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## **AGENDA**

**Date:** Thursday February 2, 2023

**Location:** Room 304, TEAMS

**Time:** 9:00am

### DISCLOSURES OF INTEREST

### ADOPTION OF MINUTES

### INTRODUCTION OF NEW MEMBERS

### ELECTION OF CHAIR AND VICE CHAIR

### OLD BUSINESS

1. Playground Research Participation – Adrienne Griffin joins us to discuss this and the MAAC’s advisory role in playground equipment.
2. Review of Remembrance Day Road Closure report as requested by committee.

### REPORTS of COMMITTEES

1. Budget:
2. Special Events:
3. Site Plan Control:

### NEW BUSINESS

1. Parallel Transit Safety Concerns – correspondence to City **ATTACHMENT A**
2. Talbot Street Construction Stage 1 & 2 – correspondence received by D. Docker **ATTACHMENT B**

### NEXT MEETING

### ADJOURNMENT

# ATTACHMENT A

**From:** Email Service <edelapenotiere@yahoo.ca>  
**Sent:** January 27, 2023 1:29 PM  
**Subject:** Re: e11 case #362911 - Parallel Transit - Safety Concerns

City Hall: Rose Patrick

I'm happy you recognized my concern. Sorry I was only an old crank for the owner.

Speaking to city hall, with no complaint form, suggested I contact the owner, of little value. Acknowledging;

**Your transit vehicles meet AODA requirements and those that cannot board as an ambulatory passenger can board using a wheelchair through the lift.** It's not true your vehicles meet certain requirements, if upgrading is needed. We don't have a wheel chair, or walker, the driver dose let her enter the lift standing, with safety belt, holding 2 plastic handles. I now understand improvements are costly, broken bones are not a concern of the owner or the city.

Neither owner or staff, offered accountability with a complaint form, then I was reminded, my choice to complain on line. Silly me! I can now move forward with seat belt safety; as owner did not return my call, why go again.

More to the City's response; **The City recognizes that some of our customers require a higher level of service then what we are able to provide. Such individuals should investigate alternative methods of transport.**

**I'm in aha! St. Thomas can not deliver a safe Parelle Transit Service to customers with Special Needs.**

My suggestion to noodle the left rail with plastic ties like; (Loco Motion service has,) to solve one safety issue. No problem! We will enter the unsafe transportation service, as you suggest, because we can't afford; **alternative methods of transport. Safety is not a concern for St. Thomas.**

Ethel

2023-01-27 01:54:29 PM EST **Public**  
Citizen Portal

I agree with this submission I hope this format will look into my safety concerns. thanks

2023-01-27 11:26:33 AM EST  
2023-01-27 03:29:47 PM EST rose.patrick

below response provided to resident. Closing.

~~~~~  
**From:** Patrick, Rose  
**Sent:** January 27, 2023 11:26 AM  
**To:** edelapenotiere@yahoo.ca  
**Subject:** e11 case #362911 - Parallel Transit - Safety Concerns

Hi Ethel,

Thanks for writing in on this matter. I recall our conversation from Dec 5<sup>th</sup> 2022 where the passenger didn't use the grab bars and hurt her foot.

Our transit vehicles meet AODA requirements and those that cannot board as an ambulatory passenger can board using a wheelchair through the lift.

I've CC'd our transit supervisor at Voyago who operators our buses. They would be the best person to follow up with regarding the injury.

Public transit is a vital social support which our City is proud to maintain. Providing economical transportation while balancing the needs of all users is a tough challenge we happily engage. We are sorry for your experience and acknowledge that the service may not meet your needs.

The City recognizes that some of our customers require a higher level of service than what we are able to provide. Such individuals should investigate alternative methods of transport.

Thanks,

**Rose Patrick, C.E.T. (she/her)**  
**Transportation Technician**

**Phone:** 519-631-0368 x5133

**Email:** [hpatrick@stthomas.ca](mailto:hpatrick@stthomas.ca)

100 Burwell Road, PO Box 520

St. Thomas, ON N5P 3V7

[www.stthomas.ca](http://www.stthomas.ca)

2023-01-26 02:12:54 PM EST Public

2023-01-30 07:44:34 AM EST Web Form

#### **WebForm Details / Détails du formulaire web**

My granddaughter rides ParaTransit, she has FASD and very specific about her needs. I'm able to transport with her to minimize anxiety. We have been using this service a few times and each bus is different.

One bus; only 3/4 of my foot, could fit on each of the 4 steps. She couldn't hold on to anything; rails are steel, she gets shocks. She broke her toe getting on the bus, yelped and hobbled to her seat. Since she has high pain tolerance, I didn't see her purple toe for 2 days.

I called the bus depot, the owner, (I think) Sylvester, contacted me. I pointed out the incident, with the narrow steps, asked for a form to fix the issues. I suggested, to put a noodle on the rail so you could grab it. He said, too costly, and "noodles aren't safe", I suggested to use plastic ties to secure it, like the city busses. He told me to use the ramp, problem solved. We don't have a walker, she stands on the ramp with her back to the bus. I was told by City Hall they could not do anything without a form of complaint.

2023 you now have to use lap seatbelts. They are installed backwards, the longest strap, at least 5 feet, lays in the aisle, you trip over it to get in the seat. When you leave, the belt drops on the floor and you trip over the one in front of you. I contacted the bus depot and they said Sylvester would call me back, he didn't.

These buses are not safe in both cases, especially for this vulnerable group.

## ATTACHMENT B

January 31, 2023

St. Thomas Municipal Accessibility  
Advisory Committee,  
City of St. Thomas,  
545 Talbot Street,  
P.O. Box 520,  
St. Thomas, Ontario  
N5P 3V7

Attention: Cathy Topping and Members of the MAC Committee

My name is Dawn Docker, I am a resident of the City of St. Thomas.

I am a volunteer support for seniors and individuals with disabilities. I have been assisting for many years.

On Wednesday January 25<sup>th</sup>, 2023 I attended the public meeting at the Public Information Centre at St. Thomas City Hall regarding the upcoming construction on Talbot Street, known as stage 1 and stage 2.

I am pleased to see that Talbot Street is being updated and the new infrastructure will serve the Citizens of St. Thomas for many years to come.

My observations at the meeting and my experience as a volunteer have led me to contacting your committee. Your “existing mandate is to advise the City of St. Thomas to become an inclusive and barrier free environment, so that all residents can fully participate in our community’s programs and services. The Municipal Accessibility Advisory Committee is raising awareness and addressing changes so that our community and business are accessible to everyone. Accessibility benefits all of us.”

My primary concern is the proposed “wheelchair accessible parking areas” on Talbot Street.

I would suggest two areas of “drop curb” be created at the “wheelchair accessible parking areas”.

I note there is a “drop curb” area which accommodates individuals in wheelchairs who are transported in a Van. “Wheel Chair drop curb” is accessible and user friendly for both the wheel chair individual and those assisting. The “drop curb” for wheel chairs is barrier free, and satisfies the mandate of your committee.

My concern is the barrier created by the curb for individuals being transported in passenger vehicles. Passengers with mobility issues exiting/entering passenger vehicles are forced to maneuver the curb. The curb creates a barrier for accessibility. The curb is also a barrier for people who assist those who require assistance. Having a portion of the curb designed as “drop curb” will create a barrier free area for those with mobility issues and those who assist. “Drop Curb” will also provide easy access for walkers and other mobility devices.

I am requesting the support of the St. Thomas Municipal Accessibility Advisory Committee to acknowledge the barrier created by the curb. I am requesting your comments be forwarded to the City Managers and Members of Council. I am requesting your committee recommend “drop curb” at the accessibility parking spots for both wheel chairs and for those who travel in passenger vehicles.

It is my understanding that water drainage from the sidewalk and street are managed at the street level suggesting “drop curb” to the street level will not interfere with water drainage.

As Talbot Street construction is still at the approval stage, now may be the only opportunity to support the commitment to removing this barrier and improving accessibility for those who live, work, and play and visit the City of St. Thomas.

I thank you for your consideration in this regard.

Sincerely

Dawn Docker  
1 McIntyre Street, St. Thomas, Ontario, N5R 2M2  
519-631-3538

