



Corporation of the City of
NEW WESTMINSTER

**Access Ability Advisory Committee
(AAAC)**

**Thursday, September 6, 2018, at 3:00 p.m.
Council Chamber & Chamber Meeting Room
City Hall
AGENDA**

1.0 ADDITIONS TO AND ADOPTION OF AGENDA

1.1 Additions to and adoption of the Agenda of September 6, 2018

2.0 ADOPTION OF MINUTES

2.1 Adoption of the Minutes of June 14, 2018

3.0 PRESENTATIONS

3.1 Innovation Week 2019 – Transportation Forum on Accessibility

4.0 UNFINISHED BUSINESS

4.2 No items

5.0 NEW BUSINESS

5.1 Engagement for 22nd Street Station Area Master Plan – Kerry Thompson & Lynn Roxburgh (see item 6.1)

5.2 Update on Report to Council Recommending Additional Accessible Taxis – Lisa Leblanc (see item 6.2)

6.0 REPORTS AND INFORMATION

6.1 Engagement for 22nd Street Station Area Master Plan (see item 5.1)

6.2 Report to Council Recommending Additional Accessible Taxis (see item 5.2)

6.3 Sidewalk Condition at Sixth and Sixth - June 13, 2016 Council Referral

7.0 NEXT MEETING DATE

Thursday, December 6, 2018

8.0 ADJOURNMENT



**ACCESS ABILITY ADVISORY COMMITTEE
(AAAC)**

**Thursday, June 14, 2018 at 3:00 p.m.
Council Chamber & Chamber Meeting Room
City Hall**

MINUTES

VOTING MEMBERS PRESENT:

Councillor Patrick Johnstone	- Chair
Paul Haskel	- Community Member
Tanis Juriga	- Community Member
Asifa Lalji	- Community Member
Karla Olson	- Community Member
Julia Schoennagel	- Community Member
Colleen Vogler	- Community Member
Harvey Wolfson	- Community Member

REGRETS:

Anne Bélanger	- Community Member
Chris Nicholson	- SD40 Representative

STAFF:

Lisa Leblanc	- Manager, Transportation, Engineering Services
Jasmine Minhas	- Engineering Services
Carol Lee	- Recording Secretary

The meeting was called to order at 3:06 pm.

1.0 ADDITIONS TO AND ADOPTION OF AGENDA

1.1 Adoption of the Agenda of June 14, 2018

MOVED and SECONDED

THAT the Agenda of the Access Ability Advisory Committee meeting held on June 14, 2018 be adopted.

CARRIED.

All members of the Committee present voted in favour of the motion.

2.0 ADOPTION OF MINUTES

2.1 Adoption of the Minutes of April 12, 2018

MOVED and SECONDED

THAT the Minutes of the Access Ability Advisory Committee held on April 12, 2018, be adopted with the following amendment:

- *Page 4, first bullet – replace “...to avoid future legal rights complaints” with “...to avoid future human rights complaints”.*

CARRIED.

All members of the Committee present voted in favour of the motion.

3.0 PRESENTATIONS

There were no items.

4.0 UNFINISHED BUSINESS

4.1 Downtown Parking Issues – Sub-Committee Meeting Summary

Lisa Leblanc advised that a sub-committee was struck to consider parking issues in-depth, particularly those in the downtown area. Ms. Leblanc reviewed the summary of the discussion that was distributed with the agenda material, including the following information:

- Eight broad issues were discussed and are summarized in the Downtown Parking Issues report
- The sub-committee identified five actions that will be addressed over the next year.

The Committee noted the following:

- It would be useful for the City to contact SPARC, to clarify the types of temporary handicap parking placards that it issues
- Suggestion to issue a different coloured placard to indicate a financial barrier
- There are parking spaces designated for people with needs other than physical disabilities e.g. individuals recovering from surgeries etc.

MOVED and SECONDED

THAT the Access Ability Advisory Committee receive the report and endorse the work plan.

CARRIED.

All members of the Committee present voted in favour of the motion.

5.0 NEW BUSINESS

5.1 Commercial Vehicle Amendment Bylaw (Accessible Taxis) – Lisa Leblanc

Lisa Leblanc, Manager, Transportation, Engineering Services, played a clip of the Council meeting where this item was referred to the AAAC.

The Chair noted the following:

- The City is responsible for issuing taxi licenses
- Recently, there have been more requests for accessible taxi licenses than have been granted
- The AAAC could advocate for more accessible taxis with the Passenger Transportation Board (PTB)
- Need to consider whether ride-hailing services should be required to meet accessibility standards.

In response to questions from the Committee, Ms. Leblanc advised that the PTB stipulates the number of vehicles to receive licenses, the number of accessible vehicles and the area to be served.

The Committee noted the following:

- Need to confirm that licensed accessible taxis are actually operational and in service
- Need for priority booking of accessible taxis for those passengers that actually require them
- Seniors are more likely in need of accessible transportation and there are few options available
- HandyDART is not a viable transportation option due to the lengthy pre-booking requirements
- Accessible taxis are used to augment the HandyDART service, further reducing the available supply.

MOVED and SECONDED

THAT the Access Ability Advisory Committee recommend that the City advocate to the Passenger Transportation Board and appropriate Ministry of Transportation and Infrastructure to:

- A. *Increase the number of accessible taxis in the region;*
- B. *Give priority to accessible taxi licenses until there is an adequate number of accessible taxis in the region; and*
- C. *Ensure that future ride-hailing services meet the minimum accessibility standards that are applied to taxis companies.*

CARRIED.

All members of the Committee present voted in favour of the motion.

The Committee suggested that staff contact the speaker who addressed Council regarding the shortage of accessible taxis to advice of the action being taken by the Committee.

6.0 REPORTS AND INFORMATION

6.1 Downtown Parking Issues – AAAC Sub-Committee Report (Item 4.1)

This item was discussed under Item 4.1.

6.2 Updates on Engineering Services' Annual Accessibility Upgrades Program (from 2010 to 2018)

Lisa Leblanc, Manager, Transportation, Engineering Services, summarized the report on the Annual Accessibility Upgrades Program, dated June 14, 2018, including the following information:

- The goal of having all intersections have at least one curb ramp will be met by the end of 2018
- A systematic program of improving curb ramps will commence in the current year.

In response to questions from the Committee, Ms. Leblanc noted that the ideal situation is to have two curb ramps at each corner, with score lines implemented consistently.

The Committee suggested that yellow lines be painted at intersections to indicate where pedestrians should be standing at locations where curb ramps have been installed.

The Committee was requested to advise Ms. Leblanc of the locations of good curb ramps and those that require remediation.

7.0 CORRESPONDENCE

7.1 May 9, 2018 Letter from Walker's Caucus re Pedestrian Crossings

8.0 OTHER BUSINESS

8.1 List of Issues

It was suggested that the list of issues to be addressed by the Committee be reinstated.

8.2 Q to Q Ferry

It was noted that, in response to a concern raised by a Committee member, an accessibility section has been added to the Q to Q Ferry website.

Ms. Leblanc provided the following information in response to a Committee member's comments about the experience of utilizing the Q to Q Ferry in a wheelchair:

- The canvas to cover the wheelchair seating area has been ordered
- The vessels were retrofitted from another use. They were not purposely built for this service and therefore may not be perfectly suited.

9.0 NEXT MEETING DATE

Thursday, September 6, 2018

Thursday, December 6, 2018

10.0 ADJOURNMENT

ON MOTION, the meeting was adjourned at 4:20 pm.

Certified correct,

PATRICK JOHNSTONE

CAROL LEE

CHAIR

RECORDING SECRETARY

REPORT

Development Services Department

To: Access Ability Advisory Committee **Date:** September 6, 2018

From: Kerry Thompson, Planner **File:** 1260492
Lynn Roxburgh, Senior Planner

Subject: **Engagement for 22nd Street Station Area Master Plan**

RECOMMENDATION

THAT Access Ability Advisory Committee provide direction to staff regarding their members' participation in the proposed consultation event in October, 2018.

PURPOSE

The purpose of this Report is to review the work being undertaken for the 22nd Street Station Area Master Plan and determine the most appropriate means of engaging with AAAC members during a proposed October consultation event.

BACKGROUND

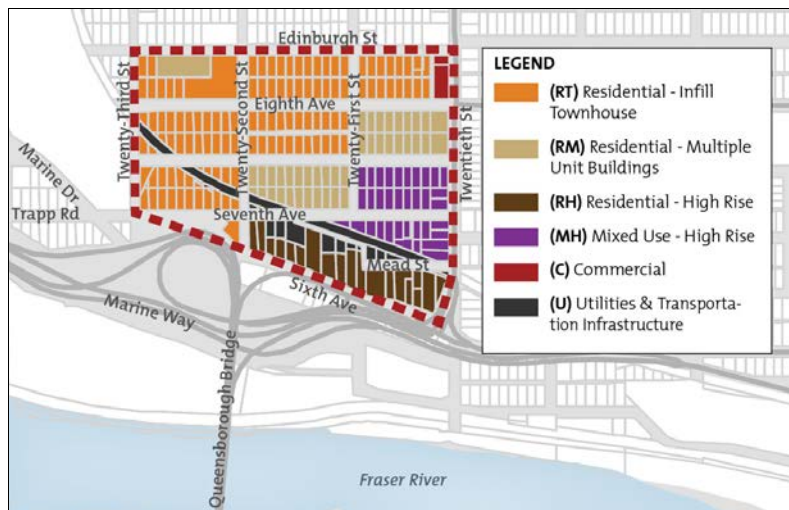
Official Community Plan

On October 2, 2017, Council adopted a new Official Community Plan (OCP). The OCP provides a vision, goals, and policies for New Westminister to the year 2041 and guides the decisions of Council on long-term community planning and land use management. The OCP functions together with other municipal policies and plans to support positive economic, social, cultural and environmental outcomes for New Westminister.

The OCP identifies the area around the 22nd Street SkyTrain Station as a Frequent Transit Development Area (FTDA), which means it is considered an appropriate location for new growth. Based on Council direction and community input, staff created a proposed Land Use Designation Map that proposes land uses for the 22nd Street Station Area (see Figure 1).

The Area is envisioned as a higher density, mixed use neighbourhood with commercial shops and services along Seventh Avenue, east of the station. Higher density development would locate near the SkyTrain station, while low rise residential buildings and infill townhouses would “step down” into the surrounding neighbourhood of Connaught Heights. This compact, mixed use development will increase travel mode options and reduce the need for vehicle trips.

Figure 1: Proposed Land Use Designation Map



However, before any new development applications can proceed, a Master Plan will be created by the City that further details how the area will develop. The Master Plan will build on the OCP process by exploring the issues and neighbourhood improvements raised during OCP consultation, including those related to transportation, community amenities, and urban design. The added detail will guide how the City evaluates development applications.

22nd Street Station Area Master Plan Work Program

The Master Plan for the area will develop more detailed analysis and more specific direction than the OCP can provide. In this way, it will become one of the tools the City uses to implement the direction of the OCP. The master planning process would aim to mitigate concerns raised by the community while planning for anticipated growth.

The steps of the master planning process are:

1. *Background Research and Detailed Transportation Study* that will provide transportation improvement options for the area that address existing issues and identify new requirements based on anticipated development patterns and increased demand stemming from growth. The Study is expected to address all modes, inform future development and identify future capital projects that will facilitate improvements.

2. *Financing Growth Strategy* that will consider how to finance the infrastructure and amenity requirements of the community as it grows. This phase of work will explore the potential revenue generated from new development, an approach to collecting amenity contributions, and a prioritization of community and infrastructure needs.
3. *Master Plan Development* that will incorporate the findings of the Transportation Study, community feedback and other analyses, along with:
 - The Financing Growth Strategy, including tools that the City will use to meet the needs of the growing community;
 - Public Realm Design Guidelines that provide comprehensive direction for the development and enhancement of the public realm; and
 - Development Permit Area Guidelines to provide further direction for the design of private developments and their relationship to the surrounding neighbourhood.
4. *Master Plan Finalization and Adoption*, including Council endorsement of the Master Plan developed in Step Three. City staff will also bring forward amendments to the OCP to formalize the final land use designations for the 22nd Street Station Area, and incorporate a new Development Permit Area and associated guidelines.

Currently staff is proceeding with Steps One and Two.

Connaught Heights Traffic Calming Plan

In 2016, Transportation staff initiated work on the Connaught Heights Traffic Calming (CHTC) Plan, which proposes short- to medium-term improvements to livability and safety in the Connaught Heights neighbourhood. A three-step community consultation process and a supplementary Residents' Association meeting identified several key concerns with transportation in the neighbourhood, including vehicle access and circulation; congestion along Twentieth Street; and pedestrian access, circulation and safety.

The Plan recommends fifteen projects to address these concerns, but also notes that some of the (medium- to long-term) transportation issues raised during CHTC Plan discussions will need to be incorporated into the 22nd Street Station Master Plan.

The Plan was endorsed by Council on March 12, 2018.

DISCUSSION

Engagement and the Detailed Transportation Study

As part of Step One, the City has contracted Watt Consulting to lead a Detailed Transportation Study for the area. The Study will identify potential transportation and urban design improvements in the 22nd Street Station Area and the greater Connaught Heights neighbourhood, with the goal of achieving a multi-modal transportation system that supports compact, sustainable and resilient community development.

The Detailed Transportation Study is informed by considerable public engagement already undertaken to date by the City for the 2017 OCP, and the subsequent 2018 CHTC Plan. The Study builds from that past engagement, and will invite area residents, stakeholders and the public to help further develop and refine recommended improvements in Spring 2019.

The Detailed Transportation Study scope of work includes two targeted consultation activities in Fall 2018:

1. Technical Design Workshop (September 2018): Workshop with City staff and key stakeholders from external agencies (Ministry of Transportation and Infrastructure, TransLink, BC Hydro, etc.) to discuss potential solutions to the transportation challenges of the 22nd Street Station Area.
2. Meeting and Walking Tour with ACTBiPed and the Access Ability Advisory Committee (AAAC) (October 2018, discussed below).

After the detailed technical analysis is complete, a draft set of transportation improvement recommendations and associated projects will be developed. The City will then undertake an extensive round of public engagement to vet and refine the draft recommendations with area residents, stakeholders and the general public. Throughout the study, the community is also being regularly updated through a mailing list and a dedicated project webpage: www.newwestcity.ca/22streetplan.

Committee Meeting and Optional Walking Tour

Staff is seeking to gain an in-depth understanding of transportation users' experiences "on the ground". To achieve this objective, staff is seeking input from ACTBiPed and AAAC. Members from both committees would be invited to a meeting in order to discuss key concerns and opportunities for transportation improvements in the 22nd Street Station Area. An optional tour of the area would be held in association with the meeting.

Staff recognizes the value of AAAC members' insights and perspectives into physical, visual or cognitive barriers to mobility in the public realm, which are important to consider when planning for changes to the transportation network in 22nd Street Station Area. At the same time, staff acknowledges that the proposed walking tour may present accessibility barriers of its own, given the mobility challenges experienced by some AAAC members.

In order to carry out this consultation in the spirit of inclusivity, staff is seeking feedback from AAAC on the most appropriate means of their participation in this event, and any mitigations that should be considered to ensure meaningful engagement.

Future Consultation

Both AAAC and ACTBiPed would be presented with the final draft Detailed Transportation Study report in Spring 2019 for their review and feedback.

NEXT STEPS

Moving forward, the results of these focused engagement activities will be summarized into a Working Paper of existing and new engagement feedback, which will be made available to the community. Detailed technical analysis and the engagement feedback received during this phase will be used to develop a set of transportation improvement recommendations during Fall 2018. Following a second round of public engagement, a final draft Detailed Transportation Study report will be presented to both committees and to Council in Spring 2019.

The findings and recommendations of the Study will be used to inform other Master Plan work that will be ongoing throughout this period, including the Financing Growth Strategy and developing public and private realm guidelines. Finalization and adoption of the Master Plan is anticipated to be complete in early 2020. Additional public engagement will continue throughout the process of developing the Master Plan.

This report has been prepared by:
Kerry Thompson, Planner

REPORT

Access Ability Advisory Committee (AAAC)

To: Mayor Coté and Members of Council **Date:** 8/27/2018

From: Access Ability Advisory Committee **File:** 05.1033.01
(Doc# 1251244)

Item #: 337/2018

Subject: Request for Additional Accessible Taxis

RECOMMENDATION

THAT Council advocate to the Passenger Transportation Board and the Ministry of Transportation and Infrastructure to:

- a. Increase the number of accessible taxis in the region;
 - b. Give priority to taxi licenses for accessible vehicles until there is an adequate number of accessible taxis in the region; and
 - c. Ensure that future ride-hailing services meet the minimum accessibility standards that are applied to taxis companies.
-

PURPOSE

The purpose of this report is to present a motion arising from the June 14, 2018 meeting of the Access Ability Advisory Committee recommending that Council advocate to the Passenger Transportation Board and Ministry of Transportation and Infrastructure to request additional accessible taxis in the region, give priority to accessible taxi licenses and ensure that future ride-hailing services meet the minimum accessibility standards (see Attachment 1: Excerpt from AAAC Minutes of June 14, 2018).

BACKGROUND

At the January 29, 2018 Regular meeting of Council, a resident of New Westminster appeared in Open Delegation to express concern about taxi services available to people with disabilities. In response to the comments received, Council considered the following motion:

MOVED and SECONDED

THAT the issue of accessible taxis be referred to the Access Ability Advisory Committee.

CARRIED**DISCUSSION**

During the June 14, 2018 meeting of the Access Ability Advisory Committee, a video recording of the January 18, 2018 delegation was viewed by the Committee. Some discussion followed, several questions were raised, and the following Motion was passed:

MOVED and SECONDED

THAT the Access Ability Advisory Committee recommend that the City advocate to the Passenger Transportation Board and the Ministry of Transportation and Infrastructure to:

- a. Increase the number of accessible taxis in the region;*
- b. Give priority to accessible taxi licenses until there is an adequate number of accessible taxis in the region; and*
- c. Ensure that future ride-hailing services meet the minimum accessibility standards that are applied to taxis companies.*

CARRIED

All members of the Committee present voted in favor of the motion.

STAFF COMMENTS

The City has not taken an active role in taxi planning, policy, or operational oversight, and the only role that staff have served to date is with respect to business licensing.

Provided below is some information on the licensing of the taxi industry in BC, for Council's consideration in addressing the recommendation.

City of New Westminster Commercial Vehicle Bylaw

The Commercial Vehicle Bylaw 5789, 1988 specifies the maximum number of taxi licenses that may be issued to eligible taxi companies operating within the City. Any change to the

number of taxi permits issued by the City requires an amendment to the Commercial Vehicle Bylaw.

BC Passenger Transportation Board (PTB)

The Passenger Transportation Board (“Board”) is an independent tribunal in British Columbia established under the Passenger Transportation Act. The Board’s primary responsibility is to make decisions on applications relating to the licensing of passenger directed vehicles (e.g. taxis, limousines, shuttle vans) and inter-city buses in BC.

In order to operate a taxi, the operator must first obtain a license from the PTB. When considering an application for a taxi license, the PTB considers factors such as the applicant’s background, the need for additional taxi service in the area, and economic impacts on existing taxis. PTB licenses specify the type of vehicle to be used, including whether or not it is accessible, and the area to be served.

Pursuant to their PTB license, taxis operating in New Westminster may also provide service within a defined area of neighbouring municipalities. For example, taxis operating in New Westminster may provide service to parts of Burnaby that are within four kilometers of the boundary between the two cities. Some taxis are also permitted to provide service to the Vancouver International Airport. Taxis based in adjacent municipalities are also permitted to serve parts of New Westminster pursuant to their PTB license. For example Bel Air Taxi in Coquitlam is permitted to operate three kilometers into New Westminster.

Numbers of Accessible Taxis

The PTB published a report in 2017 entitled “Wheelchair Accessible Transportation by Taxi and Inter-City Bus in British Columbia - Update 2017”, which includes data on the numbers of taxis that are licensed in the BC and the proportion that are wheelchair accessible. The full report is available online at http://www.ptboard.bc.ca/accessible_transportation.htm. In 2017, there were a total of 1952 taxis licensed in Metro Vancouver. Of those, 370 (19%) were approved as accessible vehicles. In New Westminster, as of February 2018, there were 79 taxis operating, with 17 (21.5%) of those wheelchair accessible.

When the PTB makes a decision that affects the number of taxis that are authorized to operate in an area, it may also establish how many need to be accessible. This ensures that a minimum number of accessible taxis are available, but there is no limit on how many of a taxi company’s authorized vehicles can be accessible taxis. Any wheelchair accessible taxis that companies operate are dual use. This means a wheelchair accessible taxi can be used to provide trips for passengers either with or without a wheelchair. The PTB reports that trips by wheelchair users are usually a small percentage of the trips with wheelchair accessible taxis. Thus, PTB decisions on additional vehicles focus on overall public need. Operators may voluntarily convert any number of “conventional” taxis to wheelchair accessible taxis. No Board approval is required and a conversion can take place immediately; the reverse is

not possible – an approved wheelchair accessible taxi cannot be converted to a conventional taxi without Board approval.

Additional actions for consideration

In addition to advocating to the PTB and the Ministry of Transportation and Infrastructure, there may also be an opportunity to encourage the taxi companies that serve New Westminster to consider adding more wheelchair accessible vehicles to their fleets.

OPTIONS

The following options are presented for Council's consideration:

1. THAT Council advocate to the Passenger Transportation Board and the Ministry of Transportation and Infrastructure to:
 - a. Increase the number of accessible taxis in the region;
 - b. Give priority to accessible taxi licenses until there is an adequate number of accessible taxis in the region; and
 - c. Ensure that future ride-hailing services meet the minimum accessibility standards that are applied to taxis companies.

2. THAT Council provide alternative direction.

Option 1 is recommended.

CONCLUSION

This report provides Council with a recommendation made by the Access Ability Advisory Committee to increase the number of accessible taxis in the region, give priority to accessible taxi licenses until there is an adequate number of accessible taxis in the region and to ensure that future ride-hailing services meet the minimum accessibility standards that are applied to taxi companies, and to advocate to the Passenger Transportation Board and Ministry of Transportation and Infrastructure to support this initiative.

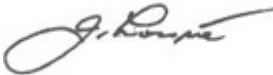
ATTACHMENTS

Attachment 1- Excerpt from AAAC Minutes of June 14, 2018

This report has been prepared by:

Lisa Leblanc, Manager of Transportation and Staff Liaison to the Access Ability Advisory Committee

Approved for Presentation to Council



Jim Lowrie, Eng.L, MBA
Director of Engineering Services



Lisa Spitale
Chief Administrative Officer

REPORT

Access Ability Advisory Committee(AAAC)

To: Access Ability Advisory Committee **Date:** August 30, 2018

From: Lisa Leblanc (on behalf of Council) **File:** 1265968

Subject: Sidewalk Condition at Sixth and Sixth - June 13, 2016 Council Referral

RECOMMENDATION:

THAT AAAC receive this report for information and share their thoughts in regards to the comments heard by Council.

PURPOSE

The purpose of this report is to share comments that were received by Mayor and Council from a resident during Open Delegation at the June 13, 2016 Regular meeting of Council.

DISCUSSION

During the Regular meeting of Council on June 13, 2016, Mr Larry Church appeared in Open Delegation to explain to Council the experience that he had while walking with his wife in Queen's Park and Uptown. Mr Church explained the challenges that he experienced pushing his wife's wheelchair from his home on Fourth Avenue to the area of Sixth Street and Sixth Avenue, noting the absence of curb cuts in some locations and limited space for maneuvering a wheelchair at the corner of Sixth and Sixth adjacent the coffee shop. Members of Council heard the comments and requested that they be referred to the Access Ability Advisory Committee for consideration. The comments can be heard by listening to the recording of the Council meeting. The recording can be found at the following link:

http://newwestcity.ca.granicus.com/MediaPlayer.php?publish_id=2e36a5aa-a2eb-11e7-a396-002590794b76 , and the comments related to this report begin at the following time in the recording: 2:57:30. Council's response and referral begins at approximately 3:02.

CONCLUSION

Members of the Access Ability Advisory Committee are invited to listen to the comments received by Council during Open Delegation, and to share any further information they may have in regards to the comments heard by Council.