Meeting Agenda

City of Guelph

Accessibility Advisory Committee (AAC)

February 18, 2020

City Hall, Meeting Room 112

From 3:00 to 5:00 p.m.

Meeting Chair: Mike Greer,

Vice-Chair: Malcolm McLeod

Please Note:

- Please refrain from wearing scented products.
- Delegates to the committee and/or accessibility related accommodations available upon timely request to Leanne Warren 519-822-1260 ext. 2670; TTY 519-826-9771.

Agenda Items

Welcome to all.

3:00 to 3:05 Item 1, 2 and 3

Item 1, Approval of the Agenda

Item 2, Declaration of Conflict of Interest

Item 3, Approval of Minutes of December 17, 2019

3:05 to 3:20 Item 4

Guelph Transit – **For Information** – Paul Grey, Guelph Transit Operations Manager

See attached:

3:20 to 3:40 Item 5

Community Road Safety Strategy– **For Recommendation** – Liraz Fridman- Transportation Safety Specialist, Engineering and Transportation Services

See attached:

3:40 to 4:00 Item 6

Parks and Recreation Master Plan- **For Engagement**- Tiffany Hanna, Park Planner Parks and Recreation

See attached:

4:00 to 4:30 Item 7

Uber and vehicle for hire–further discussion regarding use of funds generated - **For Recommendation –** Leanne Warren

4:30 to 4:40 Item 8

Accessible Housing– **For Discussion** – Leanne Warren

4:40 to 4:50 Item 9

Site Plan Sub-committee Report – **For Information** –

Leanne Warren

4:50 to 5:00 Item 10

Committee Development – **For Discussion-** Leanne Warren

Next Meeting:

April 21st, 2020 from 3 – 5 p.m. City Hall 112

Topics:

- Voting for Chair of AAC
- Accessible housing
- Update on meeting with the Mayor

Terminology Explained

1. **For Information** – Something has taken place or there is an event that the Committee members should be aware of. For example, Access Recognition Awards by the Guelph Barrier Free Committee
2. **For Recommendation** – Committee will make a motion that provides a recommendation to staff or Council
3. **For Discussion** – Committee will discuss a topic and provide the Liaison with direction. For example, topics reported in detail to the Committee of Council
4. **For Engagement** – These note the formal engagement of committee members on topics, usually directly related to the Engagement requirements in the AODA

Guelph Mobility - RideCo End of Pilot Report

Summary

In accordance with Recommendation 11 of the [2019 Guelph Transit Business service review final report](#) (hereafter, the Service review report), Guelph Mobility has completed the pilot program for Intelligent On-Demand Transit software for Mobility with RideCo as the software provider.

In addition to the goals outlined in the Service review report, RideCo's key goal was to identify product feature gaps for paratransit and close critical gaps to transition the program from a pilot to a continual program.

This report outlines the outcomes of both the goals in Recommendation 11 of the report as well as the product feature review. Finally, the report summarizes the key performance indicators from the pilot.

All key goals were achieved throughout the pilot with only minor product gaps identified.

Key goals from Recommendation 11 of the Service review report

Goal (see page 32-33 of 62 in the Service review report)	Outcome
Autonomously scheduled vehicle itineraries and routes	All vehicle itineraries and routes are fully autonomously scheduled. Preferred pickup times are requested by the dispatch/customer and the software autonomously considers the best options across the available fleet and provides the dispatch/customer with a list of pickup times available.
Online ride bookings by both dispatch and customers	Dispatch bookings are made via a browser-based booking site. Customer bookings can be made via the same site, an Android app, or an Apple App. The booking site and apps were created for

	the end consumer; steps for creating a booking are user friendly. A user manual with details on booking a ride is also in production. Customer feedback has been positive with customers and customers' families of different ages and abilities using the app to schedule advance and same day rides.
All factors are taken into account automatically, including expected time of day, traffic and re-routing based on real-time traffic and vehicle locations	The software automatically updates expected trip times with traffic estimates based on location, day of the week, and time of day. The traffic estimates are updated at least weekly to reflect seasonal changes such as winter weather or summer vacations.
Continual updating of the system to take into account new bookings, changes in traffic, or vehicle slowdowns Vehicles are automatically re-routed if a vehicle is taken out or added into service	The software is constantly looking for the best solutions across the vehicle fleet. RideCo has tuned the definition of the best solutions to Guelph Transit's needs and goals. When new bookings, traffic changes, or vehicle slowdowns occur, the software will continuously work to find the best schedule under the new parameters. The re-routing when a vehicle is taken out of service has been very successful. Rides are nearly always able to be serviced with reasonable on-time performance rates.

RideCo Product Feature Review

As described in the previous section, the core functionalities of the software met the goals of the pilot. Throughout the pilot, RideCo has identified features offered by Guelph Mobility's previous software provider that are not yet available in RideCo's platform and features that would enhance the current offering. RideCo developed features for the most pressing features during the pilot and these are also noted below.

In addition, there were a number of features offered in RideCo's standard package that were warmly received as part of the pilot and not highlighted in the earlier section of the report. They are included in the following table.

Features added during the pilot	Ability to override booking constraints to book urgent rides
	Ability for drivers to see passenger type (wheelchair, ambulatory, etc)
	Customer stored locations such as home addresses
Features not yet available	Customer notes to dispatch
	Customer notes to drivers
	Built-in expiry of customer program eligibility
	Day before reminder call to customers
Features missing an interface for Guelph Mobility; currently managed operationally by RideCo in coordination with Guelph Mobility	Management of key points of interest
	Management of stored addresses
	Loading subscription bookings into schedules
	Changes to driver schedule template
Standard features with the RideCo software not available from the previous software provider	Built in driver navigation; particularly helpful for onboarding new drivers
	Text messages to customer when driver is on their way and arrived
	Email confirmations to the customers upon booking
	Customer vehicle tracking
	Daily KPI report customizable by the RideCo analyst team; used for snapshot of program health to key stakeholders

Key Performance Indicators

The following is a list of key performance indicators showing the health of the program.

	Previous (Nov 2018)	Pilot (Nov 2019)	Change
PVH	2.6	2.8	+7%
On-time pick-up	Not available	96%	
On-time drop-offs	Not available	98%	
Vehicle kms per trip	6.4	6.4	+0%
Shared rides as percent of all rides	Not available	75%	

Community Road Safety Strategy Engagement

Purpose of the Community Road Safety Strategy

The Community Road Safety Strategy (CRSS) is a high-level road safety plan for Guelph. Road safety impacts all members of the Guelph community, regardless of their ability, age, or mode of transportation. The CRSS looks at all the ways we move: walking, cycling, riding transit, using a mobility device and driving.

Engagement Activity

As part of the CRSS project, we are engaging with the community and key stakeholders to:

1. Determine what aspect of road safety is most important to you and what road safety topics should be prioritized (by choosing three topics from the following list in priority order) including:

   - Distracted driving
   - Impaired driving
   - Pedestrian safety
   - Aggressive driving
   - Speeding
   - Cycling safety
   - School zone safety
   - Transit safety
   - Senior safety
   - Railway safety

2. Discuss what strategies you would prefer to see implemented on your roads (for example, radar speed boards, awareness campaigns) in an open-ended discussion format

Parks and Recreation
Master Plan

Accessibility Advisory Committee stakeholder engagement

Engagement objectives

- Informing you about the project

- Understanding what is working and what is not

- Understanding barriers to participation (for example: time, facilities, programs)

- Gathering specific feedback from you about how to make parks and recreation opportunities better

What is a Parks and Recreation Master Plan?

It is a shared vision and strategy for how the City's parks and recreation programs, services, and facilities should grow to meet current and future needs of the community, including:

- **Parks and open space** – major parks, neighbourhood parks, park amenities, trails
- **Recreation programming** – aquatics, sports, wellness, general interest programs, inclusion programming offered the city
- **Recreation and sport facilities** – such as community centres, pools, ice rinks, playgrounds, courts and sportfields
- **Parks operations and forestry** – maintenance standards, washrooms, garbage, trees

The master plan will specifically:

- Define our community needs now and in the future;

- Identify what we should be providing;

- Identity how we should be providing them;

- Identify where facilities and services should be located;

- Identify when services will be required;

- Identify how facilities and services should be funded.

Guelph Trail Master Plan

- The Guelph Trail Master Plan (GTMP) was kicked off in 2017 and has previously engaged the AAC.

- We have now aligned the GTMP with the Parks and Recreation Master Plan.

- The data collected in 2017 will be used to inform the current work we are doing on the GTMP.

Project methodology

Where are we now?

Phase 1
- Project initiation
- Data collection

Phase 2
- Inventory and analysis
- Needs assessment

We Are Here

Phase 3
- Vision
- Action plans and priorities
- Draft master plan

Phase 4
- Final master plan
- Implementation plan

Decision-making criteria

Your feedback will be analyzed alongside other information collected for this project including:

- Background review (alignment with other strategies)
- Benchmark data (how do we compare to other cities),
- Trends in recreation (new sports, aging population),
- Best practice studies,
- Population projections (where and how are we growing),
- Technical considerations and operating impacts and
- Financial resources.

What did the previous master plan say?

Previous master plan vision:

"Guelph is the City that makes a difference. Parks, recreation, and culture are accessible to all and engage the community to inspire creativity, active lifestyles, and an awe of nature."

What objective did the previous master plan say?

Objective 1 - an accessible and inclusive community that provides access for all

a) A complete community with affordable services and programs for people of all ages, including children, youth, adults and seniors.

b) Accessible and inclusive opportunities to participate in recreation, parks, and cultural activities for all residents, regardless of physical ability, ethnic origin and economic means.

c) A community without barriers to participation in introductory-level recreational and cultural activities.

d) Active engagement of under-represented groups (including – but not limited to – those with culturally diverse backgrounds, persons of low income, persons with disabilities, and youth) in program and service planning and delivery.

What information do we need from you?

1. What's working? What does the City do well?

2. What's not working? Are there barriers to participation (for example, not enough time, facility design, not enough programs?)

3. What should our priorities be for parks and recreation? (build more parks, improve our parks, offer better programs, improve facilities, more information available)

4. Anything else we should know?

Wrap up and Closing

Thank you!

For more information:

Parks and Recreation Master Plan website

Guelph Trails Master Plan update website

2009 Parks and Recreation Master Plan

2005 Guelph Trails Master Plan

Framework for Recreation in Canada 2015

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