 2:10 PM and reconvened at 2:15 PM.

Following the recess, the Committee Clerk conducted a roll call and all members of the Committee were present except for Councillor Mulcahy.

C) Judy Christianson, Program Coordinator, re: Overview of the CityStudio Project Survey Results

Judy Christianson, Program Coordinator provided a PowerPoint Presentation with regards to an overview of the CityStudio Project Survey Results. She stated that the main purpose of the survey was to identify barriers that people with disabilities face while accessing Regional services.

J. Christianson advised that the survey was distributed to everyone who registered on Your Voice Durham as well as all Accessibility Advisory Committees across Durham Region. She stated that there were 180 visitors, 35 contributors, and 36 responses. She advised that of those who responded most municipalities within Durham Region were represented; most age groups participated; the preferred method of public consultation was email; 76% of respondents accessed a Regional service with the main one being Works; service was accessed on the Regional website or in person and half of the respondents encountered a barrier.

J. Christianson advised that some of the barriers encountered were related to transportation issues as well as long wait times on telephone calls. She provided the following breakdown of the survey findings:

- many residents who accessed Regional services did not come across barriers;
- of the residents who responded to the survey, there were 7 people who came across barriers;
- those who provided feedback in the past were not contacted about their feedback at the time;
- residents are unsure about the difference between Regional and area municipal services;
- in general, people with disabilities are open to providing feedback given the right format;
- timeframe to provide feedback needs to be enough time to complete, if relying on community groups or organizations to forward the information;
- there are 33 new people who registered on Your Voice Durham and will be able to provide feedback on other projects;
- staff have followed up with the four people who wanted someone from the Region to contact them about their experiences; and
- while digital formats are the most popular method of communicating, other formats need to be considered as having multiple formats would make it inclusive for everyone to access the same information, in the same way, regardless of their ability.

J. Christianson stated that the recommendations for improvements are as follows:

- Feedback and customer service standards need to consider the needs of residents with disabilities and be more user-centred;
- Continue to research barriers using other formats such as using the forum, question or stories on Your Voice Durham with multiple ways to submit responses;
- Communication material must be provided in multiple formats;
- Review whether services accommodate persons with hearing disabilities; and
- Public education on the roles and responsibilities of the Region and area municipalities continues to be necessary.

Questions were asked with regards to the various services used for the Region's Anti-Black Systemic Racism Town Hall and how accessibility was built in to enable citizens from across the Region to participate in that forum. S. Austin responded with regards to the questions asked.

5. Discussion Items

A) Nomination to Transit Advisory Committee

J. Traer advised that M. Roche currently sits on the Transit Advisory Committee as a representative of the AAC and that there is another available vacancy.

Moved by L. Schisler, Seconded by R. Purnwasie,
That we recommend to the Finance and Administration Committee:

That Heather Hall be appointed as the Accessibility Advisory Committee representative to the Transit Advisory Committee.

CARRIED

H. Hall advised that she would stand as the AAC representative on the Transit Advisory Committee.

6. Correspondence

There were no items of correspondence to consider.

7. Information Items

A) Education Sub-Committee Update

J. Traer provided the following update with regards to future presentations:

- A representative from the Region will attend the May meeting to discuss the myDurham311 project;
- A representative from the Region will also attend the May meeting to discuss the Region's Age Friendly Action Plan;
- There will be a presentation on the Intelligent Communities Project and accessibility in June;
- L. Schisler will provide an overview of Community Care Durham in June; and
- Recruiting speakers for Regional staff Lunch and Learn sessions with regards to National AccessAbility Week which will be held at the end of May.

B) Update on the Transit Advisory Committee (TAC)

M. Roche provided an update on the Transit Advisory Committee via email prior to the meeting. He advised that the Transit Advisory Committee meeting was scheduled to take place on the evening of March 23, 2021.

C) Accessibility Coordinator Update

J. Traer provided the following update:

- J. Traer has met with staff working on the revolving door project at Regional Headquarters and advised that they are revising the project. She will have the site plan subcommittee look at the actual plans for the doors and provide an update at a future meeting.
- Regional Headquarters will be closed to the public until September 13, 2021 due to the COVID-19 pandemic.
- With regards to the audit being done by the Compliance Division of the Province with respect to the Region's accessibility portfolio, it is now complete.
- J. Traer is currently working on updating accessibility training modules that Regional staff will be required to complete.

8. Reports for Information

A) Memorandum from D. Beaton, Commissioner of Corporate Services re: myDurham 311 Overview

The Memorandum from D. Beaton, Commissioner of Corporate Services regarding myDurham 311 Overview was included as Attachment #2 to the Agenda and received.

9. Other Business

There were no items of other business.

10. Date of Next Meeting

The next regularly scheduled meeting of the Accessibility Advisory Committee will be held on Tuesday, May 25, 2021 at 1 PM.

11. Adjournment

Moved by D. Campbell, Seconded by H. Hall,
That the meeting be adjourned.
CARRIED

The meeting adjourned at 3:02 PM

C. Boose, Chair
Accessibility Advisory Committee

N. Prasad, Committee Clerk