



Accessibility Advisory Committee Meeting Agenda

Wednesday, March 12, 2025, 1:00 p.m.

Thunder Bay 55 Plus Centre

700 River Street

Pages

1. Accessibility Advisory Committee Meeting 01-2025

Chair: To Be Determined

2. Members

Nicole Arapov, Parent to a Child with a Disability
Ken Bjorn, Visually Impaired or Blind Representative
Tom Brownlee, Caregiver to a Person with a Disability
John Duck, Senior with a Disability Representative
John Gobeil, Developmental Disability Representative
Councillor Brian Hamilton, Council Representative
Dawn Hamilton, Speech Impairment Representative
Todd Kennedy, Service Agency Representative
Tara Lennox, Learning Disability Representative
Ulysses Patola, Citizen Representative
George Saarinen, Hard of Hearing/Late Deafened Representative
John (Rob) Wheeler, Mobility Disability Representative
Samantha Zrobin, Brain Injury Representative
Vacant, Mental Health and Addiction Representative
Vacant, Citizen Representative
Vacant, Citizen Representative

3. Officials

Krista Power, City Clerk
Dana Earle, Deputy City Clerk
Scott Garner, Municipal Accessibility Specialist
Flo-Ann Track, Council & Committee Clerk

4. Guests

Jessy Bogacki, Program Supervisor - Adult Fitness, Wellness & Inclusion Services

5. Welcome and Introductions

Meeting called to order and a roundtable of introductions to follow.

6. Communication Process

7. Disclosures

8. Agenda Approval

WITH respect to the March 12, 2025 meeting of the Accessibility Advisory Committee, we recommend that the Agenda as printed, including any additional information and new business, to be confirmed.

9. Appointment of Chair and Vice-Chair

Purpose: Required Annually

Election process for Chair and Vice Chair for the 2025 calendar year, and until such time as a replacement has been appointed, as required annually.

10. Terms of Reference

4 - 8

Purpose: For Discussion

Under Section 3.17, Procedural By-law 51/2021, A By-law to govern the proceedings of Council and its Committees - Purpose and Responsibilities, requires an annual review of the Terms of Reference.

Document entitled "Accessibility Advisory Committee - Terms of Reference - Ratified July 15, 2024", for information.

11. Minutes of Previous Meeting

9 - 26

The Minutes of Meeting 07-2024 Accessibility Advisory Committee, held on November 13, 2024 to be confirmed.

THAT the Minutes of Meeting 07-2024 Accessibility Advisory Committee, held on November 13, 2024 be confirmed.

Notes from January 8, 2025 and February 12, 2025 information sessions

provided, for information.

12. Roundtable of Accessibility Issues

Members to report on accessibility issues encountered in the community.

13. Working Group Updates

14. New Business

15. 2025 Meeting Schedule

Meetings of the Accessibility Advisory Committee will be scheduled from 1 p.m. to 3 p.m. at the Thunder Bay 55 + Centre, 700 River St. on the following dates:

Wednesday, April 9, 2025

Wednesday, May 14, 2025

Wednesday, June 11, 2025

Wednesday, September 10, 2025

Wednesday, October 8, 2025

Wednesday, November 12, 2025

16. Adjournment

Accessibility Advisory Committee Terms of Reference

1. Name of Committee

The Committee shall be named the “Accessibility Advisory Committee”. The accepted acronym will be AAC.

2. Background and Assumptions

On December 14, 2001, the Ontarians With Disabilities Act, 2001 (ODA, 2001) was passed by the Provincial Government. On September 30, 2002, a further proclamation was brought into law which added specific accessibility obligations for the government of Ontario, municipalities, and other scheduled organizations including public transit organizations, school boards, hospitals, colleges and universities. Under the legislation, municipalities with populations over 10,000 are required to establish municipal accessibility advisory committees, develop annual accessibility plans and make them public.

By resolution of Council, an Accessibility Advisory Committee was established to advise City Council on the development and implementation of the annual Municipal Accessibility Plan in accordance with the Ontarians With Disabilities Act, 2001 (Report No. 2002.334-Community Recreation).

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA, 2005) continued the requirement for a Municipal Accessibility Advisory Committee. This Act includes a set of Standards, consolidated on July 1, 2016 as O. Reg. 191/11 “Integrated Accessibility Standards”. The Integrated Accessibility Standards combines accessibility standards in six areas: general requirements, information and communications, employment, transportation, design of public spaces, and customer service. It also includes requirements for compliance and enforcement. Legislative requirements for Accessibility Plans to implement the Standards were passed in the Regulation. The Design of Public Spaces Standard (Accessibility Standards for the built Environment) (O. Reg. 413/12) was consolidated in Regulation 191/11 on January 1, 2013. The Accessibility Standards for Customer Service (O. Reg. 429/07) was consolidated in Regulation 191/11 on July 1, 2016. The Accessibility Directorate of Ontario monitors compliance with the Regulations. Failure to comply will result in fines.

In February 2013, the Accessibility Directorate of Ontario (the body overseeing the compliance of the AODA) became a part of the Ministry of Economic Development, Trade and Employment. Prior to this date, the AODA was part of the Ministry of

Accessibility Advisory Committee Terms of Reference

Community and Social Services. In 2018, the Ministry for Seniors and Accessibility became responsible for the AODA, 2001.

It is assumed that the legislative requirement under the AODA, 2005 and the ODA, 2001 for an Accessibility Advisory Committee continues.

3. Resources and Finances

An annual budget will be allocated for the Accessibility Advisory Committee.

4. Deliverables

The Committee's deliverables are as follows:

1. To advise City Council on the development and implementation of Municipal Accessibility Plans.
2. To advise City Council on the effectiveness of the Plan and the City's progress in meeting legislative standards under the AODA, 2005 and ODA, 2001.
3. To advise City Council on issues related to people with disabilities within programs, services, and facilities provided by the City of Thunder Bay
4. To inform and consult annually with the community about the Municipal Accessibility Plan.
5. To provide community leadership on issues related to people with disabilities as they relate to the City of Thunder Bay's programs, services, and facilities.

5. Membership and Responsibility

Committee Composition

The Committee, referred to as the Accessibility Advisory Committee, will be comprised of up to 15 Community Members and 1 Councillor appointed by resolution of City Council.

Community membership will include persons with the following disabilities:

- Hard of hearing or late deafened
- Mental Health and Addiction
- Physical and Mobility disability
- Developmental disability

Accessibility Advisory Committee Terms of Reference

- Visually impaired or blind
- Brain injured
- Senior with a disability
- Parent/guardian of a child/youth with a disability
- Caregiver to a person with a disability
- Learning disability
- Speech impairment

As well, community membership will include representation from:

- Citizen at large (3)
- Service agency with mandate/responsibility for persons with disabilities
- City Councillor

If the AAC is unable to obtain a representative from one or more of the above communities, the AAC will attempt to meet with community representatives for the vacant position(s) on an annual basis, in order to provide them with updates on the Committee's deliverables, and to receive feedback on the Municipal Accessibility Plan.

Ex-Officio Members

A staff member of the Office of the City Clerk will be the secretary to the Committee, and will provide administrative support, including coordinating the distribution of agendas and accessibility supports (ie. Interpretation services) and coordinating transportation, if required.

The Municipal Accessibility Specialist will provide information to the Committee, support activities do the Committee, where required, and facilitate the review of the Municipal Accessibility Plans with the Committee.

Term of Office

Citizen members of the Accessibility Advisory Committee will be appointed to staggered four year terms to provide an overlap of terms and continuity of experience. Council representatives shall be appointed for their elected term or annually, at the discretion of City Council. A Committee member may have membership renewed twice, thereby not serving longer than a maximum of 12 consecutive years. A Committee member may serve more that 12 consecutive years should there be no other applicants for the position.

Accessibility Advisory Committee Terms of Reference

Chair and Vice-Chair

The voting members of the Committee will elect a Chair and Vice-Chair annually at the first committee meeting of the calendar year.

The role of the Chair is to ensure that the Committee functions properly, that there is full and respectful participation during meetings, that all relevant agenda items are discussed and that effective decisions are made and carried out. The Chair will also work with Administration to review agenda items, minutes, reports, and memoranda as required.

The Chair will be the primary media contact for the committee. The Chair may appoint another member of the AAC to be the contact when necessary. It is expected that committee members will not represent the AAC to the public or media without prior approval by the Chair.

The Vice-Chair will assume the role of the Chair when the Chair is unavailable to fulfill their duties, or when designated by the Chair to do so.

Attendance

Members are expected to attend all regularly scheduled meetings of the committee as is reasonably possible, advising the Chair in advance of any absence. Should a member fail to attend three consecutive meetings, the appointment to the Committee will be subject to review.

6. Governance

Objectives

The Committee will make recommendations to City Council on Municipal Accessibility Plans. The Committee will provide feedback to the City on all requirements under the Accessibility for Ontarians with Disabilities Act 2005 (AODA), and Accessibility Standards, including Site Plan Controls, new builds and renovations of facilities. The Committee will also provide input on best practices, including but not limited to the City of London Facilities Accessibility Design Standards.

Reporting Relationship to Council/Administration

Updates, projects and initiatives will be reported back to City Council through Committee minutes. In addition, the Committee will present the Municipal Accessibility Plan, and such reports and information it deems appropriate, to

Accessibility Advisory Committee Terms of Reference

Committee of the Whole, so as to inform Council and the community at large of the Committee's activities.

Voting Rights

Voting on motions and questions before the Committee shall be in accordance with the procedural rules of City Council and Committees of Council (Procedural By-law No. 128-2012 – November 26, 2012).

Quorum

A quorum of half the voting members plus one voting member shall be required for carrying out the business of the Committee. All other members may participate in discussions and debates on matters before the Committee and provide information, advice and assistance to the Committee.

Terms of Reference

The Terms of Reference are to be reviewed by the Committee at the beginning of every year, at which time any changes will be approved by City Council.

Working Groups

At times working groups may be required to facilitate the work of the Committee. Participants on these working groups will be primarily members of the Committee; resource people from the community may be invited to participate.

7. Timeline

The Committee shall meet a minimum of eight times per year, including the annual Public Open House. Working groups established to meet the objectives of the Committee may meet more frequently, as required.

8. Contact

The Municipal Accessibility Specialist, Office of the City Clerk, will be the administrative resource for the Committee.

Correspondence and agenda materials are to be directed to the assigned Committee Coordinator in the Office of the City Clerk.



Accessibility Advisory Committee Meeting Minutes

**Wednesday, November 13, 2024, 1:01 p.m.
West Thunder Community Centre**

1. Accessibility Advisory Committee Meeting 07-2024

Chair: Samantha Zrobin

2. Members

Ken Bjorn, Visually Impaired or Blind Representative
Tom Brownlee, Caregiver to a Person with a Disability
John Gobeil, Developmental Disability Representative
Councillor Brian Hamilton, Council Representative
Todd Kennedy, Service Agency Representative
Tara Lennox, Learning Disability Representative
Ulysses Patola, Citizen Representative
George Saarinen, Hard of Hearing/Late Deafened Representative
John (Rob) Wheeler, Mobility Disability Representative
Samantha Zrobin, Brain Injury Representative

3. Officials

Gordon Stover, Acting Deputy City Clerk
Scott Garner, Municipal Accessibility Specialist
Flo-Ann Track, Council & Committee Clerk

4. Guests

Jessy Bogacki, Program Supervisor - Adult Fitness, Wellness & Inclusion Services
Karen Kadolph, Special Events Developer - Recreation & Culture
Kristen Pacheco, Assistant Coordinator - Festivals & Events
Louisa Costanzo, Manager - Community Safety & Well-Being
Danielle Thom, Climate Action Specialist - Growth
Tessa Soderberg, Built Environment Working Group

Kyla Moore, Citizen
Robert Tinsley, Citizen

5. Welcome and Introductions

Chair Samantha Zrobin called the meeting to order and a roundtable of introductions followed.

6. Communication Process

Council & Committee Clerk Flo-Ann Track provided an overview of the Committee's communication process.

Tara Lennox agreed to manage the speaker's list.

7. Disclosures

None.

8. Agenda Approval

MOVED BY: Ken Bjorn
SECONDED BY: Tara Lennox

WITH RESPECT to the November 13, 2024 meeting of the Accessibility Advisory Committee, we recommend that the Agenda as printed, including any additional information and new business be confirmed.

CARRIED

9. Deputations

9.1 Draft Boulevard Garden Bylaw

Purpose: Deputation

At the September 20, 2021 Committee of the Whole meeting, a resolution was passed recommending that Administration review the enforcement of a boulevard garden and maintenance bylaw as outlined in Report 120/2021 (Development & Emergency Services/Licensing & Enforcement).

At the September 23, 2024 Committee of the Whole meeting Report 349-2024 - City Manager's Office - Strategic Initiatives & Engagement, presented as a First Report and recommended the draft Boulevard Garden and Maintenance By-law, as appended to the report be approved.

At the October 21, 2024 Committee of the Whole meeting a resolution was passed deferring the re-presentation of Report 349-2024 to the November 25, 2024 Committee of the Whole meeting.

Report 349-2024-City Manager's Office-Strategic Initiatives & Engagement, for information.

Correspondence dated October 23, 2024 from citizen Kyla Moore, was received via email, requesting an opportunity to provide a deputation to the Accessibility Advisory Committee re: Accessibility Concerns - Draft Boulevard Garden By-law.

Correspondence dated November 5, 2024 from Kyla Moore providing additional information related to the Draft Boulevard Garden By-law Deputation, for information.

Kyla Moore appeared before the Committee, provided a deputation relative to the Draft Boulevard Garden By-law and responded to questions.

Discussion was held relative to the above noted. Some of the items discussed as follows:

- Draft By-law
 - Limits gardening activities.
 - By-laws require enforcement and regulation.
 - Maintenance standards to ensure sidewalks are clear and free of debris.
 - Permissible uses and plants and height restrictions.
 - Bushes and shrubs create sound barriers, people with visual impairments utilize traffic noise for navigation.
 - Should require an application to ensure the location is suitable and doesn't interfere with site specific conditions.
 - Should not displace recycling and garbage placement.
 - Gardens to be located immediately in front of applicant's property.
 - Neighbours should be provided an opportunity for consultation, same required for a Minor Variance Application.

- On-street accessible parking.
 - Gardens shouldn't be within a certain distance of accessible parking spaces (residential and commercial).
 - Gardens are potential barriers for people with disabilities accessing someone's home from on-street parking.
 - Should not be allowed in areas where it would displace recycling and garbage placement.
- By-laws must comply with requirements under the Accessibility for Ontarians Disability Act and the Integrated Accessibility Standards Regulation.
- Guidelines:
 - Saskatoon and Calgary provide a guideline not a by-law.
 - No Provincial accessibility legislation in Saskatchewan and Alberta.
 - Thunder Bay uses sidewalk ploughs; Property owners are responsible for sidewalk snow removal in Saskatchewan and Alberta.

The meeting recessed at 1:55 p.m.

The meeting reconvened at 2:07 p.m.

10. Presentations

10.1 City of Thunder Bay Events

Purpose: Presentation

Special Events Developer Karen Kadolph to provide a presentation on making City of Thunder Bay Events more accessible.

Special Events Developer - Recreation & Culture Karen Kadolph and Assistant Coordinator - Festivals & Events Kristen Pacheco appeared before the AAC, provided a presentation of City of Thunder Bay Events and responded to questions.

Discussion was held relative to the above noted. Some of the items discussed as follows:

- City of Thunder Bay Events.
 - What are we doing well:
 - Events are inclusive and free to attend.
 - The 2025 Season of Events is listed on the City of Thunder Bay's Events web page.
 - Accommodations are provided when available.
 - Most events are hosted at locations on transit routes.
 - Community Partnerships provide additional funding for events.
 - What do we need to work on:
 - Accessible customer service training - vendors and their employees should participate in mandatory training.
 - Snow removal in parking lots, sidewalks and washrooms require additional attention during events.
 - More frequent sanding during freezing rain events.
 - More frequent snow clearing during events.
 - Place displays and vendors closer to the path of travel.
 - Provide Mobi-mats.
 - Advertise the availability of beach wheelchair and other specialized equipment.
 - Include a QR Codes with the Teddy Bear Picnic map so people can scan and go to specific vendor or service provider.
 - Future plan for festival area at waterfront:
 - Electricity strategically placed so extension cords are not placed across sidewalks.
 - Grading to prevent water from pooling.
 - Accessible washrooms.
 - Accessible shuttle for the Kite Festival at Chippewa.

- Administration is working with Thunder Bay Transit.
- Advertising:
 - Print media is still necessary for the Senior market
 - Suggestion: Publish the 2025 Event Season Calendar in the Waste Collection Calendar.
- Survey results determined that parking and accessible washrooms are still a barrier at some events.
- Affordable Access Pilot for Recreation and Transit:
 - Information and applications can be found on the Lakehead Social Planning Council's web site; programs are limited and are provided on a first come basis.
- Volunteering:
 - Volunteers must complete the on-boarding process and meet the requirements for the specific volunteer role.
 - Information and applications can be found on the City's Volunteer web page.

11. Minutes of Previous Meeting

The Minutes of Meeting 06-2024 Accessibility Advisory Committee, held on October 9, 2024 to be confirmed.

MOVED BY: Tara Lennox
SECONDED BY: Ulysses Patola

THAT the Minutes of Meeting 06-2024 Accessibility Advisory Committee, held on October 9, 2024 be confirmed.

CARRIED

12. Invisible Disabilities Awareness Week 2024

Purpose: Follow Up

At the September 11, 2024 meeting of the AAC, Members discussed opportunities to help raise awareness about invisible, hidden disabilities during Invisible Disabilities Awareness Week, recognized October 20 - 26, 2024.

At the October 9, 2024 meeting Municipal Accessibility Specialist Scott Garner confirmed a ceremonial puck drop at the October 25 Thunderwolves game to highlight Invisible Disabilities Awareness Week 2024.

Municipal Accessibility Specialist Scott Garner provided an overview of the Ceremonial Puck Drop, held at the October 25, 2024 Lakehead Thunderwolves game to raise awareness for Invisible Disabilities Awareness Week, recognized internationally October 20-26, 2024, and raising public awareness of the work of the Committee.

Member Tara Lennox dropped the ceremonial puck to start the game and Member Ken Bjorn shared copies of the Multi Year Accessibility Plan.

13. Roundtable of Accessibility Issues

Members to report on accessibility issues encountered in the community.

Discussion was held relative to the above noted. Some of the items discussed were as follow:

- Transit is still a barrier
 - Difficult to book last minute trips with Lift +
 - No bus service on Christmas.
 - people rely on transit to go to work.
- Host "A day in my shoes" event.
 - Experience what it is like to live with a disability.
 - Potential Open House theme.

During the discussion of the above noted, quorum was lost. The meeting continued as an information session.

14. Working Group Updates

Purpose: For Information

Municipal Accessibility Specialist Scott Garner to provide an update.

Municipal Accessibility Specialist Scott Garner advised that the Built Environment Working Group met at Hogarth Riverview Manor to review photo examples of boulevard gardens and discussed potential barriers, noted by BEWG Member

Tessa Soderberg during the Deputation - Boulevard Garden By-law held earlier in the meeting.

15. 2025 Meeting Schedule

Meetings of the Accessibility Advisory Committee will be scheduled from 1 p.m. to 3 p.m. at the Thunder Bay 55 + Centre, 700 River St. on the following dates:

Wednesday, January 8, 2025

Wednesday, February 12, 2025

Wednesday, March 12, 2025

Wednesday, April 9, 2025

Wednesday, May 14, 2025

Wednesday, June 11, 2025

Wednesday, September 10, 2025

Wednesday, October 8, 2025

Wednesday, November 12, 2025

16. Adjournment

The meeting adjourned at 3:04 p.m.



Accessibility Advisory Committee Information Session Minutes

Wednesday, January 8, 2025, 1:08 p.m.

Thunder Bay 55 Plus Centre

700 River Street

1. Accessibility Advisory Committee Information Session 01-2025

Chair: Samantha Zrobin

2. Members

Ken Bjorn, Visually Impaired or Blind Representative

John Gobeil, Developmental Disability Representative

Councillor Brian Hamilton, Council Representative

Tara Lennox, Learning Disability Representative

George Saarinen, Hard of Hearing/Late Deafened Representative

Samantha Zrobin, Brain Injury Representative

3. Officials

Krista Power, Director of Legislation & City Clerk

Flo-Ann Track, Council & Committee Clerk

4. Guests

Jessy Bogacki, Program Supervisor - Adult Fitness, Wellness & Inclusion Services

Danielle Thom, Climate Action Specialist

5. Welcome and Introductions

Chair Samantha Zrobin welcomed those in attendance and advised, that due to lack of quorum, the meeting would proceed as an information session.

6. Communication Process

Council & Committee Clerk Flo-Ann Track provided an overview of the Committee's communication process.

John Gobeil agreed to manage the speaker's list.

7. Disclosures

None.

8. Boulevard Garden & Maintenance By-law

Purpose: For Discussion

At the September 23, 2024 Committee of the Whole meeting Report 349-2024 (City Manager's Office - Strategic Initiatives & Engagement) Boulevard Garden & Maintenance By-law was presented as a first report.

At the November 13, 2024 AAC Meeting, Municipal Accessibility Specialist Scott Garner advised that Members of the Built Environment Working Group met at Hogarth Riverview Manor to review photo examples of boulevard gardens and determine potential barriers.

At the November 13, 2024 Meeting of the AAC resident Kyla Moore provided a deputation to the AAC relative to the Report, and members of the AAC and the Built Environment Working Group provided some feedback on potential barriers to Administration.

At the December 16, 2024 Committee of the Whole meeting Report 349-2024 (City Manager's Office - Strategic Initiatives & Engagement) was re-presented along with a Memorandum from Climate Action Specialist Danielle Thom outlining the changes that had been made to the By-law after further consultation had occurred and providing a recommendation that the updated Boulevard Garden & Maintenance By-law as appended to the memorandum be approved, attached for information. Council referred it back to Administration to consider the following:

1. Allowance of shrubs;
2. Exclude planter boxes from height restrictions.
3. Restrict all pesticides, herbicides, and rodenticides; and
4. Allowance of temporary plant support structures within height restrictions.

Climate Action Specialist Danielle Thom appeared before the Committee, provided an overview relative to Report 349-2024 (City Manager's Office - Strategic Initiatives & Engagement) Referral Motion and responded to questions.

Discussion was held relative to the above noted. Some of the items discussed as follows:

- Concerns shared by the Members of the AAC and the Built Environment Working Group at the November 13, 2024 AAC meeting were considered.
- Boulevard gardens must comply with the By-law and be kept in good repair and safety.
 - homeowner is required to sign an acknowledgement and waiver to assume all responsibility for injury.
- Shrubs:
 - height limit.
 - spacing.
 - maintenance.
 - planted outside of planter box.
- Planter boxes:
 - homeowners must register to identify the location of a boulevard garden.
 - some locations are not suitable due to existing infrastructure.
 - high-vis markers to indicate location of planter boxes must be in place for winter snow removal service.
- Synthetic pesticides, herbicides, and rodenticides:
 - only natural products will be permitted.
- Temporary plant supports may be used:
 - Specific types are allowed, must be safe, and removed annually by November 15.
- Vandalism:
 - Enforceable through the Nuisance By-law.
 - Contact the Licencing & Enforcement Department to report, or by calling Central Dispatch after regular business hours.

9. Terms of Reference

Purpose: For Discussion

Under Section 3.17, Procedural By-law 51/2021, A By-law to govern the proceedings of Council and its Committees - Purpose and Responsibilities, requires an annual review of the Terms of Reference.

Document entitled "Accessibility Advisory Committee - Terms of Reference - Ratified July 15, 2024", for information.

Council & Committee Clerk Flo-Ann Track advised that the annual review of the AAC's Terms of Reference will be scheduled at the February 12, 2025 meeting.

10. Disability Awareness Language

Purpose: For Discussion

Program Supervisor - Adult Fitness, Wellness & Inclusion Services Jessy Bogacki provided information relating to the City of Thunder Bay's Corporate Orientation Video for Accessibility Training, and the Disability Awareness Language used by narrator Scott Garner, Municipal Accessibility Specialist.

Discussion was held relative to the above noted. Some items discussed as follows:

- it is mandatory that all employees and volunteers take Accessibility Training.
- Person first language.
- Identity first language.
- the term "handicap" should be replaced with "accessible", for instance: accessible parking space.

It was the consensus that person first language is preferred.

11. Roundtable of Accessibility Issues

Purpose: Members to report on accessibility issues encountered in the community.

11.1 Lift +

A Member advised that it is still taking up to 45 minutes to book a ride with Lift +.

11.2 Accessible Seating at Fort William Gardens

A Member advised that when ordering tickets for the upcoming Scottie's Tournament they were unable to book an accessible seat. They were

advised there are only fourteen accessible seats available at Fort William Gardens for individuals utilizing mobility devices, and that they would have to go on the waiting list for one of those spots.

11.3 Parkade Floor Drains

A Members advised that they had recently tripped in a drain that was not covered by a grate as they exited their vehicles passenger side door.

The member provided the following details:

- Victoriaville Parkade, main level, first interior row, second handicap spot from the end near to the building
- The drainage ditch is between the two rows of cars and is about a 4 - 6-inch drop.

Administration provided the following information after the meeting:

- The trenches run along the support column rows in between the parking lanes where vehicles park head-to-head, where people typically have no need to be walking.
- Yellow hazard paint will be re-applied around the drainage trenches as soon as the weather allows.

12. 2025 Meeting Schedule

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Wednesday, February 12, 2025

Wednesday, March 12, 2025

Wednesday, April 9, 2025

Wednesday, May 14, 2025

Wednesday, June 11, 2025

Wednesday, September 10, 2025

Wednesday, October 8, 2025

Wednesday, November 12, 2025

13. Adjournment

The Information Session adjourned at 2:10 p.m.



Accessibility Advisory Committee Information Session Minutes

Wednesday, February 12, 2025, 1:26 p.m.

Thunder Bay 55 Plus Centre

700 River Street

1. Accessibility Advisory Committee Information Session 02-2025

Chair: Samantha Zrobin

2. Members

Nicole Arapov, Parent to a Child with a Disability

Ken Bjorn, Visually Impaired or Blind Representative

Todd Kennedy, Service Agency Representative

George Saarinen, Hard of Hearing/Late Deafened Representative

Samantha Zrobin, Brain Injury Representative

3. Officials

Scott Garner, Municipal Accessibility Specialist

Flo-Ann Track, Council & Committee Clerk

4. Guests

Laura Daniels, Supervisor, Customer Care & Administrative Services - Transit Services

Jessy Bogacki, Program Supervisor - Adult Fitness, Wellness & Inclusion Services

5. Welcome and Introductions

Chair Samantha Zrobin welcomed those in attendance and advised, that due to lack of quorum, the meeting would proceed as an information session.

6. Communication Process

Council & Committee Clerk Flo-Ann Track provided an overview of the Committee's communication process.

7. Disclosures

None.

8. Presentations

8.1 Electronic Fare Management System

Purpose: For information

At the February 8, 2023 meeting of the Accessibility Advisory Committee Transit Services advised that a new Electronic Fare Management System and Fare-Box was in the evaluation stage, and that more information would be provided once a vendor has been selected, the system is installed, and training is completed.

Memorandum from Supervisor, Customer Care & Administrative Services - Transit Services Laura Daniels dated February 3, 2025 requesting an opportunity to provide a presentation relative to the new Electronic Fare Management System.

Supervisor, Customer Care & Administrative Services - Transit Services Laura Daniels appeared before Committee and provided an overview of Transits new Electronic Fare Management System and responded to questions.

Discussion was held relative to the above noted. Some of the items discussed as follows:

- New fareboxes have been installed on all conventional and Lift+ specialized buses.
- Paper passes and paper tickets are still being sold and remain in use but will be phased out over time.
 - Paper passes and tickets will be replaced by re-loadable smart cards.
 - Cash will continue to be accepted.
- An early soft launch will start in the coming weeks.

- Public announcements will be made.
 - Watch the City of Thunder Bay's Transit Services website [Transit - City of Thunder Bay](#) Facebook or the media for updates.
 - Once announced anyone who is interested can visit the Transit Administration Office.
- The Transit Administration Office will be the primary location to obtain your re-loadable tap card, there may be other locations offered.
 - When you visit the Transit Office to obtain your electronic card, you will be required to bring proof of eligibility for a Senior, Discount, or Youth pass; therefore, bring your current accessibility ID Card, Lift ID Card, or proof of age.
 - Transit will assist you to register your card.
 - If your card is lost, then it can be cancelled and reissued.
- Once you have your electronic card, you have two options to load rides or passes:
 - Visit a select retailer that offers reloads – the Transit Office will be one location;
 - You can create an online account where you can purchase your monthly pass or tickets online (with a credit card) without visiting an in-person location.
 - You can also set the card to auto-reload with a valid credit card.
- Lift+ Registrants will be mailed a letter introducing the new system. They can return a form to our office. Upon completion, we will set up a card for them and mail it back to them.
- Transit Services will provide an information brochure with each new card.
- To use the card on the bus:
 - Simply hold the smart card flat on the top of the farebox and wait for it to beep. It does not matter what way the card is placed on the farebox.

- For Conventional buses, transfers will be stored on the smart card instead of issued via by the driver.
- If you are utilizing Lift+, the Operator has a handheld reader to scan your smart card.

Members provided the following feedback:

- Print media should also be used to provide public messaging.
 - potential flyer for Senior homes.
- Does the card include braille?
 - no, but a label can be attached to identify the card.
- Can a hole be put in the card for a lanyard.
 - no.
- Can a corner be cut off to identify it?
 - Administration will find out and follow up with the AAC.

9. Minutes of Previous Meeting

Item deferred to next meeting.

10. Appointment of Chair and Vice-Chair

Purpose: Required Annually

Item deferred to next meeting.

11. Terms of Reference

Purpose: For Discussion

Under Section 3.17, Procedural By-law 51/2021, A By-law to govern the proceedings of Council and its Committees - Purpose and Responsibilities, requires an annual review of the Terms of Reference.

Document entitled "Accessibility Advisory Committee - Terms of Reference - Ratified July 15, 2024", for information.

Item deferred to next meeting.

12. Roundtable of Accessibility Issues

Members to report on accessibility issues encountered in the community.

Discussion was held relative to the above noted. Some of the items discussed as follows:

12.1 The Scotties

A member advised that the shuttles being used are not accessible for individuals utilizing mobility devices.

12.2 Adult Change Tables in Accessible Washrooms

A member asked if adult change tables are required under the Ontario Building Code in Accessible Washrooms?

Municipal Accessibility Specialist Scott Garner advised that the Ontario Building Code has been updated to include Adult Change Tables in new or updated Accessible Washrooms.

13. Working Group Updates

Item deferred to next meeting.

14. 2025 Meeting Schedule

Meetings of the Accessibility Advisory Committee will be scheduled from 1 p.m. to 3 p.m. at the Thunder Bay 55 + Centre, 700 River St. on the following dates:

- Wednesday, March 12, 2025
- Wednesday, April 9, 2025
- Wednesday, May 14, 2025
- Wednesday, June 11, 2025
- Wednesday, September 10, 2025
- Wednesday, October 8, 2025
- Wednesday, November 12, 2025

15. Adjournment

The meeting adjourned at 2:34 p.m.