

City of Edmonton
Accessibility Advisory Committee
(AAC) Meeting Minutes
November 8, 2021
 Google Meet
 4:30 pm – 6:30 pm

Present: S. Amer K. Boyd C. Brenneis
 J. Caza C. Jones S. Klassen
 C. Knack P. Kocon T. LaRiviere
 J. Pisesky P. Reeves T. Rice
 I. Stefaniuk-Gaudet M. Vautour Z. Weeks

Presenters: P. Goel R. Kocsis E. Martin
 D. Melhem

Guests: V. Ghomashchi A. Matson(WAVE member)
 M. Osman (WAVE member) F. Omole (WAVE member)
 E. Teslyk (WAVE member)

Regrets: N. Sunderji A. Szafranski

Staff: S. Beukian C. Lamoureux H. Craig

Notes	Action
1. Call to order At 4:30 pm	
2. Approval of agenda Agenda of November 8, 2021 Moved by Z. Weeks	Carried
3. Approval of minutes as amended Minutes of October 12, 2021 Moved by Z. Weeks	Carried

4. City Council update

- i. Tomorrow, City Council will determine which councillors will be appointed to the CoE Agencies, Boards and Commissions (ABC's).
- ii. On the 311 complaint line, there is an accessibility button to indicate if there is an accessibility concern. However, this does not necessarily increase the rate at which issues are addressed. In 2012, the number of accessibility complaints went up by 96%. There only has been a four percent increase in the CoE budget to address these concerns.
- iii. There is an information report going to Council suggesting a sidewalk strategy (creating a sidewalk renewal strategy). Sidewalk repairs are currently bundled with neighbourhood renewal. The neighbourhood renewal assumes that sidewalks will last for 60 years.
- iv. The Corporate Accessibility Plan contains accessibility actions to take over the next three years. Are we reaching for the best practices in a North American city or should the CoE strive to go above and beyond? (i.e. curb cuts are the same level as the road in the Netherlands).
- v. In the New Year, there will be a report on purchasing potential equipment to increase snow removal service levels. The CoE will reach out to ABC's for engagement.

AAC member to register to speak at Council.

AAC members to book a meeting with Councillor Knack to discuss the Corporate Accessibility Plan in depth.

5. Accessible Vehicle for Hire Needs Assessment presentation

1) June 2021

- i. Pivotal did a needs assessment study. The objectives were:
 - a. Identify current and emerging best practices including how other jurisdictions are managing supply and demand of accessible taxis.
 - b. Understanding the perspectives of the supply side of stakeholders, including drivers and dispatchers.
- ii. Three phase approach:
 - a. Scanned ten different municipalities in Canada, United States and Europe.
 - b. Interviewed City of Edmonton taxi drivers through phone interviews, a mail in survey (19 responses) and senior management.
 - c. Utilizing the Insight survey about accessible taxi cab users sent in 2019 (3000 responses).
- iii. Recommendations:
 - a. Provide drivers with financial support and incentives.
 - b. Implement rider subsidies.
 - c. Create a self-sustaining fund to invest in critical support.

- d. Implement a centralized dispatch system.
- e. Improve and standardize accessible drivers training.
- f. Increase alignment with DATS.
- g. Consider advanced vehicle accessibility features.
- h. Consider geographical location when issuing new taxicab licenses, including the physical location of the driver's home when issuing new plates.
- i. Encourage taxi companies to allow drivers to enter passengers' homes and assist them as part of pick-up or drop-off to speed up service cycle times.
- j. The City might want to consider advocating for an exemption on behalf of the transportation industry in Edmonton in preparation for the provincial no-fault insurance law coming into effect January 2022.

6. Old Business

- 1) Parados - Vision/Post it [Draft Vision/Values Statements](#)
 - i. Parados provided a draft document from the planning session that highlights the AAC's mission, vision and value statements.
 - ii. The next part of the document goes over various personas that the AAC may interact with over social media.
 - iii. Finally, the draft document goes over details on how to make the AAC's social media presence more effective i.e. scheduling, curating content, distribution of the work
- 2) [Election accessibility reflections](#)
 - i. AAC asked the Administration to pass on feedback to the elections office.
 - ii. Some issues that AAC members heard and/or experienced:
 - a. Election workers were not prepared to work with people who are Deaf and/or Hard of Hearing. They did not use the tip sheet created at the last election.
 - b. Issues with accessible parking spots not near curb cuts or ramps. Parking lot surfaces were difficult to maneuver wheelchairs over.
 - c. People were not socially distant.
 - d. Accessibility feedback boxes were hidden/not noticeable.
 - e. Suggestion to have a liaison at each voting location, to work with people who require more assistance.
 - f. Were accessibility site reviews completed this election year?

<p>g. The new Edmonton ward names caused confusion (as well as new boundary issues) for people with developmental disabilities.</p> <p>3) IDPD sponsorship potential</p> <p>7. New Business</p> <p>1) ETSAB update</p> <p>8. Administrative/Executive Update</p> <p>1) AAC Evaluations summary</p> <p>9. Other Committee Work</p> <p>1) Intake request</p> <p>2) Policy Review update</p> <p>i. AAC group expectations</p> <p>3) Community Engagement update</p> <p>10. AAC Calendar</p> <p>i. Individual committee work.</p> <p>11. Round Table/Social Media</p> <p>12. Adjournment</p> <p>The meeting adjourned at 6:36 pm.</p> <p>Next Accessibility Advisory Committee meeting will be December 13, 2021.</p>	<p>Tabled</p> <p>Tabled</p> <p>Tabled - an email to follow up.</p> <p>Tabled</p> <p>Tabled - an email to follow up.</p> <p>Tabled - an email to follow up.</p>
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