

# **Accessibility and Inclusion Advisory Committee Agenda**

**October 30, 2019**

**12:00 pm**

**Kenmount Park Community Center  
85 Messenger Drive**

**ST. JOHN'S**

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# ST. JOHN'S

## Inclusion Advisory Committee

October 30, 2019

12:00 p.m.

Kenmount Park Community Center

Pages

<b>1. CALL TO ORDER</b>	
<b>2. APPROVAL OF THE AGENDA</b>	
2.1 Agenda of October 30, 2019	
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<b>7. DATE AND TIME OF NEXT MEETING</b>	

## 8. ADJOURNMENT

## **MINUTES**

### **ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE**

**July 17, 2019: 12 - 1:30pm - Gleneyre Room 1**

**Paul Reynolds Community Centre**

**Present:** Natalie Godden, Manager of Family & Leisure Services  
Sherry Mercer, Program Coordinator, Inclusive Services  
Hope Jamieson, Councillor Ward 2  
Dave Saunders, Citizen Rep  
Trevor Freeborn, Coalition of Persons with Disabilities NL  
Donna Power – Metrobus, Accessible Transit  
Hope Colbourne – NL Association for Community Living  
Megan McGie – Association for the Deaf  
Kimberly Yetman Dawson – Empower  
Kathy Hawkins - Empower  
Tonya Knopp – Facility Engineering Manager  
Grant Genova – Universal Design Network  
Tilak Chawan – Association for New Canadians  
Sarah White – Autism Society  
Tess Hemeon – Autism Society

#### **CALL TO ORDER AND ADOPTION OF AGENDA**

##### **Motion**

**Moved – Kimberly Yetman Dawson, Seconded- Donna Power**

**The agenda be adopted as presented.**

**CARRIED UNANANIMOUSLY**

#### **ADOPTION OF MINUTES**

##### **Motion**

**Moved – Donna Power; Seconded – Trevor Freeborn**

**That the minutes of the IAC meeting held on April 15, 2019 be adopted as tabled.**

**CARRIED UNANANIMOUSLY**

## **DELEGATION**

The City's Manager of Facility Engineering was welcomed to the meeting and presented an update with respect to the Public Engagement sessions of the proposed location for the replacement of the H.G.R. Mews Community Centre.

Public are invited to one of two engagement sessions to provide comments and feedback on a new proposed site location on July 30, 2019, from 10 a.m. to noon or from 6 to 8 p.m. at the H.G.R. Mews Community Centre. Staff will be available to talk about the potential location for the centre and public are invited to share their opinions and concerns.

Proposed new site will be in the current location of soccer field in Mundy Pond Park off Blacker Avenue. A new soccer field will be constructed at Ayres Athletic to replace it.

Canadian Tire Jump Start is donating 1.2 million dollars for a fully accessible playground and Mundy Pond Park has been identified as the location. The committee discussed the playground would be a great amenity for the area.

Mundy Pond Park will be a nice spot for families to come and enjoy all the amenities: swimming, skatepark, playground, walking trail, etc.

The entrance way to Mundy Pond Park will be widened with curb cuts and sidewalk and paved as well as the parking lot.

Comments from the Public Engagement Sessions will be collated and will then be presented to Council hopefully by the middle of August.

Members were encouraged to submit their comments. The following was highlighted:

- It was proposed that we have a working group for the new building to brainstorm new ideas and approaches.
- Need to take what we have learned from other buildings and use for future builds. The Manager of Facility Engineering noted that they would be using the Paul Reynold's Community Centre Post-Build Analysis conducted by the Universal Design Working Group and Inclusion Advisory Committee to help guide future builds.
- The application process needs to respond to accessibility.

- Need to ask questions like, “How is the design going to help accessibility?”

## **PRESENTATION**

Ms. Kimberley Yetman Dawson from Empower was welcomed to the meeting and proceeded to deliver information on Empower.

Empower offers a variety of programs and services for individuals with disabilities. They have an internship program and over 100 volunteers.

Some of the programs include:

- Advocacy Skills
  - To support consumers as they navigate different systems and advocate for themselves.
- Full Steam Ahead (Career Development)
  - An employment and career exploration program for people with disabilities.
- Community Access Program (CAP)
  - Fully accessible public internet site that anyone can use free of charge.
- Adaptive Technology
  - Provides resources and training for technology options that allow people to overcome barriers they face when using computers and other technology.
- Peer Support Program
  - Provides opportunities for people to share their life experiences and what they have learned.
- Volunteer Services
  - Helps people with disabilities identify their goals and find volunteer opportunities that work best for them.

- IL Internship Program
  - Provides an opportunity for people with disabilities to be involved in their communities and to increase awareness and skills of independent living.
  - Provides employment opportunities for individuals and supports them in overcoming barriers, developing care related knowledge, weighing out risks and gaining employment skills.

Kimberly also shared a pamphlet on “Disability Etiquette.” When someone doesn’t know how to support a person with a disability, they should ask them how they want to be assisted. The pamphlet is a good tool on how to support people with different disabilities.

<b>PRESENTATION: INCLUSION NL - BUSINESSES OPEN PILOT PROJECT</b>
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Ms. Kathy Hawkins with Inclusion NL was welcomed to the meeting and proceeded to deliver information on Businesses Open Pilot Project with the City of St. John’s.

Inclusion NL helps to provide employers with supports and services to have inclusion wherever possible.

- Employers will be provided with direction and information to help create more inclusive workplaces and work environments.
- Through inclusionNL.ca they provide a host of information to build inclusion in the workplace.

Inclusion NL partnered with the City in 2017 and conducted a “mystery shopping experience” at the Mews Centre, Access Centre, St. John’s Housing, Humane Services, Summer HR Recruitment to evaluate for accessibility and inclusion.

In 2018 they continued with their partnership with the City for Dolphin Mentoring Day which provided unique opportunities for 5 mentees to spend a working day with a mentor.

In 2019 they did a follow up evaluation of the review they did in 2017 and looked at the following:

- Humane Services Building
  - Improvements completed to exterior/outside and positive change in practice regarding entrance door.
- Dog Runs throughout the City
  - The entrance wasn't wide enough for person's with disabilities to enter.
- Parks – Bowring and Bannerman
  - New blue zone parking at West Entrance to Bowring Park
  - Terrain in Bannerman Park at the 2<sup>nd</sup> stage terrain was levelled for the NL Folk Festival.
- Access St. John's Centre
  - New reception desk
  - Computer station more easily accessible
  - Improved intake process
  - Need for more information regarding accessibility in and around St. John's. Working with Inclusion NL to develop App.

The Committee thanked the speakers for their information.

## **BUSINESS ARISING**

### **Information Note dated May 27, 2019 re: Key2Access Accessible Pedestrian Signal Location**

Council approved \$25,000 for this project and have recently identified locations for the beacons with CNIB and input from this committee. The technology can be moved to areas of highest need.

As part of the pilot project a smart phone app will be used instead of having to reach for the walk button. CNIB has a "Phone It Forward" program that will provide smart phones to individuals who cannot afford them. Fobs are also available; the City has purchased 20 as part of the pilot project and they will be managed by CNIB.



### **Information Note dated July 10, 2019 re: Northern Youth Abroad**

The City of St. John's is a part of the Northern Youth Abroad program. This is a 10-month program that provides participants with a 5-week placement to complete volunteer work that aligns with their career choices. Gives youth the opportunity to go abroad to experience different cultures. The City currently has a youth from abroad in our Children and Youth Programs for 5-weeks.

### **Washrooms – Verbal Update**

The Committee discussed that there is a lot of social media on the labelling of public washrooms.

The City wherever possible tries to provide public washrooms for male, female, family and gender neutral. The City has provided gender neutral washrooms where possible for the past 5 years.

### **Recommendation**

**Moved - Hope; Seconded – Tess**

**The Committee feels we should continue to provide male, female and general neutral public washrooms, and that people can identify with the washroom they choose to use.**

**CARRIED UNANIMOUSLY**

### **Paratransit Update**

The GoBus Manager advised that Phase 2 of the Review has been completed. They looked at how to optimize services while balancing the need to ensure sustainability of the system.

They are looking at ways to provide services to non-dense areas and providing passes to low income earners and high school students.

Metrobus is currently reviewing the RFP to determine GoBus eligibility which has been awarded pending contract finalization.

Looking at having a 3- person panel for the appeal process that would be professionals from the disability area: Donna Power (Metrobus), a medical person and a Disability Committee person. Members of the panel may change depending on the needs of the individual.

## **NEW BUSINESS**

### **New Curb and Sidewalk**

The City has made changes to the sidewalks and curbs on Water Street. They are also in the process of making these changes on Kings Bridge Road.

As part of the Kings Bridge Road construction, brick pavers are being removed and replaced with concrete sidewalks. The Committee was asked which option they felt provided the most appropriate level of accessibility

**The Committee's consensus is to remove the brick pavers from the sidewalks as they want to be a safe City that is accessible to all.**

**CARRIED UNANIMOUSLY**

The following comments were noted by members:

- Are the designers of the sidewalks taking into account the colour of the sidewalks? Wayfinding could help direct people towards businesses or intersections for example.
- Bus stops are not accessible in all areas. As sidewalks are being upgraded, it is a good time to put in accessible sidewalks. Committee Staff Liaison to check with City Managers to see if there is a mandate to have all new sidewalks accessible.

### **Recommendation**

**Moved - Trevor; Seconded – Grant**

**The Committee put into motion to utilize the colour contrasted sidewalks as a way finding opportunity to indicate the following:**

- **Business Entrances**
- **Intersections**
- **Fire Hydrants**

**CARRIED UNANIMOUSLY**

#### **NEXT MEETING**

The next meeting date, time and location to be determined.

#### **ADJOURNMENT**

There being no further business, the meeting adjourned at 1:30 p.m.

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Kimberly Yetman Dawson  
Chairperson

# INFORMATION NOTE

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**Title:** Accessible Parking in Churchill Square

**Date Prepared:** 2019.10.16

**Report To:** Inclusion Advisory Committee

**Councillor and Role:** Councillor Deanne Stapleton, Council Champion

**Ward:** 4

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## **Issue:**

Provide an opinion to Council on the preferred approach to accessible parking locations at Churchill Square.

## **Discussion – Background and Current Status:**

On January 24th, 2019 Service NL issued an order (attached BA Order#30540 Churchill Square) to redesign Churchill Square parking based on the Building's Accessibility Act which states:

### **Parking**

8. (1) In a parking area provided for a building there shall be at least one accessible parking space or 6% of the total number of parking spaces, whichever is greater, designed and designated for use by persons with disabilities.
- (2) In each parking area at least one in every 6 accessible parking spaces shall be a van-sized accessible parking space.
- (3) Where a parking area only has one accessible parking space it shall be a van-sized accessible parking space.

The City prepared a parking plan to complete this work (attached Churchill Square - New Accessible Parking) which was reviewed by Service NL. Based on this review the plan was modified to meet Service NL requirements (attached Churchill Square - New Accessible Parking 2019.02.27).

The City started the implementation of the approved parking plan in the summer of 2019. Following this City Council received complaints that unrestricted parking along the frontage of Terrace on the Square was displaced. In particular, the area labeled "Area 3" in the approved accessible parking plan. A concern with this displacement was that there are many elderly

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patrons of Terrace on the Square who would benefit from parking near the entrance to the building but do not hold an accessible parking permit.

The City enquired with Service NL if an alternative accessible parking plan would be acceptable to accommodate the concerns raised. This request was granted. A set of alternatives (attached Churchill Square - Alternative 2) was submitted to Service NL for their review. Service NL provided the opinion that the removals noted in red and replacements noted in pink would result in an acceptable alternative arrangement. The City has prepared a revised plan based on this feedback (attached Churchill Square - Alternative 3).

**Key Considerations/Implications:**

1. Budget/Financial Implications:  
Modest costs would be incurred to reconfigure pavement markings recently completed.
2. Partners or Other Stakeholders:  
N/A
3. Alignment with Strategic Directions/Adopted Plans:  
N/A
4. Legal or Policy Implications:  
N/A
5. Privacy Implications:  
N/A
6. Engagement and Communications Considerations:  
This issue has previously been raised in local media.
7. Human Resource Implications:  
N/A
8. Procurement Implications:  
N/A
9. Information Technology Implications:  
N/A
10. Other Implications:  
N/A

**Conclusion/Next Steps:**

Forward an opinion to Council on this matter.

**Prepared by/Date:**

Garrett Donaher, Manager – Transportation Engineering

**Reviewed by/Date:**

Natalie Godden, Manager – Family & Leisure Services

**Approved by/Date:**

Jason Sinyard, Deputy City Manager – PERS

**Attachments:**

BA Order#30540 Churchill Square  
Churchill Square - New Accessible Parking  
Churchill Square - New Accessible Parking 2019.02.27  
Churchill Square - Alternative 2  
Churchill Square - Alternative 3

**BUILDING ACCESSIBILITY  
INSPECTOR'S ORDERS**

**No. 30540**

ST. JOHN'S (709) 729-1038  
HARBOR GRACE (709) 945-3107  
CLARENVILLE (709) 466-4060  
GANDER (709) 256-1420  
GRAND FALLS-  
WINDSOR (709) 292-4206  
CORNER BROOK (709) 637-2204  
HAPPY VALLEY-  
GOOSE BAY (709) 896-2661

DATE	DD 24	MM 01	YY 19	FILE	BA 30010
BUILDING	Churchill Square - Terrace on the Square				
ADDRESS	Rowan Street				
OWNER					
ADDRESS					
MUNICIPALITY	City of St. John's				
TYPE				CLASSIFICATION	
NEW	OTHER			✓ Accessible parking	NO. OF STORIES

FOR COMPLIANCE WITH THE BUILDINGS ACCESSIBILITY ACT AND REGULATIONS YOU ARE HEREBY ORDERED TO MAKE THE FOLLOWING CHANGES BY

THE 25<sup>th</sup> DAY OF February 20 19

- ① 6% of Parking Spaces required to be designated as Accessible parking conforming to Section (14) & (15) of the B.A. schedule
- ② Accessible Parking spaces shall be on the shortest Accessible route to the principal entrances of the Building as per Section (14).(1).(a)

**SECTION 17: WHERE A PERSON IS AGGRIEVED BY THIS ORDER, THAT PERSON MAY APPEAL TO THE DIRECTOR, IN WRITING WITHIN (7) DAYS.**

THIS BUILDING IS ☐ ACCEPTABLE ☒ NOT ACCEPTABLE

*Theresa King*

Inspector's Signature

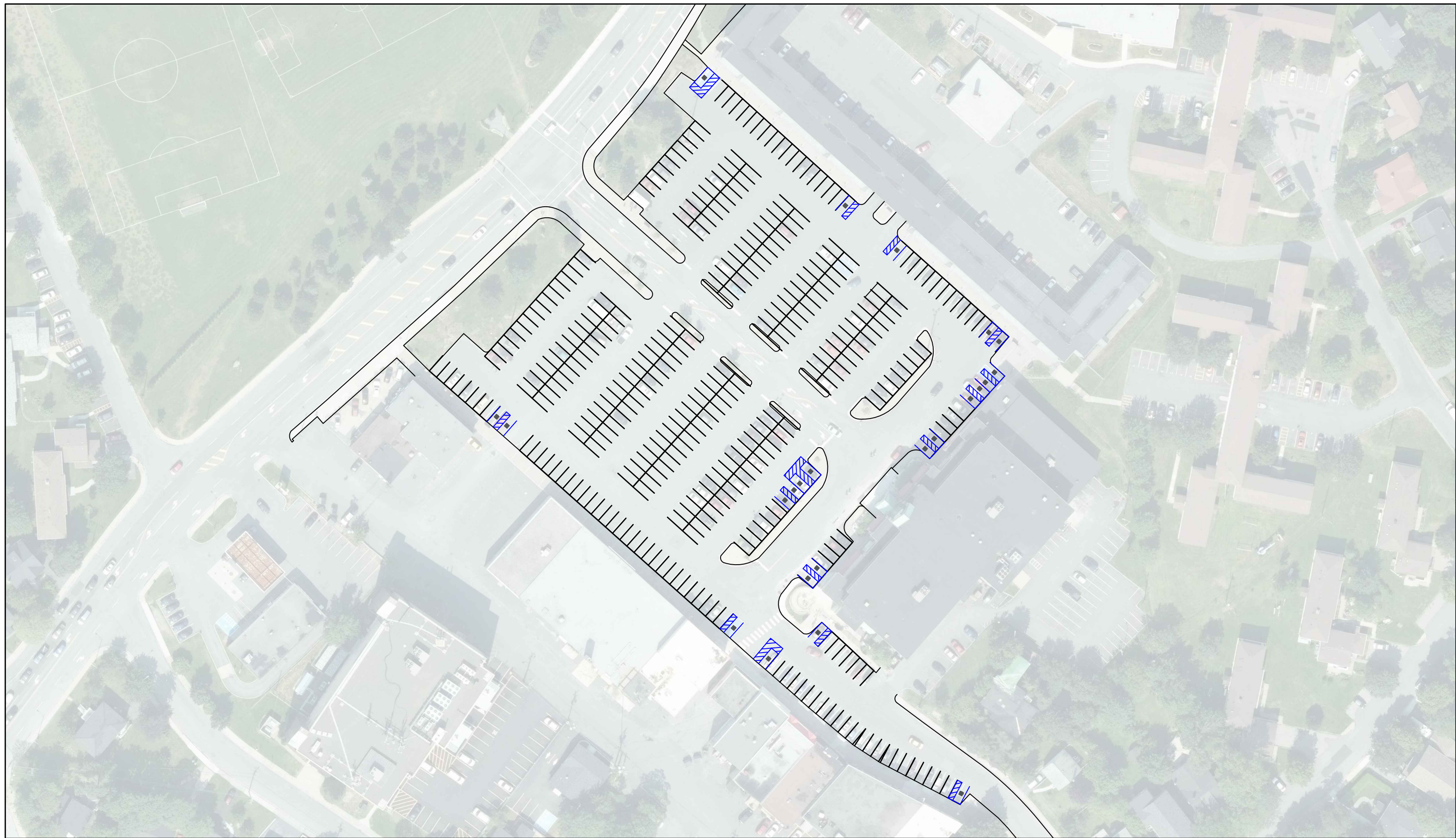
RECEIVED BY \_\_\_\_\_ DATE \_\_\_\_\_

I CERTIFY THAT THE FOREGOING ORDER(S) HAVE BEEN COMPLETED

DATE \_\_\_\_\_ SIGNATURE OF OWNER \_\_\_\_\_

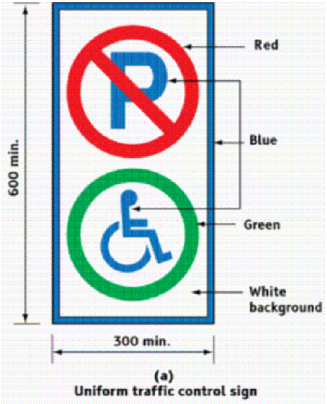
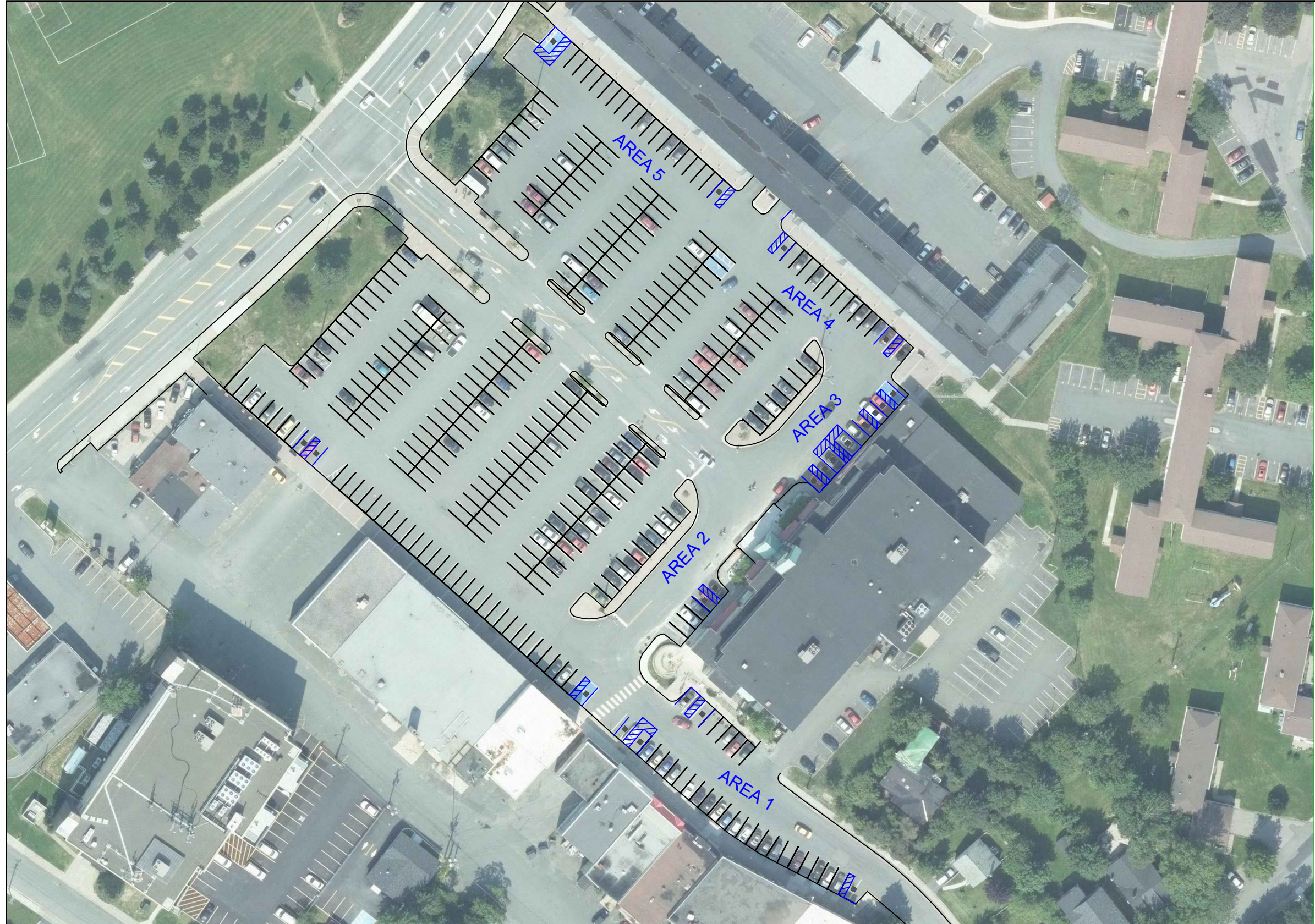
**ANY PERSON WHO MAKES A FALSE STATEMENT IS LIABLE FOR PROSECUTION UNDER SECTION 33 OF THE BUILDINGS ACCESSIBILITY ACT.**



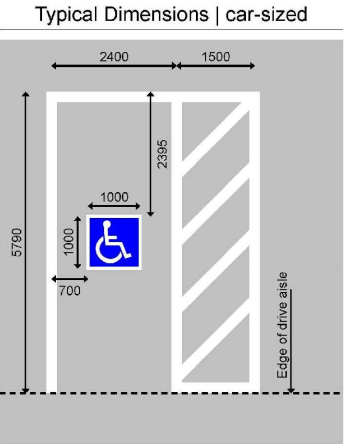


			DRAWN:	DWG. NO.:	PARKING LOT REALIGNMENT
			PDH		
			CKD.:	APPD.:	LOCATION:  CHURCHILL SQUARE NEW ACCESSIBLE PARKING
			DATE:	SCALE:	
DATE	REVISIONS	NO.	FEB 12, 2019	1:1000	

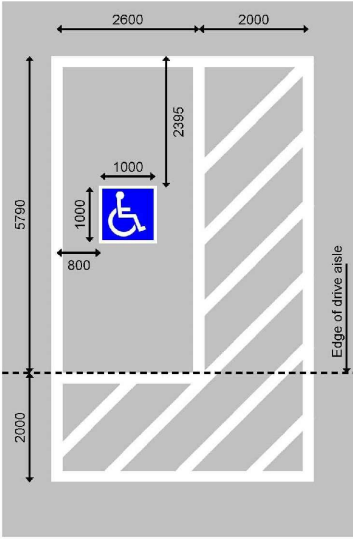




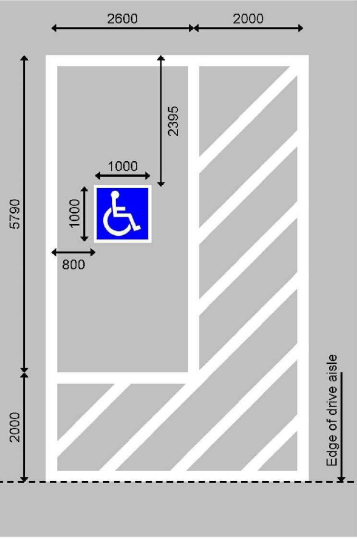
**NOTE:**  
This sign as to be installed directly in front of the Accessible Parking Space on a permanent post, building or structure at a height of 1500 mm from the ground or floor surface to the centre of the sign.



Constraint Allowance | van-sized

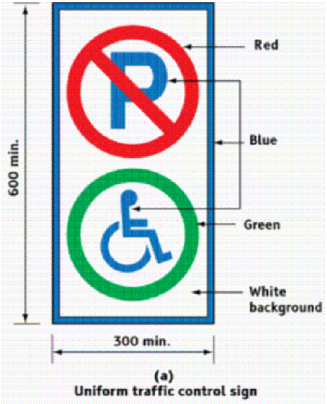
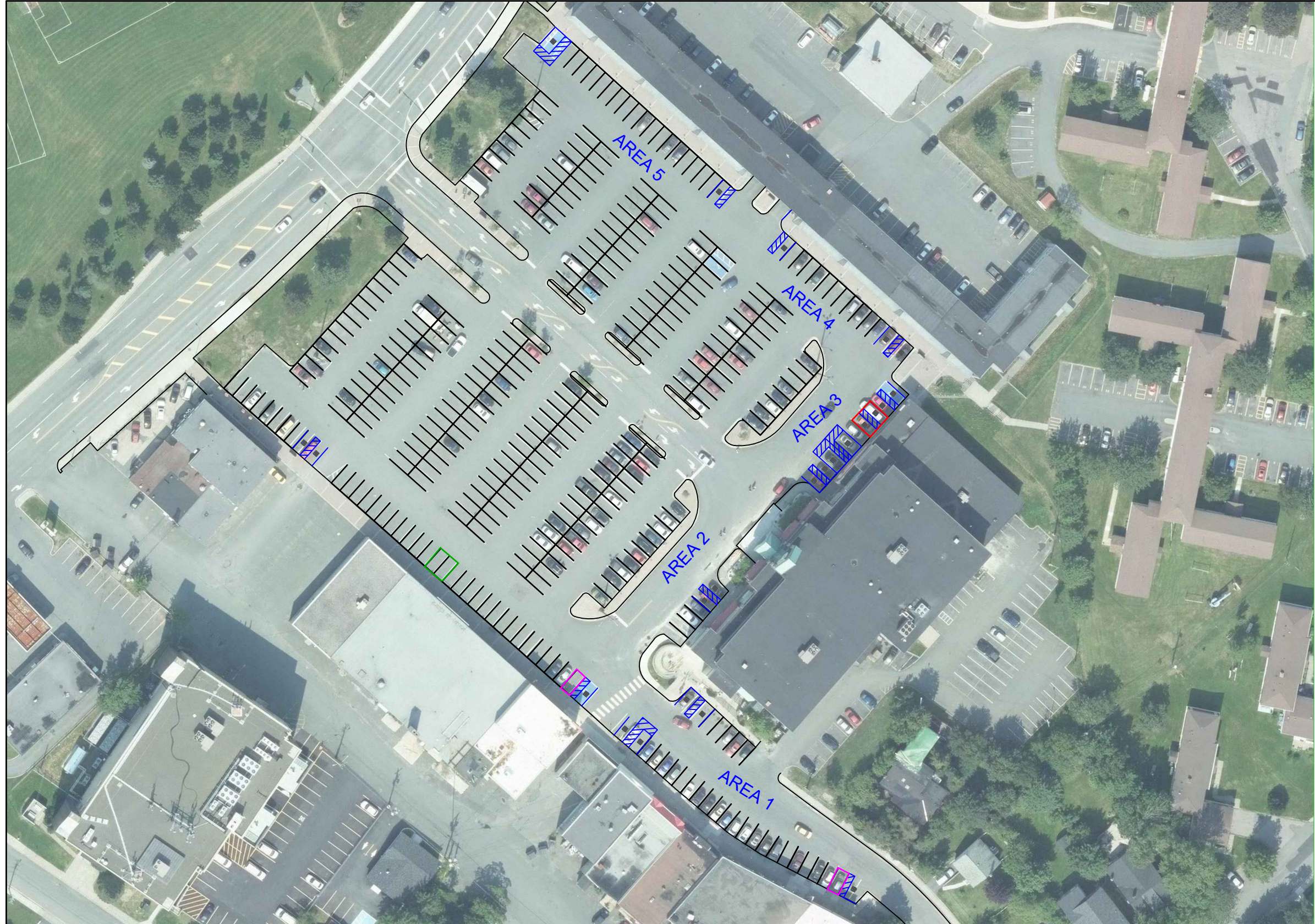


Typical Dimensions | van-sized

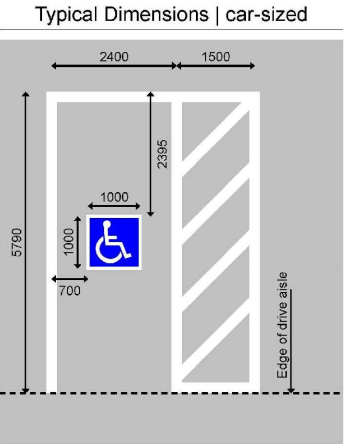


			DRAWN:	DWG. NO.:	PARKING LOT REALIGNMENT
			PDH		
			CKD.:	APPD.:	LOCATION:  CHURCHILL SQUARE NEW ACCESSIBLE PARKING LOT
		Page 14 of 43	DATE:	SCALE:	
	DATE	REVISIONS	NO.	May 15, 2019 1:1000	

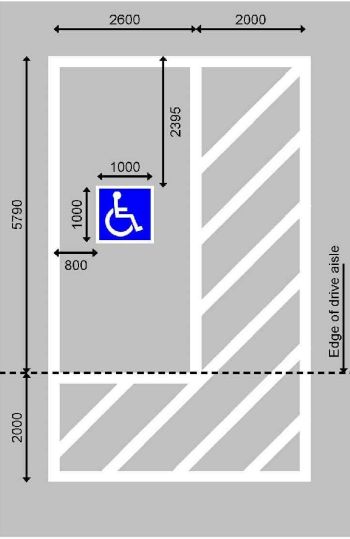




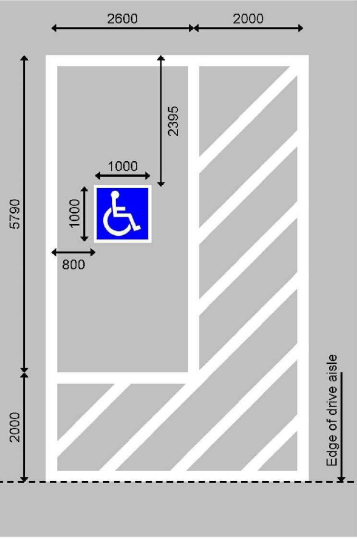
**NOTE:**  
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Constraint Allowance | van-sized

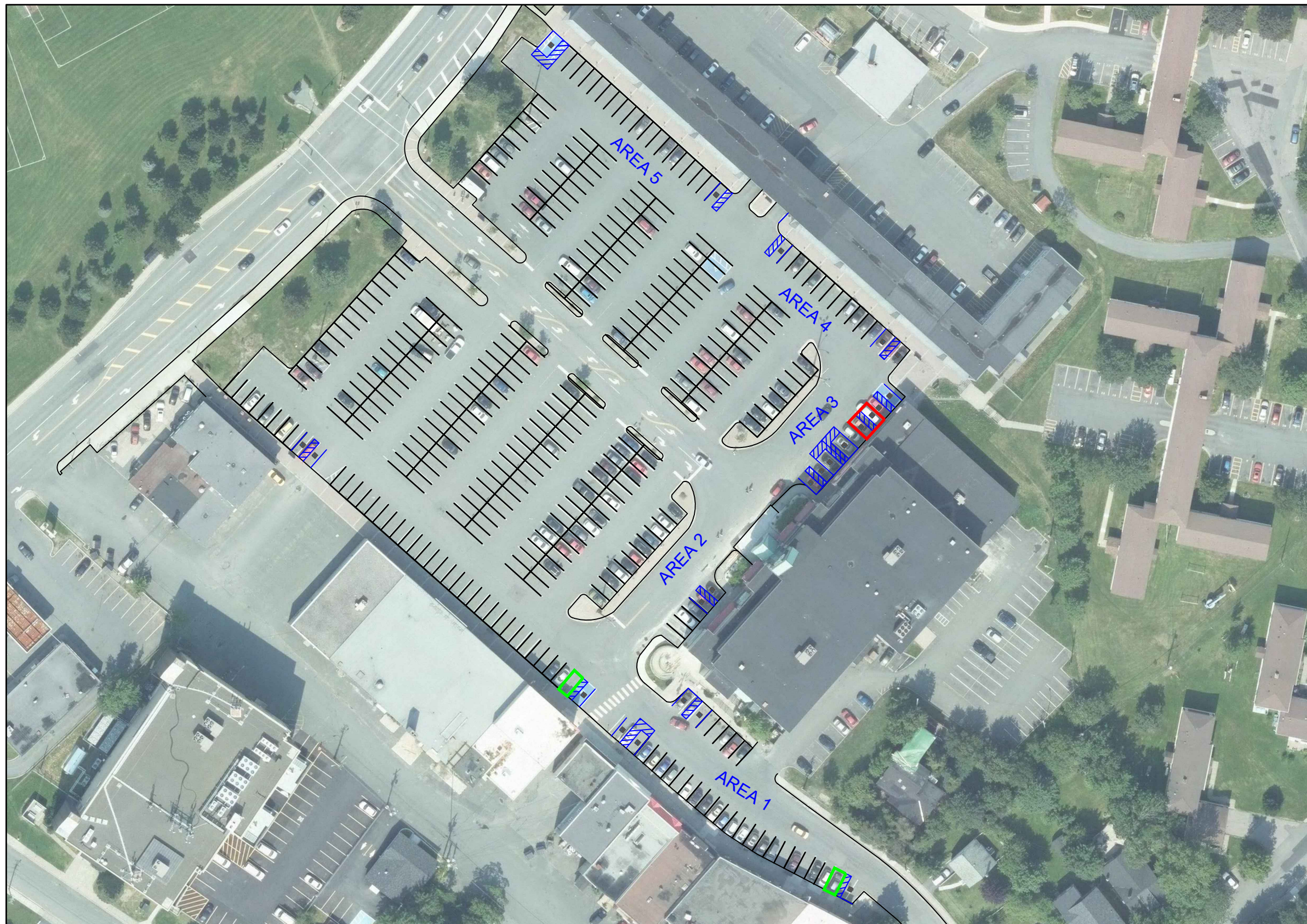


Typical Dimensions | van-sized



			DRAWN:	DWG. NO.:	PARKING LOT REALIGNMENT
			PDH		
			CKD.:	APPD.:	LOCATION:  CHURCHILL SQUARE NEW ACCESSIBLE PARKING ALT 2
			DATE:	SCALE:	
DATE	Page 15 of 43	NO.	May 15, 2019	1:1000	
	REVISIONS				





600 min.

300 min.

(a)

Uniform traffic control sign

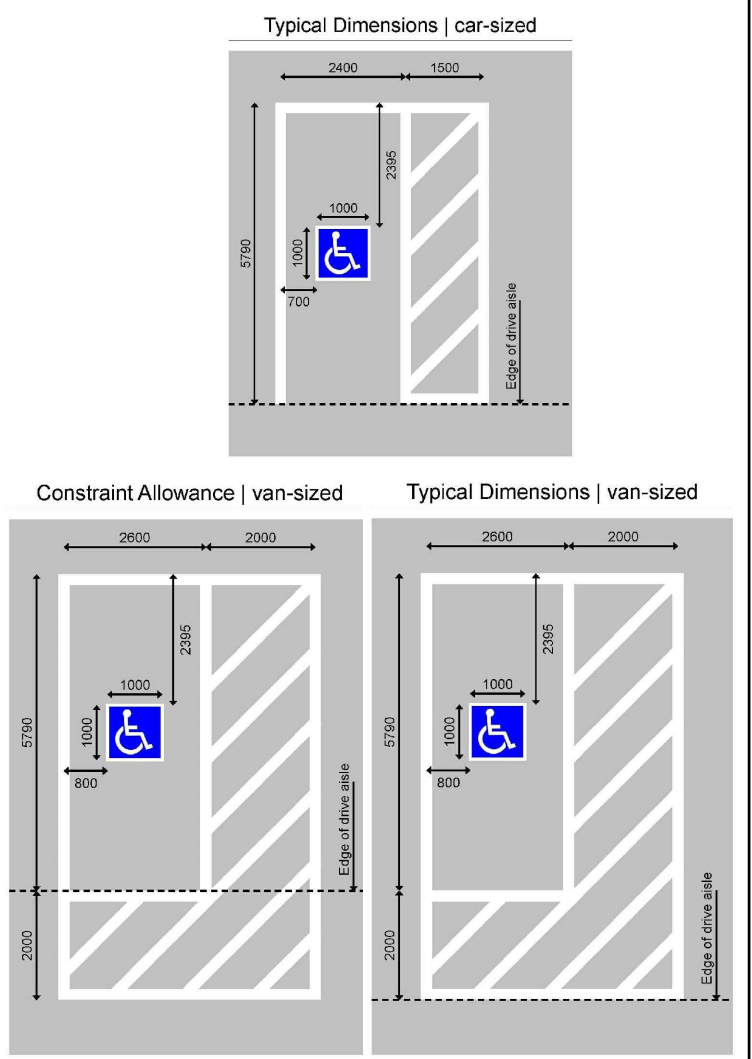
Red

Blue

Green

White background

**NOTE:**  
This sign as to be installed directly in front of the Accessible Parking Space on a permanent post, building or structure at a height of 1500 mm from the ground or floor surface to the centre of the sign.



			DRAWN:	DWG. NO.:	PARKING LOT REALIGNMENT
			PDH		
			CKD.:	APPD.:	LOCATION:  CHURCHILL SQUARE NEW ACCESSIBLE PARKING ALT 3
			DATE: May 15, 2019	SCALE: 1:1000	
DATE	Page 16 of 43 REVISIONS	NO.			



# INFORMATION NOTE

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**Title:** Key2Access Accessible Pedestrian Signal Update

**Date Prepared:** October 17, 2019

**Report To:** Inclusion Advisory Committee

**Councillor and Role:** Councillor Deanne Stapleton, Inclusion Champion

**Ward:** N/A

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**Issue:** To provide an update regarding the Key2Access Accessible Pedestrian Signal installation.

## **Discussion – Background and Current Status:**

Key2Access is wireless technology that allows people to cross roads without having to reach a button on a pole. Receivers and virtual beacons are easily installed within current infrastructure, adding a form of accessible pedestrian signal (APS) possibilities without significant additional wiring or pole realignment. Through internet of things (IoT) network services, receivers and beacons communicate with the user through a smart phone app or custom fob.

Individuals without a cell phone can avail of the CNIB's "Phone it Forward" program. This program provides low income individuals with a donated smart phone, technical training, discounted maintenance and a data support plan. For users who prefer the fob-based approach, the CNIB will have 10 available on site which will be distributed as a loan, on a first come, first served basis. Individuals wishing to purchase fobs, can do so online at CNIB or Key2Access for approximately \$102.

Currently, the City of St. John's has installed the Key2Access system at the following locations:

### 3 signalized intersections:

- 2 original locations:
  - Kenna's Hill and The Boulevard
  - Westerland Road and Prince Philip Drive
- An additional location was identified by a local business at Cowan Ave and Topsail Road. The Key2Access system has since been ordered, with installation costs to be covered by a local business. The City covered the cost of equipment which was subsidized by a federal grant. Total expenditure by the City for this was \$2,445.20 and was covered through the annual accessible pedestrian crossing program.

### 4 Cross Walks:

- CNIB Entrance and The Boulevard
- Kenna's Hill and Winter Ave

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- Elizabeth Ave and Newton Road
- Elizabeth Ave and Freshwater Road

Each receiver and beacon are easily moved from one pole to another; therefore, if the intersection identified does not see a lot of users, same can be moved to another area of town.

On October 16<sup>th</sup>, 2019, the CNIB hosted a Key2Access training to demonstrate how this technology will improve the lives of persons living with disabilities, facilitated by Sophie Aladas, CEO, Key2Access.

The following stakeholders were present: City of St. John's, Councilor Deanne Stapleton, CNIB, Eastern School District and CODNL.

The Key2 Access representative discussed the Key2Access concept and user experience:

- the user will request to cross using the mobile app or fob
- user receives confirmation that a request has been made
- an audible signal will be triggered by the Key2Access system.
- audible signal will be heard coming from speaker above and at destination corner

The remainder of the training was an in depth look at how the fob and mobile app works.

### **Key Considerations/Implications:**

1. Budget/Financial Implications:

No additional budget implications.

2. Partners or Other Stakeholders:

- a. Key2Access
- b. CNIB
- c. Inclusion Advisory Committee

3. Alignment with Strategic Directions/Adopted Plans:

- i. A City that Moves: Promoting healthy transportation and ensuring accessibility to places people want and need to go.
- ii. A Connected City: A city where people feel connected, have a sense of belonging and are engaged in community life.
- iii. An Effective City: A city that performs effectively.

4. Legal or Policy Implications:

n/a

5. Privacy Implications:

n/a

6. Engagement and Communications Considerations:

- i. A communications plan will need to be established to update residents on the pilot project, notify residents of the app and where to get a phone or fob.
- ii. Promotion through City of St. John's CNIB and other Inclusion Advisory Committee member organizations

7. Human Resource Implications:

8. Procurement Implications:

9. Information Technology Implications:

10. Other Implications:

Some of the locations where Key2Access has been installed present a flashing yellow light to drivers rather than the red light that is presented at a traffic control signal. The City is currently working with Key2Access to identify the best approach to an audible signal/message to present at locations with a flashing yellow light to ensure users are provided with the safest guidance possible. This work will inform future installations within the City as more APS locations (both traditional and Key2Access) are activated.

**Conclusion/Next Steps:** Should the proof of concept project prove sustainable, additional intersections can be considered. Those intersections with current APS equipment should remain, thus increasing accessible intersections in the City and ensuring fiscal responsibility.

**Prepared by/Date:**

Vanessa Bambrick, Inclusive Services Coordinator

**Reviewed by/Date:**

Garrett Donnaher, Manager – Transportation Engineering

Natalie Godden, Manager – Family & Leisure Services

**Approved by/Date:**

Jason Sinyard, Deputy City Manager – PERS

Tanya Haywood, Deputy City Manager – Community Services

**Attachments:**

Excerpt from Key2Access PowerPoint Presentation



& **KEY2ACCESS** present

# St. John's Pilot Project

October 2019

# What is Key2Access

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- Key2Access is a Canadian start-up that offers a truly accessible alternative for requesting pedestrian crossing at the intersection
- The Key2Access system puts the pedestrian push button in your hand with the **K2A Fob** or free **K2A Mobile App** and ensures an audible signal is always available for those who need it
- This wireless approach goes beyond just “requesting to cross” it will tell you the street names as well as any additional information that may improve one’s ability to cross safely



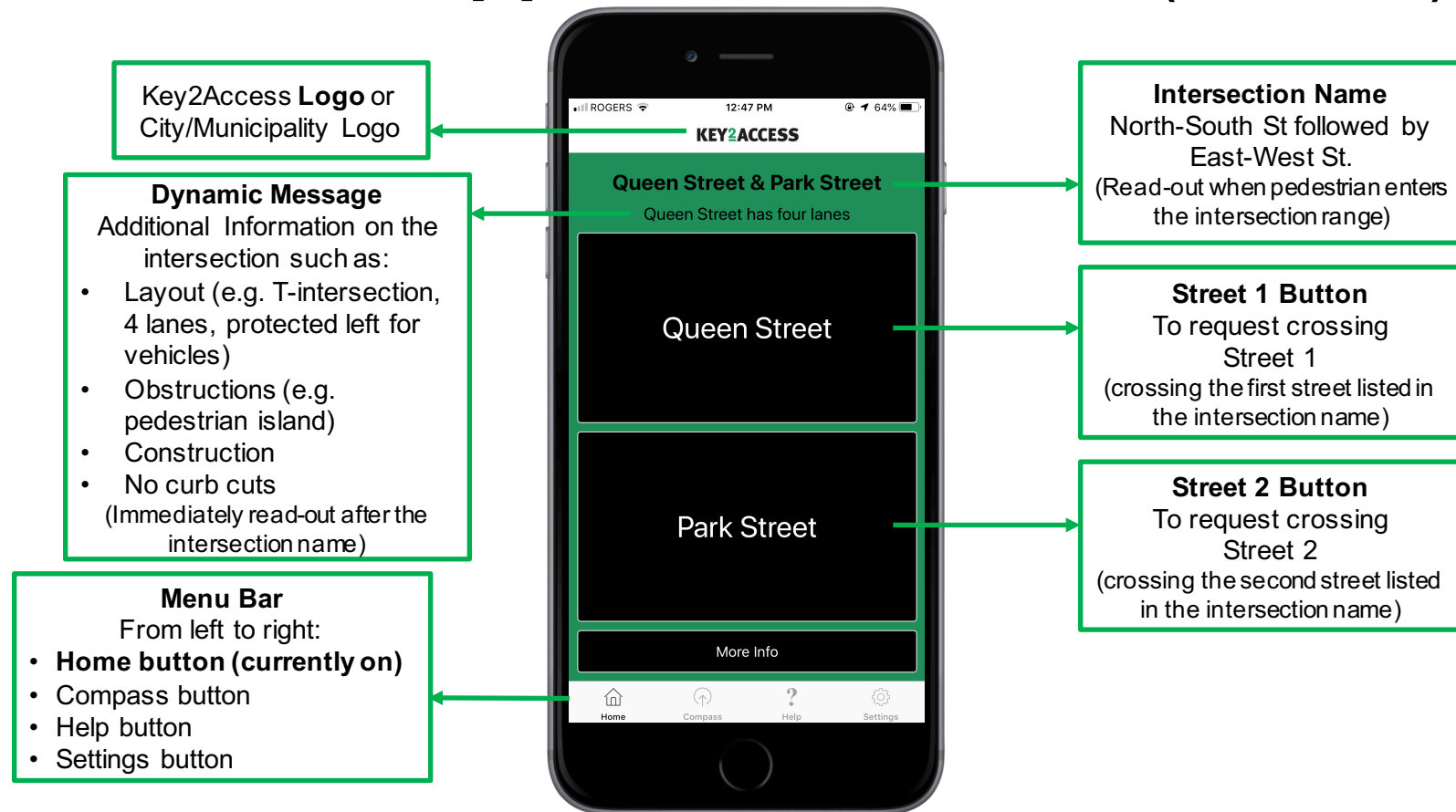
# The Key2Access User Experience

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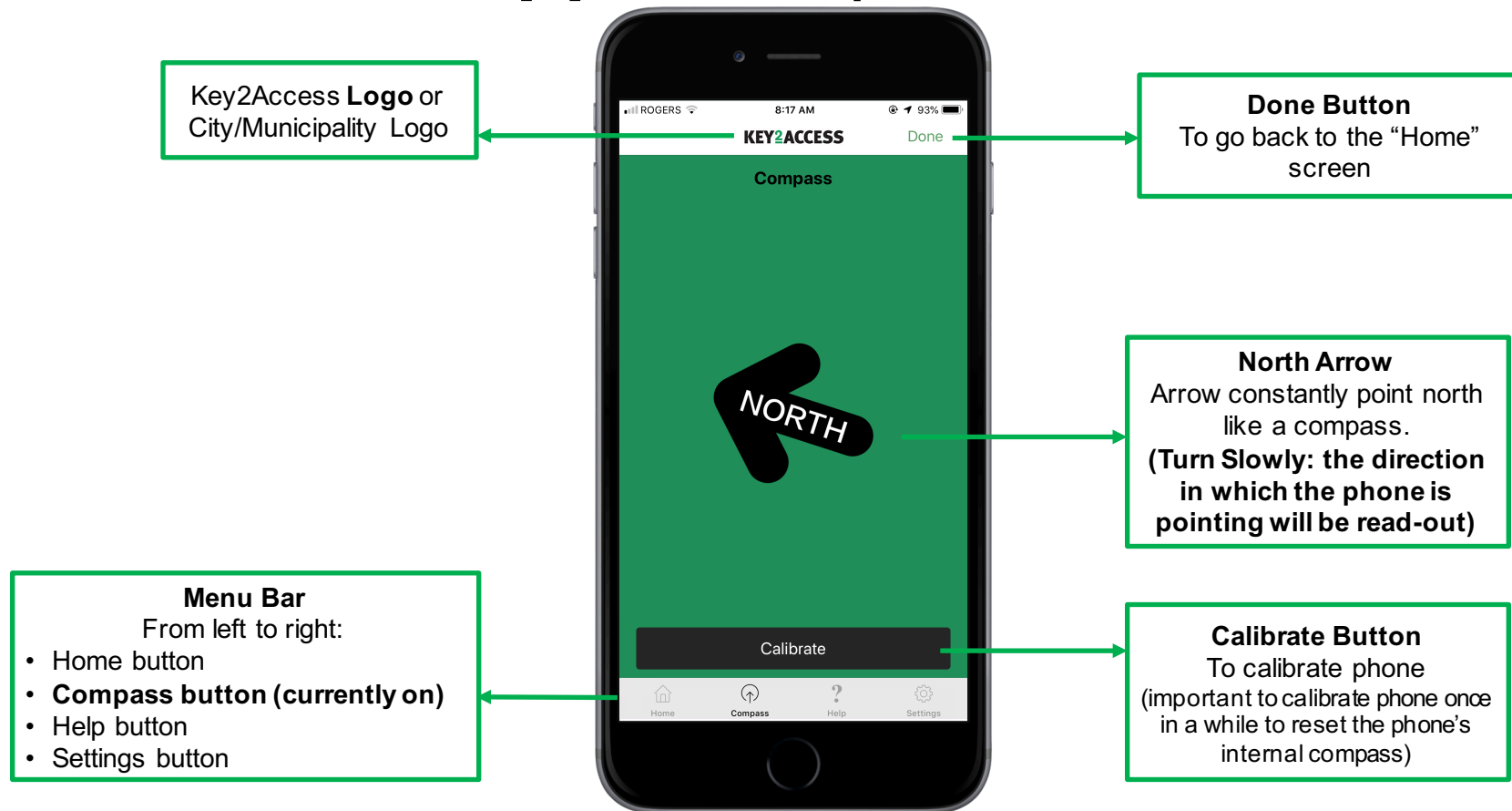
1. User positions themselves with the crosswalk in a way that enables them to take your first step when they hear the audible signal.
2. User requests to cross using a Key2Access user device (K2A Mobile App or K2A Fob).
3. User receives confirmation that the request has been made
4. When it is time to cross, an audible signal will be triggered by the Key2Access system.  
The audible signal will be heard coming from a speaker above as well as from a speaker located at your destination corner.

# K2A Mobile APP

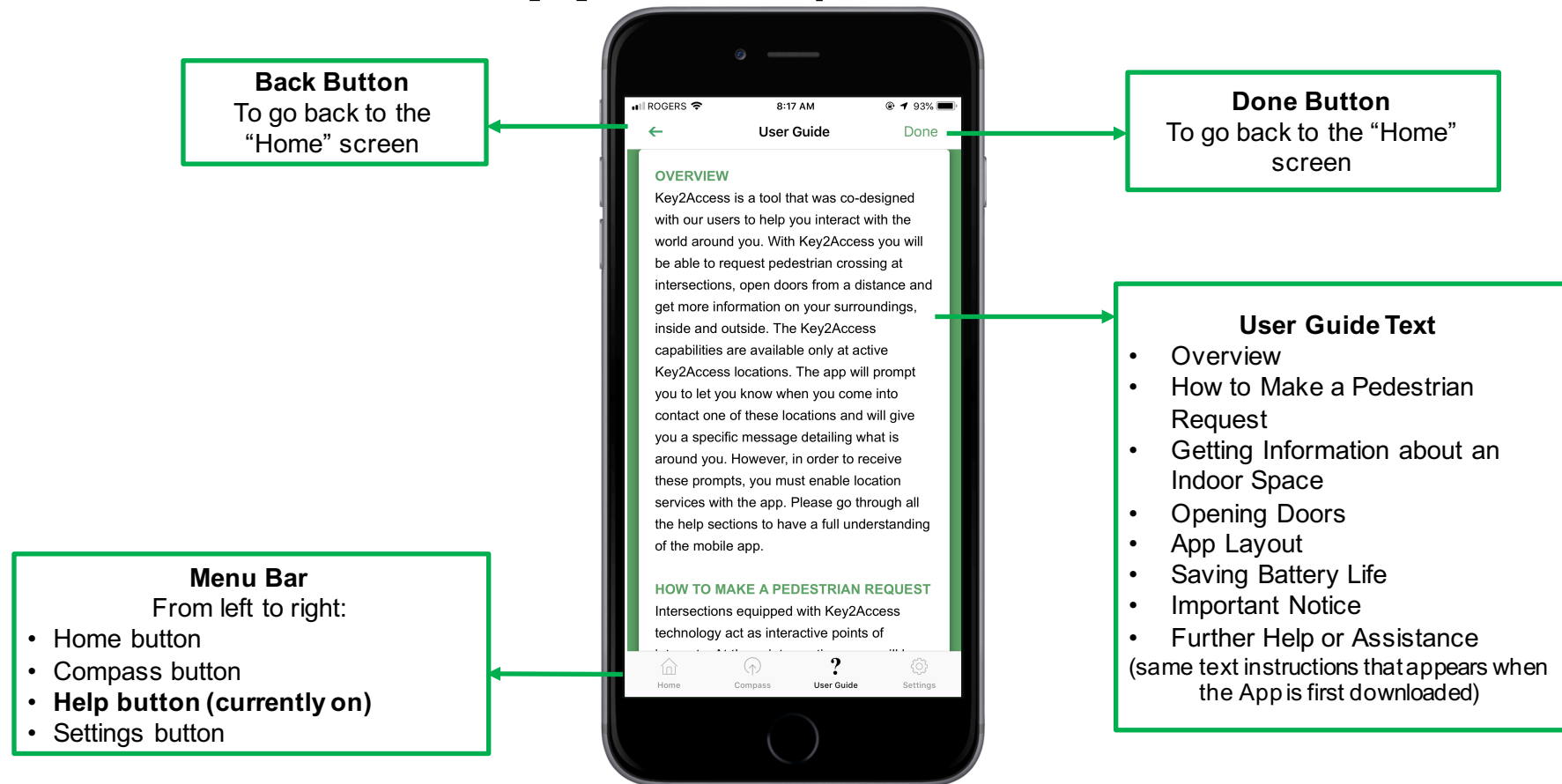
# K2A Mobile App: “Home” Screen (Default)



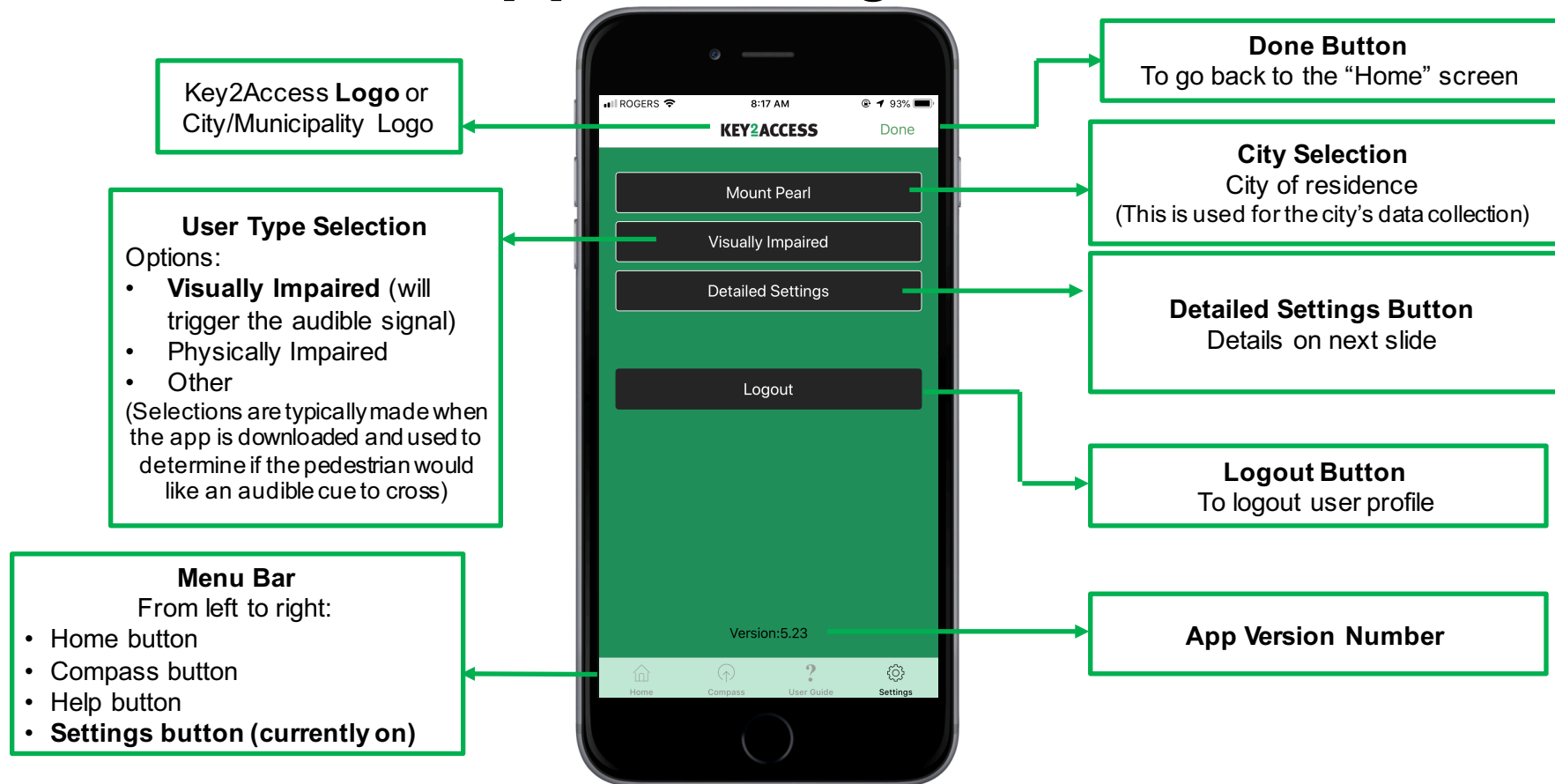
# K2A Mobile App: “Compass” Screen



# K2A Mobile App: “Help” Screen



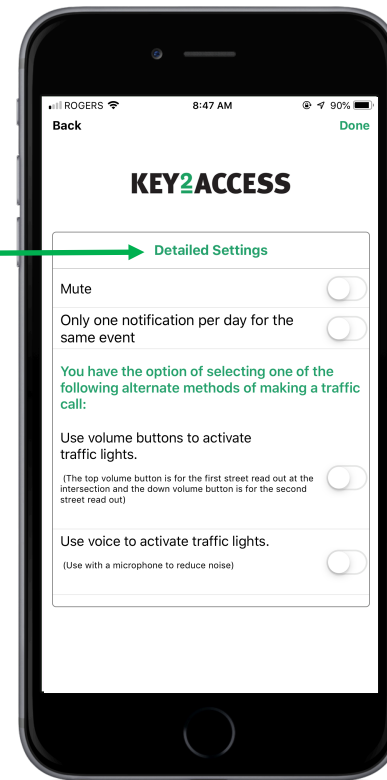
# K2A Mobile App: “Settings” Screen



# K2A Mobile App: Download and set up

---

1. Select User Type
2. Select City
3. Select Detailed Settings
  - Mute  
(automatic read-out of intersection name and dynamic message)
  - Only one notification per day for the same event
  - Methods for requesting a crossing
    - Volume Buttons
    - Voice Activation



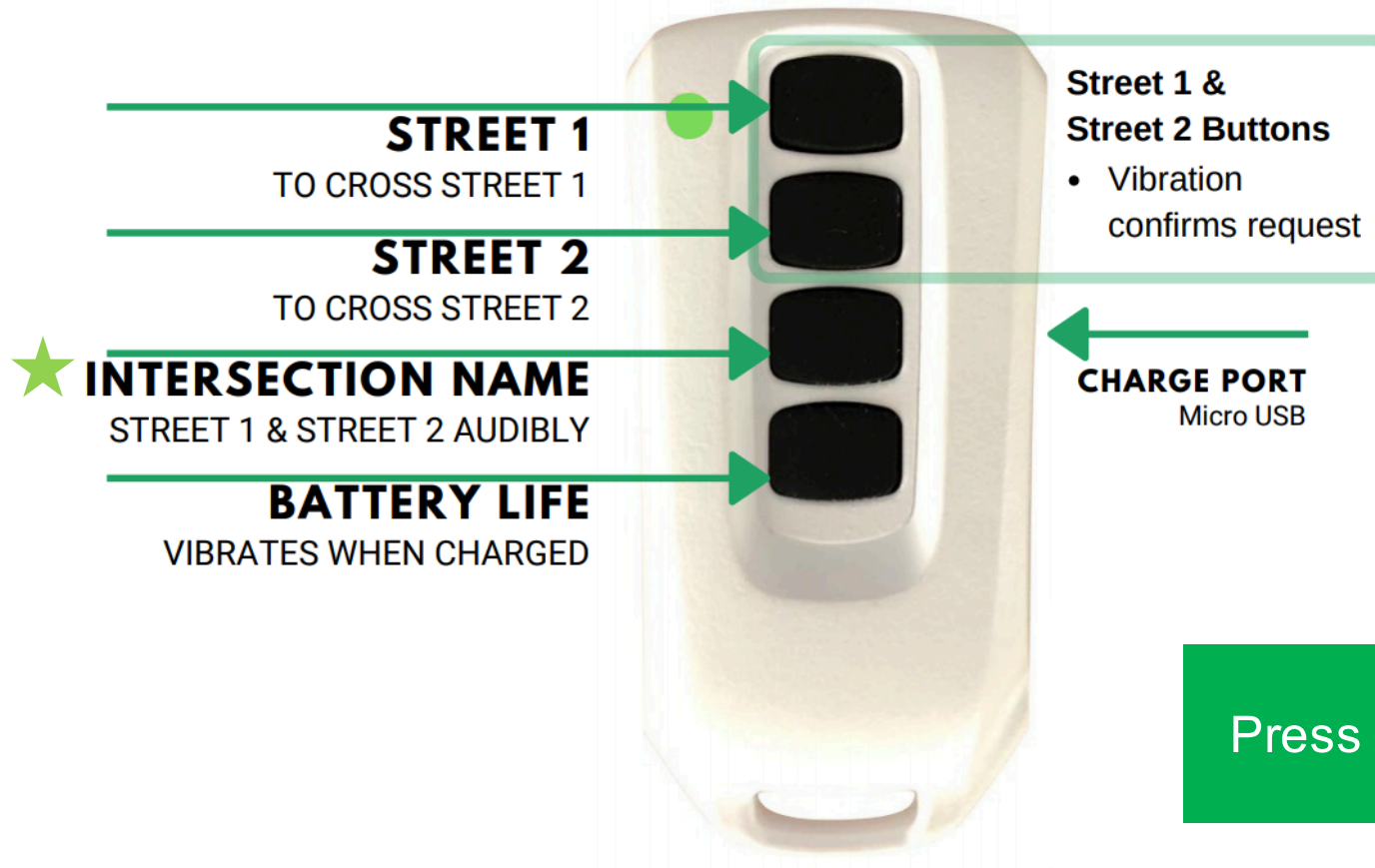
**Available on Apple and Android Smart Phones**

# Key2Access FOB



# K2A Fob: How does it work?

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# Key2Access Project Sites

# K2A Projects in Newfoundland

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ST. JOHN'S	MOUNT PEARL	PARADISE
<b>3 signalized intersections</b> <ul style="list-style-type: none"><li>• Kenna's Hill &amp; The Boulevard</li><li>• Westerland Rd &amp; Prince Philip Dr</li><li>• Cowan Ave &amp; Topsail Rd</li></ul>	<b>3 signalized intersections</b> <ul style="list-style-type: none"><li>• Commonwealth Ave &amp; Topsail Rd</li><li>• Commonwealth Ave &amp; Ruth Ave</li><li>• Commonwealth Ave &amp; Centennial St</li></ul>	<b>3 signalized intersections</b> <ul style="list-style-type: none"><li>• Paradise Rd &amp; Topsail Rd</li><li>• Karwood Dr &amp; Topsail Rd</li><li>• Carlisle Dr &amp; Topsail Rd</li></ul>
<b>4 crosswalks</b> <ul style="list-style-type: none"><li>• CNIB Entrance &amp; The Blvd</li><li>• Kenna's Hill &amp; Winter Ave</li><li>• Elizabeth Ave &amp; Newtown Rd</li><li>• Elizabeth Ave &amp; Freshwater Rd</li></ul>	<b>2 stop sign intersections (virtual beacon)</b> <ul style="list-style-type: none"><li>• Commonwealth Ave &amp; Glendale Ave</li><li>• Commonwealth Ave &amp; St Davids Ave</li></ul>	<b>3 stop sign intersections (virtual beacon)</b> <ul style="list-style-type: none"><li>• Sunvalley Dr &amp; Topsail Rd</li><li>• Shelby St &amp; Topsail Rd</li><li>• Elizabeth Dr &amp; Topsail Rd</li></ul>

# Map: St. John's

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Signalized Intersection



Flashing Crosswalk

# Map: Mount Pearl

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Signalized Intersection



Stop Sign Intersection

# Map: Paradise

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Signalized Intersection

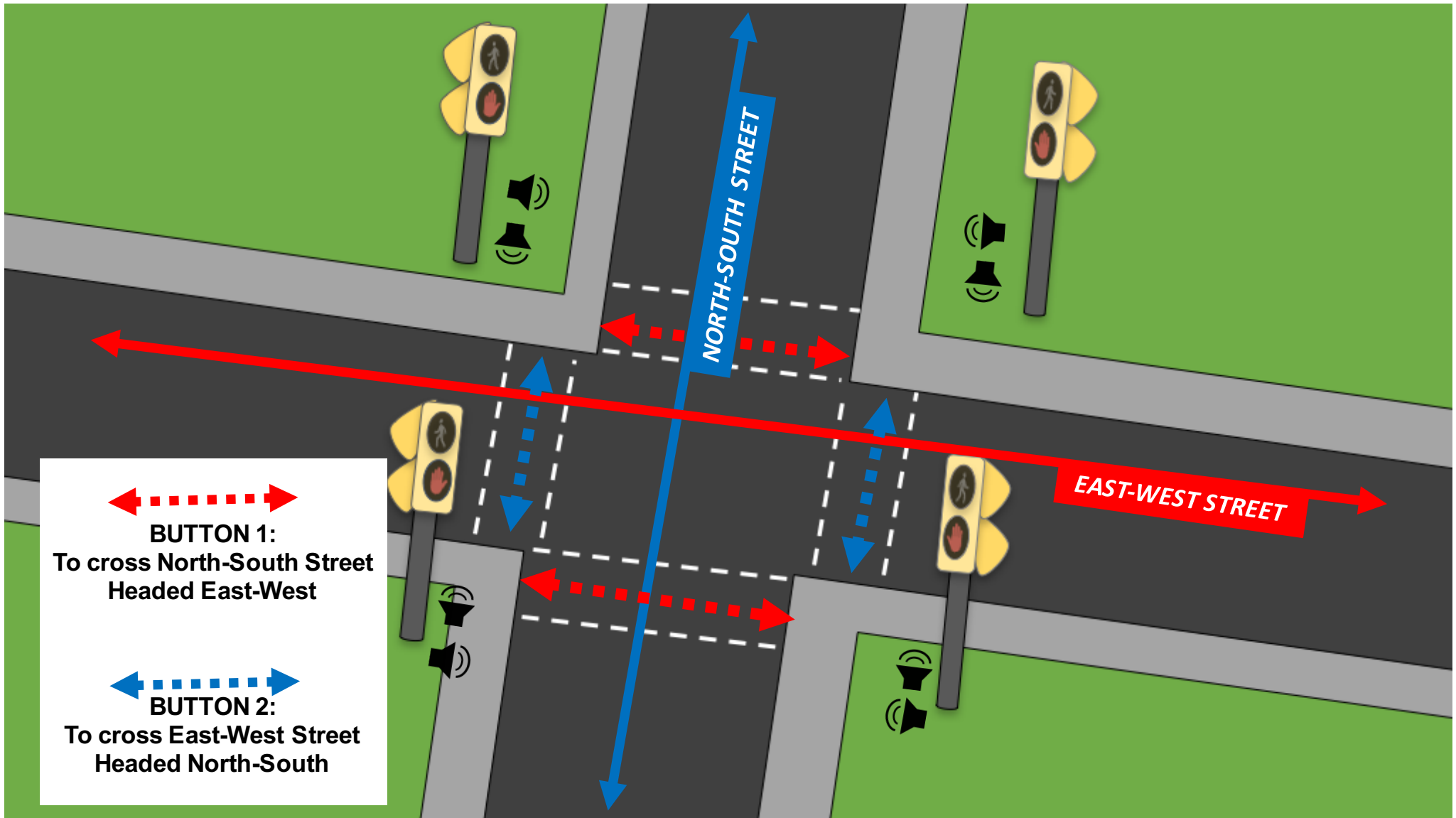


Stop Sign Intersection

# Important considerations

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- One Button and all audible signals will be triggered
- Audible triggered for both crossings of the same direction
- Pedestrians should always focus on Orientation & Mobility training and use the audible signal coming from the speaker above as the cue to cross
- **K2A at Flashing Crosswalks:**  
Activates the flash warning for vehicles
- **K2A at Stop Sign Intersections:**  
Communicates key information about the intersection





# Next steps

- Not publically announced yet. Please keep the information private until the official launch of the project.
- Official launch is scheduled for November.

# DECISION/DIRECTION NOTE

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**Title:** Closed Captioning – Council Technology Upgrade (Live-Streaming/Council Meetings)

**Date Prepared:** October 23, 2019

**Report To:** Inclusion Advisory Committee

**Councillor and Role:** Deanne Stapleton, Lead

**Ward:** N/A

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## **Decision/Direction Required:**

Seeking input on the automated Closed Captioning functionality of the upgrade to the technology in the Council Chamber that includes live-streaming.

## **Discussion – Background and Current Status:**

Council approved an upgrade to the technology used within the Council Chamber in April, 2018. The project was conducted in a three-phase approach:

1. Phase 1 - assessment of the existing technology Infrastructure
2. Phase 2 - procurement and install of the required equipment
3. Phase 3 – agenda/meeting management software with web streaming capabilities

The City is currently in Phase 3 and are diligently working to finalize all aspects of the web streaming to provide broader and improved access for the public to the Regular Meeting of Council and its Committee of the Whole (COTW) meeting. The improvements include:

- 1) Upgraded assistive hearing devices (4 units) for hard of hearing individuals who are attending the Council meeting in person.
- 2) The installation of two large displays within the Council Chambers for the presentation of Council agenda and meeting items.
- 3) Live web streaming of the Regular Council Meeting and the Committee of the Whole on the City website. As well, Regular Council Meetings and COTW meetings once complete, will be archived on the City web site for on-demand viewing. While Rogers have conducted broadcasts of City Regular Council Meetings on their community channel, now the webcast and recording of City Council Meetings will be available to anyone with an internet connection.
- 4) The City is also exploring the use of an automated Closed Captioning (CC) service to provide “real time” transcription during Regular Council Meetings. As this real time automated functionality is relatively new technology for meeting transcription services, the City project team is currently conducting an evaluation to determine whether the City will retain this functionality.

# ST. JOHN'S

As regards to the Closed Captioning functionality referred to in Item # 4, from the project team's limited review of this service to date, we have identified deficiencies in accuracy of transcribed text. However, the members of the City project team have no subject matter expertise with Closed Captioning to allow for a proper evaluation.

As such, the City project team is seeking the expertise of the City Inclusion Advisory Committee to assist in evaluating the automated Closed Captioning service as to whether there is value in retaining this service. As we are currently in a trial period for the automated Closed Captioning service, if members of the Committee have availability in the next few weeks to review this service, it would be greatly appreciated as the City would then be in a better position to conduct a more thorough assessment of this service.

**Key Considerations/Implications:**

1. Budget/Financial Implications:
  - Included in cost of upgrade – budget approved
2. Partners or Other Stakeholders:
  - City Residents
  - All groups represented on the Inclusion Advisory Committee and any others deemed appropriate by members of the Inclusion Advisory Committee
3. Alignment with Strategic Directions/Adopted Plans: N/A
4. Legal or Policy Implications: N/A
5. Privacy Implications: N/A
6. Engagement and Communications Considerations: N/A
7. Human Resource Implications: N/A
8. Procurement Implications: N/A
9. Information Technology Implications:
  - Support for technology

10. Other Implications: N/A

**Recommendation:**

That the Committee review the automated Closed Captioning functionality of the upgrade to the technology in the Council Chamber that includes live-streaming and provide feedback on its effectiveness.

**Prepared/Approved by:** Elaine Henley, City Clerk

**Attachments:** N/A

## **Update from Paratransit Working Group October 30, 2019**

### **GoBus/Metrobus Review**

The Transit Review is now nearing completion. Phase 2 has focused on Metrobus services and recommendations to improve efficiency and grow ridership. There have not been any new recommendations related to GoBus since Phase 1. We expect the final report to be presented to the Commission/Council before the end of the year.

### **Eligibility Assessments**

*Horizon Occupational Health Solutions* has been hired to complete eligibility assessments for GoBus customers on behalf of Metrobus. The assessments should begin in the coming weeks. Customers will receive information about the assessments and what they can expect prior to them being contacted by Horizon. (The information will contain the FAQ document which was circulated to the Inclusion Committee back in March.)

Horizon will be provided with inclusive customer service training as well as a thorough orientation to GoBus and Metrobus to ensure they are aware of how both services operate and the specific barriers that people with disabilities face when using transit.

It is expected that once customers start receiving the letters about assessments, we will hear more feedback than we have to date.

We will be following up with customers throughout the assessment process to hear their feedback.

### **No-Shows**

As of May 1, 2019 the definition of a no-show changed to reduce the notice required to cancel a trip from 90 minutes to 45 minutes. The rate paid for a no-show was reduced from \$25.30 (regular trip rate) to \$12.00. This has

resulted in significantly less no-shows (40%) and significant cost savings (approx \$10,000) each month.

### **Capacity Challenges**

GoBus has been experiencing challenges with meeting demand during peak times, particularly on Wednesdays. Customers are experiencing late pickups; waiting longer for will-calls; customers are frustrated; dispatchers/drivers are frustrated. Generally we are seeing a decline in service quality during those peak periods.

Currently GoBus is booking more rides than either the buses or taxis can accurately deliver. We've asked that MVT only accept bookings that can be managed rather than accepting every booking requested (whether inside or outside the 24 hour booking window). We've also implemented a pilot project to help address the demand for will-call return trips from the Health Science Centre on Wednesdays. In addition, we're asking for customers' cooperation to book their travel outside of peak hours wherever possible, recognizing of course that this will not always be possible.

### **Privacy Complaints**

We have received two privacy complaints recently regarding information that is shared with drivers. The first alleged that the information provided to drivers via tablets onboard the bus reveals customers' personal information (address, name, and destination). We've worked with the City Clerk's office to provide the necessary information to the OIPC. We also reconfigured the devices such that drivers are now able to manually turn off the tablet display when not in use.

The second complaint was about how information is shared with taxi drivers. Taxis are not equipped with the same tablets that buses use so they must rely on radio systems. Information shared from GoBus includes a customer's name, pickup location and destination – this is essential information for the GoBus service. We are currently looking for solutions to get the information to the driver without compromising customer privacy.