



**MUNICIPALITY OF NORTH GRENVILLE
ACCESSIBILITY ADVISORY COMMITTEE MEETING
AGENDA**

Wednesday, September 25, 2024, 5:30 p.m. - 7:30 p.m.
Held in Meeting Room 1, 285 County Road 44

Pages

A. Open Meeting

B. Land Acknowledgement

The Municipality of North Grenville acknowledges that the Municipality operates on the territory of the Anishnabek.

We recognize all First Nations, Métis, and Inuit peoples who now call North Grenville their home. We respect and support the need for cultivating a strong relationship, and we commit to Indigenous-informed decision making to foster the path towards reconciliation.

C. Approval of the Agenda

D. Disclosure of Interest

E. Approve Minutes of Previous Meeting

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| 1. | Committee Meeting Minutes - July 3, 2024 | 1 |
| 2. | Committee Meeting Minutes - March 27, 2024 | 8 |

F. Delegations

G. Decision Items

H. Correspondence/Information Items/Reports

1. Washing Machine Update
2. NG Transit Report- 6 Month Review, Hillary Geneau

12

I. Other Business

1. Items for Next Meeting

J. Public Questions

K. Adjournment



MUNICIPALITY OF NORTH GRENVILLE
ACCESSIBILITY ADVISORY COMMITTEE MINUTES

5
July 3, 2024, 5:30 p.m.
Held in Meeting Room 1, 285 County Road 44

MEMBERS PRESENT Co-Chair Councillor Doreen O'Sullivan
Councillor Kristin Strackerjan
Samantha Lavitt
Lindsay Olmstead
Carol Estey
Jamie Bertrand

MEMBERS ABSENT Wayne Richer

STAFF PRESENT Chloe Preston, Municipal Clerk
Mary Remmig, Deputy Clerk

OTHERS PRESENT Hillary Geneau, Director of Corporate Services

A. Open Meeting

Co-Chair Lindsay Olmstead called the meeting to order at 5:34 p.m.

B. Land Acknowledgement

Co-Chair Lindsay Olmstead read the land acknowledgment.

C. Approval of the Agenda

Moved By Kristin Strackerjan

Seconded By Doreen O'Sullivan

Be it resolved:

THAT the Committee agenda for July 3, 2024 be approved as presented.

CARRIED

D. Disclosure of Interest

None at this time.

E. Approve Minutes of Previous Meeting

Co-Chair Doreen O'Sullivan advised that the new service animal sticklers have been placed on entrances at the municipal centre.

Moved By Doreen O'Sullivan

Seconded By Lindsay Olmstead

Be it resolved:

THAT the following meeting minute be approved as presented:

- Committee Meeting Minutes - May 22, 2024

CARRIED

1. Committee Meeting Minutes - May 22, 2024

F. Delegations

None.

G. Decision Items

None.

H. Correspondence/Information Items/Reports

1. NG Transit for ODSP and Hospital Clients Update - Hillary Geneau

Director of Corporate Services, Hillary Geneau, responded to queries from Committee members during previous meetings. She advised on NG Transit's recent alliance with Ontario Works and Ontario Disability Support Program which provide vouchers to individuals needing transit that meet certain eligibility criteria. She also updated the Committee on discussions with the hospital with respect to one-way trips for in-patients. Hillary further advised that receipts can be provided to users for taxes and credits, including the senior's tax credit.

While in attendance, the Director of Corporate Services advised the challenges with OHIP covered physiotherapy. She noted that there is only a certain amount of funding available at the ministry level and applications are not being accepted at this time.

Samantha Lavitt advised of her own efforts to reach out to the Ontario Health Team (OHT). She advised of our community resources spreading across two OHT jurisdictions.

Councillor Kristin Strakerjan asked if North Grenville is considered a lower priority than other communities.

Samantha Lavitt noted that our community would be at the same priority level as other locations looking for OHIP covered physiotherapy.

Hillary Geneau, Director of Corporate Services, suggested members reach out if they want to experience an NG Transit ride.

Councillor Kristin Strackerjan asked about rejections rates.

Hillary Geneau advised of improvements. She will be delivering more detail to Council in roughly November. The report will be reviewed with the Committee prior.

Samantha Lavitt asked how to reschedule transit trips if, for example, an appointment is running late.

Hillary Geneau explained the best process to undertake for rescheduling.

2. AODA Training (Shareable Resource Options)

Municipal Clerk, Chloe Preston, noted that the United Counties of Leeds and Grenville have been talking about bringing in a facilitator to conduct ADOA training for businesses. She advised of a training resource available by the province that is free, however only meets minimum training requirements and is not tailored to businesses. Chloe Preston suggested the free provincial training is a good starting point and that the training be distributed through the Chamber of Commerce, BIA and the COMMs team.

Councillor Kristin Strackerjan thought that even one employee from a small business receiving training could be beneficial. That individual could take information back to their team.

Samantha Lavitt thought training could be offered quarterly to allow for phased training of all staff working for small businesses.

Municipal Clerk, Chloe Preston, noted that the online training can be taken at anytime.

Co-Chair, Councillor Doreen O'Sullivan asked how often AODA training is required.

Chloe Preston advised that it is only required one per major legislation change, however good practice is once per year.

Co-Chair Lindsay Olmstead appreciated the idea of having a business owner talk with other business owners about their accessible needs and improvements.

Samantha expressed interest in showcasing employers than employ individuals with disabilities, however was concerned that the focus may be too much on physical disabilities.

Co-Chair Lindsay Olmstead thought that this could form part of the communications piece to educate the public on different types of disabilities.

Municipal Clerk, Chloe Preston, reiterated that this is currently in the preliminary stages, but we have a resource to share with businesses as a starting point.

Councillor Kristin Strackerjan recommended proceeding. She expressed concern with nothing ever getting done if we wait for it to be perfect.

3. Washing Machine Update

Jamie Bertrand confirmed there have been no changes.

Carole Etsey will be emailing Jamie's landlord.

4. Committee Workplan

Councillor Kristin Strackerjan advised of an assessment tool used by the RVCA to assess the accessibility of outdoor spaces. The tool can be shared with the Committee and staff.

Samantha Lavitt advised of the potential challenges for individuals with disabilities when there is no internet access.

Municipal Clerk, Chloe Preston, advised of efforts being undertaken by the Corporate Services department with respect to internet access.

Co-Chair Lindsay Olmstead suggested the item could be removed.

Municipal Clerk, Chloe Preston, suggested revising the initiative to monitor the progress.

Chloe suggested modifying the item to suggest that it is about monitoring as progress is made.

Councillor Kristin Strackerjan advised how Corporate Services has been addressing comments and concerns relating to NG Transit. She suggested the noted concerns could be forwarded to the Director of Corporate Services.

Municipal Clerk, Chloe Preston, advised of the possibility that the next meeting agenda may be consumed by the Official Plan consultation with the consulting agency.

Co-Chair Councillor Doreen O'Sullivan noted the need for accessible parking on Prescott Street.

Chloe Preston suggested that be an agenda item for a future meeting.

Co-Chair Councillor Doreen O'Sullivan asked about the direction from Council following review of the parking study.

Municipal Clerk, Chloe Preston, noted Council's direction for staff to report back in 2 years from the date of Council direction to report on the implementation of the 8 recommendations following the parking study.

Councillor Kristin Strackerjan acknowledged the broad discussion about parking organization wide.

Samantha Lavitt, speaking to the work plan, noted that she has conducted OHT investigation. She reiterated that our resources are split between two OHTs and the challenges associated with this.

Co-Chair Councillor Doreen O'Sullivan advised of the relocation of day programs for individuals with Alzheimer's and dementia. Her understanding is that the program was moved due to the OHT boundary situation.

Co-Chair Lindsay Olmstead noted that, the take away from the workplan review, is that a good amount of progress has been made.

5. Pedestrian PXO Update

Deputy Clerk, Mary Remmig, advised of the section from the Integrated Accessibility Standards that provides the requirements for accessible PXO crossings.

Municipal Clerk, Chloe Preston, suggested reaching out to Public Works to determine which PXOs in the area were installed under the legislation provided.

Co-Chair, Councillor Doreen O'Sullivan spoke about the courtesy crosswalk on Prescott Street being a safety hazard.

Chloe Preston advised that there is County involvement given the location and that the municipality could not proceed until there was authorization from the County.

Co-Chair, Councillor Doreen O'Sullivan thought a resolution should come forward from the Committee.

Co-Chair Lindsay Olmstead asked the Committee if the issue should be raised to make this a crosswalk instead of a courtesy crosswalk.

Councillor Kristin Strackerjan felt the courtesy crosswalk provided a false sense of security as many pedestrians think it is a formal crosswalk.

Municipal Clerk, Chloe Preston, assisted with drafting a resolution however acknowledged that there may be other considerations that have not been considered by the Committee.

Moved By Lindsay Olmstead

Seconded By Samantha Lavitt

****Significant Resolution***

Be it resolved:

THAT Council recognize the safety concerns with the courtesy crosswalks at Prescott Street and direct staff to liaise and work with the United Counties of Leeds and Grenville to establish a formal public crosswalks with enforcement rather than courtesy;

AND FURTHER THAT Council directs staff to report back on options for formalization by Fall 2024.

CARRIED

I. Other Business

1. Items for Next Meeting

The following items will be discussed at a future meeting of the Accessibility Advisory Committee:

- Director of Corporate Services Re: NG Transit Report November 2024
- Director of Parks, Recreation and Culture Re: Accessible Public Spaces Assessment Matrix

J. Public Questions

None.

K. Adjournment

Co-Chair Lindsay Olmstead adjourned the meeting at 7:18 p.m.

Moved By Jamie Bertrand

Seconded By Kristin Strackerjan

Be it resolved:

THAT the meeting be adjourned at 7:18 p.m.

CARRIED



MUNICIPALITY OF NORTH GRENVILLE
ACCESSIBILITY ADVISORY COMMITTEE MINUTES

March 27, 2024, 5:30 p.m.
Held in Meeting Room 1, 285 County Road 44

MEMBERS PRESENT Co-Chair Councillor Doreen O’Sullivan
Councillor Kristin Strackerjan
Wayne Richer
Carol Estey
Lindsay Olmstead
Jamie Bertrand

MEMBERS ABSENT Samantha Lavitt

STAFF PRESENT Chloe Preston - Recording Secretary
Hillary Geneau

A. Open Meeting

The meeting was opened by Co-Chair Councillor Doreen O'Sullivan at 5:43 p.m.

B. Land Acknowledgement

The land acknowledgement was read by Carol Estey.

C. Approval of the Agenda

#AAC-2024- AAC-2024-05

Moved By Wayne Richer

Seconded By Lindsay Olmstead

Be it resolved THAT:

The Accessibility Advisory Committee meeting agenda for March 27, 2024 be approved as presented

CARRIED

D. Disclosure of Interest

E. Approve Minutes of Previous Meeting

#AAC-2024- AAC-2024-06

Moved By Kristin Strackerjan

Seconded By Lindsay Olmstead

Be it resolved THAT:

The minutes of the Accessibility Advisory Committee meeting on January 24, 2024 be approved as circulated.

CARRIED

F. Delegations

None.

G. Decision Items

1. Co-Chair Appointment

#AAC-2024- AAC-2024-07

Moved By Kristin Strackerjan

Seconded By Carol Estey

Be it resolved THAT:

Lindsay Olmstead be appointed as Co-chair for the Accessibility Advisory Committee.

CARRIED

H. Correspondence/Information Items/Reports

1. NG Transit Insights - Accessible Ridership

Hillary Geneau, Director of Corporate Services, provided an overview of the NG Transit service including trends and update to the service since installation. Hillary outlined the new Hand-to-Hand policy as well as the 5- minute pick up to accommodate riders with wheelchairs.

Councillor Kristin Strackerjan asked how individuals are categorized as an individual with a disability.

Director Hillary Geneau provided the process of how users self-identify on their profiles (both for temporary and permanent)

Councillor Kristin Strackerjan commented that the bus in its current form does provide an obstacle for opening and closing the doors.

Co-Chair Lindsay Olmstead asked what the next iteration of the NG Transit for additional buses is to reduce the rejection numbers further.

Director Hillary Geneau provided information as it related to the original transit study and how the service will evolve to better serve residents in the future.

Wayne Richer asked for clarification on the size if the bus was full. Director Hillary Geneau said it would be tight it was completely full.

It was suggested to schedule a Transit Trip on the NG Transit Bus for the next meeting.

2. Physiotherapy - OHIP Covered Care Update

Hillary Geneau, Director of Corporate Services, provided some information regarding PRO Physio and the confusion on the ministry as well as confirmed that the Kemptville District Hospital provides internal physio clinics.

Co-Chair Doreen O’Sullivan relayed that it is confusing because not all surgeries are allowed to do OHIP physio locally. PRO only has to provide a certain number of OHIP patients to meet their minimum requirements and that they have significant wait lists.

Councillor Kristin Strackerjan relayed that the solution would be to add additional allocations.

Director Hillary Geneau provided information that she would take this back to the health care team to see if there is a mechanism to have additional clinics allow OHIP coverage. Will bring back information at the next meeting.

3. Community Event - Simulator for Accessible Needs Update

No update

I. Other Business

1. Items for Next Meeting

Items the committee would like to have brought forward at the next scheduled meeting include the following:

- Transit Trip
- Physio Update from Hillary from the Health Care Team
- Signage on Municipal Centre Doors re Animals
- Event Incorporation for AODA sports

- Leeds and Grenville AODA Forum
- Workplan Review
- AODA Trainings Updates to Provide to NG Businesses
- Washing Machine Update

2. L&G AODA Committee & Planning

3. Signs on Main Doors that Say “Guide Dogs”

Co-Chair Doreen O’Sullivan agreed to follow up with Mark Guy, Director of Parks, Recreation, and Culture about signs on the doors to bring them up to current standards

J. Public Questions

None.

K. Adjournment

Co-Chair Councillor Doreen O’Sullivan adjourned the meeting

#AAC-2024 - AAC-2024-08

Moved By Wayne Richer

Seconded By Jamie Bertrand

Be it resolved:

THAT the meeting of the Accessibility Advisory Committee adjourned at 6:49 p.m.

CARRIED



Committee Agenda Report

Committee Name: AAC

Meeting Date: September 25, 2024

Submitted By: Hillary Geneau

Topic: NGtransit 6-Month Review

Goal: To review NGtransit's service so far and receive input on future growth of the system.

Background:

NGtransit launched on January 15, 2024. It is a municipal-wide, on-demand system that provides co-mingled service for both conventional riders and riders with accessible needs.

Review

Some key findings from the first seven and half (7.5) months include:

- The number of rides per month has been increasing monthly since March reaching 951 in August.
- The true rejection rate has decreased significantly since March and was 3.63% in August.
- The average number of daily riders has been increasing monthly since March, with 33.4 in August – our expectation for year 1 was 29.
- Our average daily rejections has remained low since March, with 1.9 in July.
- In August the system cost \$38.94 per ride to operate – this is lower or near equal with our closest comparators – this has been steadily decreasing since March.
- In August we had 8.42% fare recovery which is higher than our closest – this has been for the most part steadily increasing since March.
- In August 20% of riders booked using dispatch with 80% using the app or website – the proportion booking through dispatch has been steadily decreasing since March.
- In August 82% of riders were adults – this has ranged between 78-87%.
- In August 67% paid with a pass, 19% paid cash, and 8% with a one-way fare paid by card.
- The majority of trips go to the urban core, particularly shopping centres on County Road 43.
- On average in August riders booked 3 days ahead – the booking ahead time had been decreased steadily since April, with an increase in August.

- Thursday and Tuesdays are the busiest days with Sundays being the least busy.
- Between 1:00 p.m. and 2:00 p.m. is the busiest travel time.
- Average passenger rating has been between 4.43-4.72 (out of 5).
- The amount of trips within or before the pick-up window range from 87%-99%.
- On average we have 1.2 people on the bus at a time.
- We have between 83-176 unique riders a month, and 32-55 new riders a month
- 30% of riders have taken only 1 trip, 40% 2-5 trips, 30% 6+ trips.
- 15% of riders provided a reason for the ride: work (42%), other (23%), shopping (18%), medical/dental appointments (10%), social/recreation (6%), school (1%)
- Of those that have interacted with the system, 3% use a wheelchair and 22% identify as having a disability. Additionally, 11% of rides have had someone using a wheelchair.

We have undertaken the following initiatives:

- Presented to various community groups including Kemptville Retirement Living, Beth Donovan Hospice, high schools, Notre Dame, AAC and MYAC, Health Unit.
- Extended service Monday-Saturday to 10:00 p.m.
- Changed the stop time for riders using wheelchairs to 5-minutes, and 2.5 minutes for riders with mobility needs.
- Coordinated with Ontario Works to give free rides to their clients.
- Added lights to the bus.
- Added free trips for Canadian National Institute for the Blind (CNIB) Card Holders.
- Created a hand-to-hand policy in partnership with Community Living.
- Added a resource list of community supports on the bus.
- Provided tips through various communications and created a how to video for using the app.

We are working on:

- Free rides for Ontario disability Support Program (ODSP) clients.
- Ticket bundles to allow frequent riders reduced fares without the time restriction of a 30-day pass.
- The ability to purchase fares at the North Grenville Municipal Centre front desk.

Next Steps

Working with consultants LTRT we have determined potential next steps to grow the system. The following are the key findings:

- Consider adding a bus during peak hours, during the week mid-day.
- Consider adding a route in the urban core while still providing door-to-door service in the rural area and for those with accessibility needs in the urban core.

Fully costed options will be presented to Council as part of the 2025 budgeting process.

How Does This Relate To The Committee:

The North Grenville Accessibility Advisory Committee shall assist the Municipality in an advisory capacity to:

- b. consult with community members, stakeholder groups and other persons on matters relating to accessibility;

How Does This Relate To The Council Strategic Plan:

Pillar 5: A Caring Community

Goal 5.1: Champion Improvements to Health and Safety, and Social Services; and Advocate for Community Needs with Senior Governments

Key Action 5.1.8: Develop a public transportation strategy and integrated service delivery model to support social service provision.

Outcome:

To review NGtransit following 6-months of operation and receive input from the AAC on next steps.