



# COMMUNITY SERVICES COMMITTEE AGENDA

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Community Services Committee Meeting  
**Monday, December 4, 2017**  
Tom Davies Square

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**COUNCILLOR RENE LAPIERRE, CHAIR**

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**Mike Jakubo, Vice-Chair**

6:00 p.m. COMMUNITY SERVICES COMMITTEE MEETING  
COMMITTEE ROOM C-11

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## **DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**

## **CONSENT AGENDA**

(For the purpose of convenience and for expediting meetings, matters of business of repetitive or routine nature are included in the Consent Agenda, and all such matters of business contained in the Consent Agenda are voted on collectively.

A particular matter of business may be singled out from the Consent Agenda for debate or for a separate vote upon the request of any Councillor. In the case of a separate vote, the excluded matter of business is severed from the Consent Agenda, and only the remaining matters of business contained in the Consent Agenda are voted on collectively.

Each and every matter of business contained in the Consent Agenda is recorded separately in the minutes of the meeting.)

## **CORRESPONDENCE FOR INFORMATION ONLY**

- C-1. Report dated November 17, 2017 from the General Manager of Community Development regarding Health and Housing Working Group Update 2. **4 - 8**  
**(FOR INFORMATION ONLY)**

(This report provides an update on the work completed by the Health and Housing Working Group to develop an affordable housing strategy targeting seniors and those with low incomes. This strategy will focus on innovative affordable housing options, the removal of barriers, the consideration of incentives, and the utilization of surplus municipal property.)

- C-2. Report dated November 16, 2017 from the General Manager of Community Development regarding UNU Global Research Initiative Update . **9 - 12**  
**(FOR INFORMATION ONLY)**

(This report provides an update to the Global Research Initiative held in the City of Greater Sudbury in October 2017.)

## **REGULAR AGENDA**

### **REFERRED & DEFERRED MATTERS**

- R-1. Report dated November 17, 2017 from the General Manager of Community Development regarding Playground Revitalization Final Report. **13 - 28**  
**(RESOLUTION PREPARED)**

(This report provides a summary of the community consultation process held regarding Playground Revitalization.)

### **MANAGERS' REPORTS**

- R-2. Report dated November 17, 2017 from the General Manager of Community Development regarding 2017-2018 Greater Sudbury Transit Accessibility Plan. **29 - 47**  
**(RESOLUTION PREPARED)**

(This report outlines the 2017-2018 Greater Sudbury Transit Accessibility Plan.)

- R-3. Report dated November 17, 2017 from the General Manager of Community Development regarding Early Development and School Readiness Program and Prioritized Wait List Policy. **48 - 55**  
**(RESOLUTION PREPARED)**

(This report provides evaluation results and recommendations for a revised policy for the Early Development and School Readiness Program for toddlers and preschoolers; as well as the revised Prioritized Child Care Wait List Policy.)

## **ADDENDUM**

## **CIVIC PETITIONS**

## **QUESTION PERIOD AND ANNOUNCEMENTS**

## **NOTICES OF MOTION**

## **ADJOURNMENT**

## For Information Only

### Health and Housing Working Group Update 2

Presented To:	Community Services Committee
Presented:	Monday, Dec 04, 2017
Report Date	Friday, Nov 17, 2017
Type:	Correspondence for Information Only

### Resolution

For Information Only

### Relationship to the Strategic Plan / Health Impact Assessment

Council's Corporate Strategic Plan (2015-2018) identified the development of an affordable housing strategy, targeted to seniors and those who have low incomes, including policy review, removal of barriers and consideration of incentives as a key priority. The work completed through the Health and Housing Working Group addresses gaps and builds on the strategies identified in the 2006 City of Greater Sudbury Affordable Housing Strategy.

This report has a positive impact on the social determinants of health. Greater Sudbury is committed to promoting an appropriate range of housing types and densities, including affordable housing, to maintain and enhance a healthy and sustainable community. It further supports population health through the housing priority.

### Report Summary

The purpose of the report is to provide an update on the status of each action item and a workplan for the completion of the affordable housing strategy. The strategy will focus on innovative affordable housing options, the removal of development barriers, the consideration of development incentives, and the utilization of surplus municipal property.

### Financial Implications

There are no financial implications associated with this report. Each action item will be brought forward for

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Cindi Briscoe  
Manager, Housing Services  
*Digitally Signed Nov 17, 17*

##### Health Impact Review

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Manager, Housing Services  
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##### Division Review

Cindi Briscoe  
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##### Financial Implications

Jim Lister  
Manager of Financial Planning and Budgeting  
*Digitally Signed Nov 17, 17*

##### Recommended by the Department

Catherine Matheson  
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*Digitally Signed Nov 17, 17*

##### Recommended by the C.A.O.

Ed Archer  
Chief Administrative Officer  
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consideration of financial impact prior to proceeding with further development.

## Health and Housing Working Group Update 2

### Background

Council's Corporate Strategic Plan (2015-2018) identifies the development of an Affordable Housing Strategy, targeted to seniors and those who have low incomes, including policy review, removal of barriers and consideration of incentives as a key priority.

Between 2016 and the first half of 2017 a review and preliminary stakeholder consultation was undertaken to establish key priorities for the update of the City of Greater Sudbury's (City's) Affordable Housing Strategy.

Resolution CS2017-17 from the July 10, 2017 Community Services Committee meeting stated, *"THAT the City of Greater Sudbury further investigate and make recommendations regarding Action Items 1 through 5, as outlined in the report entitled "Health and Housing Update" from the General Manager of Community Development, dated June 28, 2017."*

The Health and Housing Working Group have been directed to further investigate and make recommendations regarding the following Action Items:

- **Action Item 1:** Development of an Affordable Housing Community Improvement Plan (AHCIP), including: locational criteria, design criteria, financial incentives, provide the City the ability to acquire, prepare and dispose of property for affordable housing, requirements for units to meet affordable housing definitions, and use of the Social Housing Capital Reserve Fund as a funding source for the AHCIP;
- **Action Item 2:** Investigate options for to the parkland disposal and the use of surplus municipal land;
- **Action Item 3:** Investigate amendments to the Zoning By-law to be more flexible and encourage affordable housing development across the housing continuum;
- **Action Item 4:** Designate a single point of contact for affordable housing and develop a consolidated affordable housing webpage;
- **Action Item 5:** Investigate changes to the Development Charges By-law to ensure that affordable housing criteria are in line with any Federal or Provincial funding programs as part of the scheduled review in 2018-2019.

## Work Plan Update

- **Action Item 1:** The development of the Affordable Housing Community Improvement Plan is underway, with the draft plan to be completed for public consultation in Feb. 2018. Additional consultation will be completed with external stakeholders in early 2018.

Funds from the Social Housing Capital Reserve have been identified as a potential funding source for the Affordable Housing Community Improvement Plan pending Council approval and a revision to the existing Reserve and Reserve Fund By-Law.

- **Action Item 2:** A review of surplus municipal lands has been undertaken. 3D visualization is currently being undertaken to develop a short list of sites. The working group has been investigating options for parkland disposal and the use of surplus municipal land for the purposes of affordable housing which will be completed in the second quarter of 2018.
- **Action Item 3:** Review of zoning by-law provisions related to affordable housing is also currently being undertaken. Minimum lot sizes and parking provisions have been taken into consideration.
- **Action Item 4:** A single point of contact has been assigned to a Senior Planner within Community and Strategic Planning in the Planning Services Division. Creation of an affordable housing website is underway. The website is intended to be launched January 2018.
- **Action Item 5:** Amendments to the Development Charges By-law will be considered through the scheduled review process in 2018-2019.

## Next Steps

The Health and Housing working group will provide updates to the various standing committees throughout this process. It is anticipated that the Affordable Housing Strategy will be finalized, with a final report coming before City Council by June 2018.

## References

1. North East Local Health Integration Network, Innovative Housing with Health Supports in Northeastern Ontario Strategic Plan  
<http://www.nelhin.on.ca/housing.aspx>
2. Health and Housing Report from the NE LHIN, November 14, 2016  
<http://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&lang=en&id=1019&itemid=12151>

3. Health and Housing Update, July 10, 2017  
<http://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&lang=en&id=1203&itemid=12729>
4. Corporate Strategic Plan (2015-2018) <https://www.greatersudbury.ca/city-hall/reports-studies-policies-and-plans/strategic-plans1/>



## For Information Only

### UNU Global Research Initiative Update

Presented To:	Community Services Committee
Presented:	Monday, Dec 04, 2017
Report Date	Thursday, Nov 16, 2017
Type:	Correspondence for Information Only

### Resolution

For Information Only

### Relationship to the Strategic Plan / Health Impact Assessment

This report supports the Strategic Plan adopted by the City of Greater Sudbury, as it aligns with the Quality of Life and Place pillar, within the priority Create programs and services designed to improve the health and well-being of youth, families and seniors.

The Quality of Life and Place priority aligns with the United Nations University's Regional Centre of Expertise designation and the Population Health Community Priorities, of which this global research project will impact on improving the lives of marginalized indigenous youth within the City of Greater Sudbury.

This report will have a positive impact on the social determinants of health in the area of human health and well-being as the research project will support the Shkagamik-Kwe Health Centre's Mishk-Ode-Windum School, in supporting initiatives and policies that have an impact on the health and well-being of Indigenous and marginalized youth within the City of Greater Sudbury.

### Report Summary

The City of Greater Sudbury through its Regional Centre of Expertise designation is excited to embark on this new global research initiative with the UNESCO Chair, Shkagamik-Kwe Health Centre, Rainbow & District School Board and Laurentian University.

#### Signed By

##### **Report Prepared By**

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Performance Support and Quality  
Improvement  
*Digitally Signed Nov 17, 17*

##### **Health Impact Review**

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##### **Division Review**

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##### **Financial Implications**

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##### **Recommended by the Department**

Catherine Matheson  
General Manager of Community  
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*Digitally Signed Nov 17, 17*

##### **Recommended by the C.A.O.**

Ed Archer  
Chief Administrative Officer  
*Digitally Signed Nov 17, 17*

The successful opening ceremonies and first Regional Coordinators meeting set an inspiring stage for the work that will be done over the next three years in moving upstream on improving life outcomes for Indigenous and marginalized youth not only in the City of Greater Sudbury but around the globe as well.

### **Financial Implications**

The City of Greater Sudbury was successful in a grant application for \$250,000 in funding from Indigenous and Northern Affairs Department of the Government of Canada (INAC) to support this global research initiative for indigenous youth. Shkagamik-Kwe Health Centre will take the lead for this research in conjunction with Laurentian University.

## **Background**

Globally and with only a few exceptions, Indigenous and marginalized youth in traditional cultures currently have some of the lowest graduation rates from secondary school. Recent Canadian statistics indicate that 8.2% of the population of Greater Sudbury identify as Aboriginal; 41% of these individuals are 25 years or younger.

## **Global Research Initiative**

The City of Greater Sudbury (City) was successful in obtaining a \$250,000 grant through its Regional Centre of Expertise (RCE) designation, from the Indigenous and Northern Affairs Department of the Government of Canada (INAC). The local and global partners include; the United Nations University, Institute for the Advanced Study on Sustainability the United Nations Educational, Scientific and Cultural Organization (UNESCO) Chair in Reorienting Teacher Education to Address Sustainability at York University, Shkagamik-Kwe Health Centre through its Mishk-Ode-Windum School (Rainbow District School Board) and Laurentian University.

This is a three year research project in which academic researchers from around the world will be participating, conducting research globally on how schools and their supporting formal education systems could change to better meet the local education needs of the youth in traditional communities.

## **The Reorienting Education Systems to Improve the Lives of Indigenous and Marginalized Youth Project**

The Global Research Initiative was recently held in the City of Greater Sudbury from October 15 to October 19, 2017 at Turtle Lodge (Laurentian University), Shkagamik-Kwe Health Centre and the Northern Water Sports Centre.

Global Regional Coordinators and Academic Researchers from around the world, along with local leaders and community partners came to the opening ceremony at Turtle Lodge (Laurentian University) to kick off this unique event.

Following the opening ceremony, the Global Regional Planning Meeting was launched in the City of Greater Sudbury, at the Northern Water Sports Centre. Charles Hopkins, the UNESCO Chair on Reorienting Teacher Education in Reorienting Teacher Education to Address Sustainability at York University began this initiative engaging over 70 academic institutions in 35 countries to take part. Regional planning meetings have been held in: Asia-Pacific, Andean South America, Central Asia, Southern Africa and Sub-Saharan Africa. This meeting was summative in setting the stage for consolidating the North and Central American Region, as well as, hosting the first Regional Coordinators Meeting that united all researchers from around the world.

The goal of these meetings is to provide leadership and research to improve the lives of Indigenous and marginalized youth around the world. The research project will look at how best practices can be shared so that education and training systems can be reoriented to achieve positive educational outcomes for youth.

Through the global partnership plans will be made related to the research project, such as; research methodology, data baselines, defining research sites, acquiring funding, engaging other colleagues/institutions, developing communication platforms, sharing current good practice, etc. Researchers will work with schools and community leaders to explore curricula content and pedagogical approaches to more effectively engage the students and deliver a useful quality education.

## **Next Steps**

This research project intends to define best practices that can provide positive change not only here in the City of Greater Sudbury but in the entire world.

The City of Greater Sudbury's role is the main sponsor and will continue to collaborate with the Shkagamik-Kwe Health Centre in championing this research project to improve the lives of Indigenous and marginalized youth within the City of Greater Sudbury. Key deliverables and regular meetings will be established with the partners, to review progress of the research project.

Researchers will be brought back to the City of Greater Sudbury in March 2019 for a follow up to share research findings, best practices from around the world with the goal to move the Indigenous Youth Priority and our population upstream.

RCE Sudbury has been asked to chair the North and Central America Indigenous Research initiative.

## Request for Decision

### Playground Revitalization Final Report

Presented To:	Community Services Committee
Presented:	Monday, Dec 04, 2017
Report Date	Friday, Nov 17, 2017
Type:	Referred & Deferred Matters

### Resolution

THAT the City of Greater Sudbury approves the design principles for Neighbourhood and Community Parks as well as the methodology for prioritizing investment in municipal playgrounds as outlined in the report entitled “Playground Revitalization Final Report”, from the General Manager of Community Development, presented at the Community Services Committee meeting of December 4, 2017.

### Relationship to the Strategic Plan / Health Impact Assessment

The 2015-2018 Corporate Strategic Plan identifies Quality of Place and Life as a priority. By maintaining and enhancing playgrounds and parkland, the City of Greater Sudbury is providing great public spaces and facilities for everyone to enjoy. Playgrounds contribute to the health and well being of residents. Playgrounds provide opportunities for active and passive recreation and act as community gathering places.

The recommendations contained in this report will have a positive impact on the Social Determinants of Health in the area of Human Health & Well Being. The proposed recommendations for playground revitalization enhance play spaces with priority considerations for neighbourhoods based on socioeconomic factors.

This initiative also supports the Population Health priority of creating of accessible play opportunities and experiences.

### Report Summary

This report provides a summary of the community consultation process held regarding Playground Revitalization. The report also provides design principles for Neighbourhood and Community Parks. The

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##### **Health Impact Review**

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##### **Recommended by the Department**

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##### **Recommended by the C.A.O.**

Ed Archer  
Chief Administrative Officer  
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report outlines a methodology for prioritizing investment in municipal playgrounds.

### **Financial Implications**

There are no financial implications associated with this report. A business case for the revitalization of 58 playground sites identified as being in poor condition and investment in field house facilities has been prepared as part of the 2018 Budget process.

## Background

An information report regarding playgrounds was provided at the Finance & Administration Committee meeting of September 20, 2016. The report provided an inventory of the City of Greater Sudbury's 189 playground sites and ranked the current inventory of play structures based on a poor, satisfactory, or good rating. Following the report, Council requested an additional report to include options and financing to bring all parks to a city-wide standard to be presented back to the Finance and Administration Committee.

On April 12, 2017 a report entitled "Playground Revitalization" was provided to the Finance & Administration Committee. The report recommended developing a business case to improve 48 playground sites ranked in poor condition at an approximate cost of \$1,920,000 and consideration to dispose of 10 playground sites deemed redundant. The Finance & Administration Committee referred the matter to the Community Services Committee, requesting a series of incremental reports on the subject of playground revitalization.

At the June 19, 2017 Community Services Committee meeting a report entitled "Playground Revitalization Incremental Report #1" was presented. The report included a review of best practices and policy in regards to parkland development and revitalization. The report summarized previous recommendations and action items from the Parks, Open Space and Leisure Master Plan and the Green Space Advisory Panel in regards to playgrounds. The report also included a summary of industry trends and implications for play spaces as per the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The June 19, 2017 report also outlined a number of next steps relating to Playground Revitalization including community consultation and the development of design guidelines for Neighbourhood and Community Parks.

## Community Consultation Results

As part of the Playground Revitalization process, the City of Greater Sudbury (City) asked residents for feedback about municipal playgrounds. The consultations sought information about frequency of use, level of satisfaction, preferred play structures and equipment, and design elements to improve access and use of playgrounds.

Consultations were held in a number of different ways:

- 12 Playground Neighbourhood Huddles held in each ward
- Online survey
- Stakeholder meetings with Neighbourhood Associations, Accessibility Advisory Panel and Seniors Advisory Panel

### Playground Neighbourhood Huddles

A total of 136 residents participated in playground neighbourhood huddles held at the following locations:

- Delhi Dozzi Complex (Ward 1)
- Sixth Avenue Playground (Ward 2)
- Onaping Community Centre (Ward 3)
- Antwerp Playground (Ward 4)
- Carol Richard Park (Ward 5)
- Elmview Playground (Ward 6)
- Capreol Millennium Centre (Ward 7)
- Rosemarie Playground (Ward 8)
- Wahnapiatae Community Centre (Ward 9)
- Riverdale Playground (Ward 10)
- Carmichael Community Centre (Ward 11)
- Percy Playground (Ward 12)

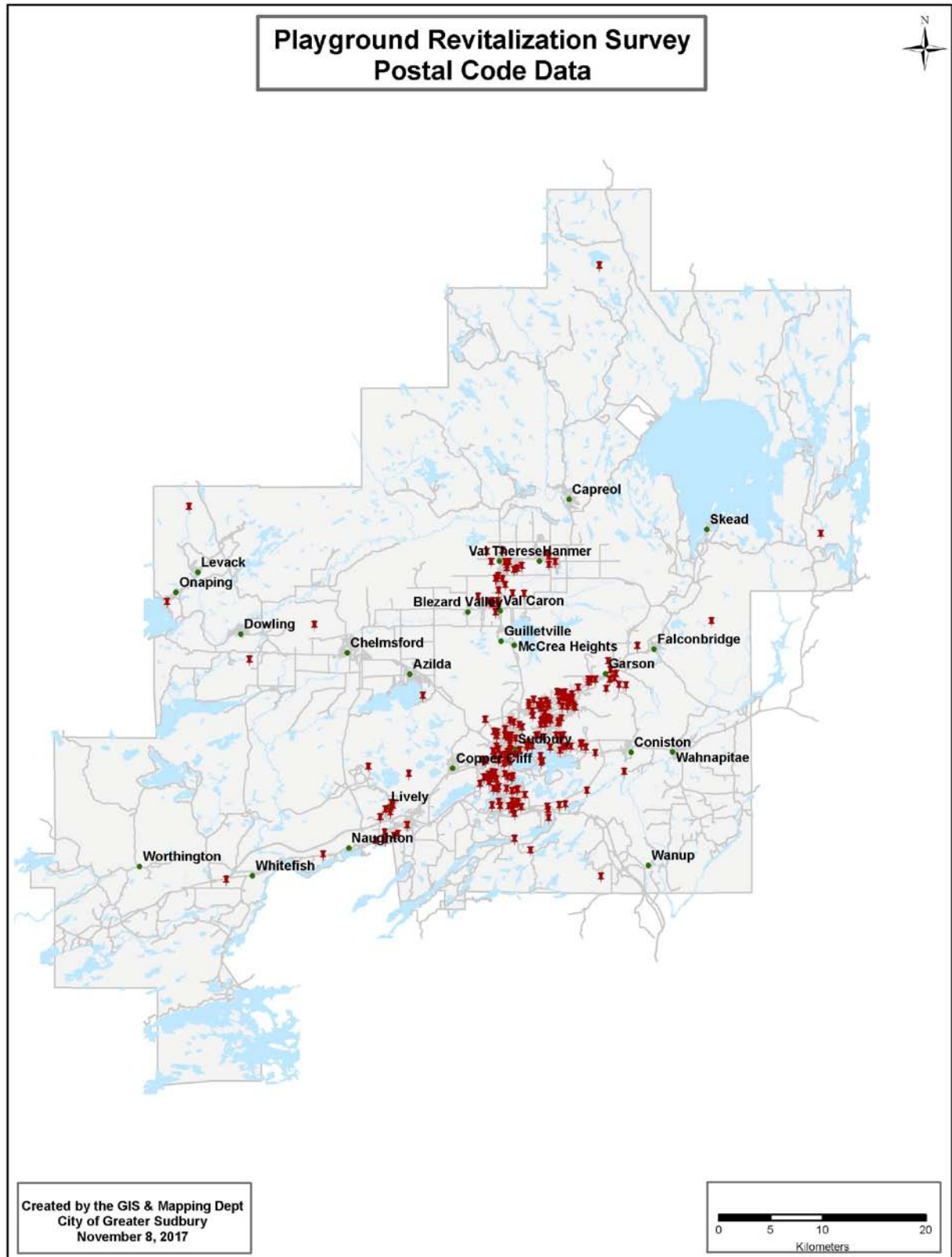
### Playground Revitalization Online Survey

A total of 335 responses were received during the period that the online survey was available. The following is a profile of the respondents:

- 46% of respondents were between the ages of 29 to 38 years old; 25% of respondents were between the ages of 39 and 48 years old
- 42% of respondents indicated that two or more children resided in their home
- 54% of respondents indicated that children that resided in their home were between the ages of infant to 5 years old; 44% responded stated children in their home were ages 6 to 12; 18% indicated children ages 13 to 18
- 75% of respondents indicated they visited playgrounds as a parent with children; 17% indicated they visited playgrounds on their own; 12% stated they visited playgrounds as grandparents with grandchildren
- 69% of respondents indicated that they did not have playground equipment in their backyard or shared outdoor living area
- 16% of respondents indicated that they were the primary caregiver of a child or children with special needs



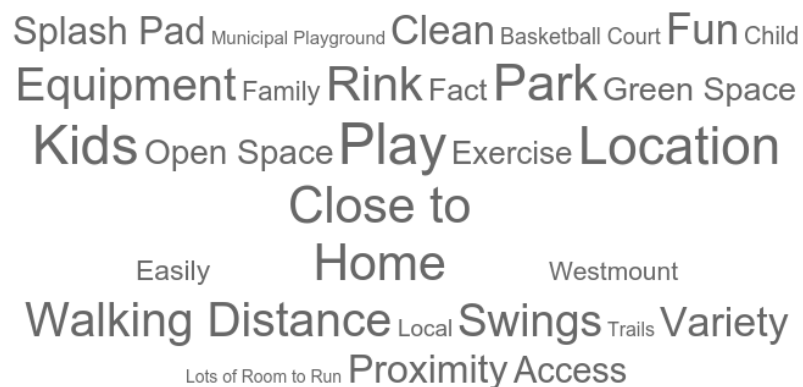
The following is a visual representation of where respondents lived (by postal code):



Respondents named over 150 unique playgrounds that they visit. 66% of respondents indicated that they visited their municipal playground(s) once or more each week. Overall, respondents indicated the following satisfaction with playground conditions:

- 51% stated playgrounds were in Good condition
- 24% stated playgrounds were in Satisfactory condition
- 25% stated playgrounds were in Poor condition

When asked what they like best about their municipal playground, respondents most frequently stated satisfaction with location, proximity to home and opportunities for play. The following is a visual representation of responses received:



When asked what they liked least about their municipal playground, respondents most frequently cited limited and dated playground equipment, park cleanliness and limited park amenities such as shade structures. The following is a visual representation of responses received:



Survey participants were asked what services would encourage more visitation to municipal playgrounds. Respondents ranked the following services most important:

- Higher standard of maintenance
- Higher standard of cleanliness
- Water fountains

When asked what structures would encourage more usage of municipal playgrounds, respondents ranked the following of highest importance:

- New play structures
- Open areas for unstructured play
- Accessible play structures

Survey respondents stated that the following features were most important when asked what would encourage visitation at municipal playgrounds more often:

- Shaded rest areas
- Washrooms
- Benches

Survey respondents stated that the following traditional playground equipment was most important when asked what they or their children were most likely to use:

- Swings
- Slides
- Monkey bars

When asked about what types of newer playground equipment was most important to them or their children, survey respondents ranked the following of highest importance:

- Rock walls
- Obstacle course
- Rope walls

Survey participants were asked about preferred playground designs. The following playground designs ranked highest:

- Fitness focused play (structures that encourage climbing, balance, strength, coordination including ropes, webs, obstacles, etc.)
- Traditional play structures (play structures traditionally found in playgrounds, including swings, slides, monkey bars and teeter-totters)
- Nature inspired play (Play structures and landscaping inspired by natural surroundings, including structures that incorporate the look and feel of rock, wood, etc.)

When asked what the most important thing the City needs to address at municipal playgrounds, most common responses included:

- Investing in new play structures
- Providing a variety of equipment and play opportunities
- Ensuring equality of playground standards across the City
- Providing opportunities for all ages at playgrounds
- Providing safe, well maintained and accessible play spaces

### Overview of Community Stakeholder Meetings

The Neighbourhood Association President's dinner was held on October 3, 2017 with approximately 60 neighbourhood volunteers in attendance. Information regarding Playground Revitalization was provided as the main agenda item. There were initial concerns expressed regarding the potential closure of playgrounds. The audience was assured that the consultation process was focused on gathering information on usage and preferences regarding local playgrounds. Volunteers expressed their appreciation for the process as information gathered would provide the necessary community feedback to formalize investment in playgrounds into the future.

The Leisure Services Division met with the Accessibility Advisory Panel to discuss Playground Revitalization. Recommendations from the panel included focusing on fitness based play, requirements for park amenities such as shade and benches and ensuring accessibility for all, including those accompanying children. Of most importance was ensuring that playgrounds and support facilities are accessible for people of all ages and abilities.

The Seniors Advisory Panel and the City also discussed Playground Revitalization. The group suggested that playgrounds would be more inviting if equipment was replaced, shaded rest areas and benches were provided, washrooms were accessible and there were amenities such as flower gardens, walking paths, community gardens, adult exercise equipment and improved ground surfaces. The group noted preference for multi-generational play, water parks, picnic areas and natural playgrounds.

### International Play Association (IPA) Conference

Representatives from the Community Development Department had the opportunity to present at the IPA Triennial World Conference in Calgary, September 13 to 16, 2017. The conference reflected clearly on the direction that recreation and leisure are moving toward. Specifically some of the major takeaways were the shift toward informal and unstructured leisure opportunities.

This reflects the lifestyle and complexity of working families and the need to integrate play into the free time and structured time of both children and parents. With respect to mental health and wellness, a clear message was the importance of building resilience. As society has moved towards a risk averse comfort level, (i.e. helicopter parents), what has resulted is risk averse children with poor resilience skills than prior generations. Evidence indicates risky play is essential to healthy child development. Risk-benefit assessments are essential for design of space. A key message to municipalities was to reflect upon and challenge the insurance policies which minimize risk, adventure, and creative programming.

Research has indicated that children prefer to play in safe areas, nearby nature, and close to their friends and home. Including natural elements into outdoor design is sustainable and reflective of a healthy environment.

## Design Guideline Principles for Neighbourhood and Community Parks

As the majority of play structures are located at Neighbourhood and Community Parks, previous reports indicated that guidelines would be developed for these types of facilities. These park classifications are defined in the Parks, Open Space and Leisure Master Plan Review and the Green Space Advisory Panel Report as follows:

- Neighbourhood Park - to meet the recreational needs of its immediate neighbourhood
- Community Park - to provide the space and supportive facilities needed for active recreation

Design principles for Neighbourhood and Community Parks have been developed based on the following:

- Parks, Open Space and Leisure Master Plan Review (2014)
- Final Report of the Green Space Advisory Panel (June 2010)
- Canadian Standards Association (CSA) guidelines
- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Industry trends and best practices
- Input received from the Playground Revitalization community consultation process
- Crime Prevention Through Environmental Design (CPTED) Principles

The design principles focus on play equipment, seating areas, shade structures, waste receptacles, washroom facilities and other park amenities.

### Neighbourhood Park Design Principles

Definition:

A Neighborhood Park's primary purpose is to meet the recreational needs of its immediate neighborhood. This could include a playground, passive space with benches, paths, informal natural areas, or other options. By nature, a neighborhood park's use is fluid and should change over time to adapt to neighborhood growth.

Additional Characteristics:

Limited non-organized sport group activities are encouraged where various age groups can play simultaneously, with emphasis on the youth. A neighborhood park is built and designed typically for 20 minute to one hour experience.

Facilities and Features:

Safe pedestrian access. May contain play equipment, room for casual play, shaded rest areas. May also contain open space, natural areas, walking paths and other features.

Size:

Typically 0.2 – 1 hectare.

Service Standard:

0.25 ha per 1000 residents, within 800m without crossing a major barrier.

Proximity:

Neighborhood parks to be provided within 800m (10 minute walk) radius of residential neighborhoods and in close proximity to multifamily complexes, without crossing major barriers such as a railway line or arterial roads. Ideally these facilities should be centered within safe walking and bike access.

Playground Equipment Area:

Ideally, the equipment installed within a play area a minimum size of 20' x 60'. Typically ground surface is sand. Where budget allows, wood chips or engineered wood fiber could be considered.

Playground Equipment:

Focus on independent equipment. If space allows, a small play structure may be considered, pending on the availability of similar structures in the area. Play equipment geared to ages 2 to 12. A minimum of one slide (independent or incorporated in to play equipment) to be included. Equipment should encourage adventure and fitness while incorporating and blending into the park's natural setting. Accessibility features such as active play and sensory components to be incorporated.

Swings:

A minimum of one swing bay recommended with a minimum of one belt swing and one infant swing. Considerations should be made for accessible and intergenerational swings, pending on availability of these types of swings at other parks in the area.

Seating:

A combination of seating should be provided including 6' perforated metal benches anchored to 4' wide concrete slabs as well as 6' picnic tables anchored to 5' concrete slabs. A maximum of two units should be provided, in any combination of the above.

Open Space:

The opportunity should exist for a flat grassed open space 15' x 20' in dimensions for supplementary, unorganized play.

Shelters:

Where budgets allow, neighborhood parks are suitable locations for small covered shelters, such as 10' x 20' wood or metal gazebos, either on 7'6" footings or a 5" tapered, brush finished concrete slab. As passive space and use of the park is considered acceptable, these structures provide focal points for small neighborhood gatherings.

Water Access:

Typically, Neighbourhood Parks are not serviced for waste water/water. As neighborhood parks exist adjacent to residential homes with intended stays of 20 minutes to an hour, provision of water source is not recommended.

#### Washroom Facilities:

Typically, Neighbourhood Parks are not serviced for waste water/water. Portable washroom units are often not desired by abutting residents. As neighborhood parks exist adjacent to residential homes, with intended stays of 20 minutes to an hour, washroom facilities are not recommended.

#### Waste Receptacles:

Seasonal receptacles are recommended as the probability of food and drink consumption during winter is limited. Seasonal receptacles should be portable in nature, light weight and stackable for maximum efficiency of travel. Portable waste receptacles could potentially match the inserts of their permanent counterparts. Pet waste dispensers should be considered.

#### Parking:

Limited parking is necessary due to proximity to residential neighborhoods. Pending on location, one or two off road parking spots are desirable.

#### Bike Racks:

Bike racks should be provided to encourage an alternative to vehicular travel and to encourage healthy means of transportation.

#### Lighting:

CPTED principles to dictate where park lighting may be required.

#### Signage:

Parks signage should be clearly placed at all entrances and exits to the Park. Signs should be consistent with City's visual identity program and describe the Park name, its available amenities, contact for repairs (311) and prohibited activities.

#### Fencing:

Where CSA guidelines require the use of fencing to separate play areas from adjacent roads, a 4' chain link fence is to be installed. Where hard fencing is not a requirement, vegetative deterrents (i.e. hedge) should be considered to separate areas.

### Community Park Design Principles

#### Definition:

A Community Park's primary purpose is to provide the space and supportive facilities needed for active recreation in the community. A Community Park is characterized by sports fields and/or other sports facilities, but often includes opportunities for other uses such as play equipment, paths, picnic areas, or natural areas. A Community Park will often meet nearby residents' needs for a park in their neighborhood (and so is understood to play a dual role as a neighborhood park for that area). However, distinct from a Neighborhood Park, a Community Park is designed to serve the active recreational needs of the wider community.

#### Additional Characteristics:

A Community Park would service various ages, with emphasis on organized sport group activities and potential protection of natural areas. Community Parks are built and designed typically for a two to three hour experience.

#### Facilities and Features:

Facilities for active recreation such as sports fields, hard courts, outdoor rinks, field houses, beaches, picnic areas, paths, natural areas. Safe pedestrian and bicycle access, access by public transit, and sufficient parking.

#### Size:

Typically 2 to 10 hectares.

#### Service Standard:

1.5 ha per 1000 residents, within 1600m without crossing a major barrier

#### Proximity:

Should serve the communities and settlement areas, be within a 20 minute walk without crossing major barriers.

#### Playground Equipment Area:

Ideally, the equipment installed within a play area be a minimum size of 50' x 100'. Common ground surface is sand. Ideally wood chips or engineered wood fiber surfacing to be used, pending available budgets. Synthetic surfaces may be considered where utilization and budgets allow.

#### Playground Equipment:

A combination of play structures and independent equipment. Play equipment geared to ages 2 to 12. A minimum of two slides (independent or incorporated in to play equipment) to be included. Equipment should encourage adventure and fitness while incorporating and blending into the park's natural setting. Accessibility features such as active play and sensory components to be incorporated. Play structures must include accessibility features. Themed playgrounds to be considered where suitable for the local area/community. Opportunities for adult fitness equipment should be considered.

#### Swings:

A minimum of two swing bays recommended with a minimum of one belt swing and one infant swing. Accessible and/or intergenerational swings to be included.

#### Seating:

A combination of seating should be provided including 6' perforated metal benches anchored to 4' wide concrete slabs as well as 6' picnic tables anchored to 5' concrete slabs. A minimum of two units should be provided, in any combination of the above. Additional bleacher seating may be required to support organized play surfaces and courts.



#### Open Space:

The opportunity should exist for a flat grassed open space 20' x 40' in dimensions for supplementary, unstructured play. This would meet the needs for unorganized use to complement that of the existing fields and courts organized use by way of spectators or by existing neighborhoods. Simultaneous multiple programming, multiple use of Community Parks should be pursued to encourage not only exercise but also to strengthen community bounds as social nexus points. This concept is supported by CPTED principles as being an effective means to combat vandalism and other undesirable activities.

#### Shelters:

Community Parks are suitable locations for small to medium covered shelters, (10' x 20' to 20' x 40') ideally made of metal materials.

#### Water Access:

Exterior water fountains should be made available at Community Parks, attached to existing building structures such as canteens, field houses or maintenance buildings.

#### Washroom Facilities:

Portable washroom facilities to be considered for Community Parks as the parks serve as a hub for more than the immediate neighborhoods' use. Typical stays of two or more hours would necessitate facilities for multiple segments of the population that would require the use of a washroom. Seasonal rental, not permanent installation, should match Park usage programs for organized sporting events.

#### Waste Receptacles:

Permanently installed waste receptacles are recommended based on the probability of food and drink consumption over the two to three hour site visit. Permanent receptacles should sit on a 3' x 3' concrete pad and be anchored into it. Receptacles should consist of a perforated metal outer sleeve of a 30" diameter that is anchored to the slab with a removable insert that can be replaced as needed. Planned provision of additional portable waste receptacles for organized sporting events should be accounted for as well. Portable waste receptacles could potentially match the inserts of their permanent counterparts. Pet waste dispensers are recommended for Community Parks.

#### Parking:

Medium sized parking lot (approximately 10 vehicles with dedicated accessible parking) is required as the Community Park services more than the neighborhood and residents can be expected to drive to this location for organized events.

#### Bike Racks:

Bike racks should be provided to encourage an alternate to vehicular travel and to encourage healthy means of transportation.

#### Lighting:

Community Park lighting is designed to facilitate active recreation use and as such would match the appropriate criteria for rink, court or field lighting, as per the Parks Design Guidelines. Lighting should be controlled to enable organized sporting event use only. Parking lot lighting should be permanent for safety reasons.

#### Signage:

Parks signage should be clearly placed at all entrances and exits to the park. Signs should be consistent with the City's visual identity program and describe the park name, its available amenities, contact for repairs (311) and prohibited activities.

#### Fencing:

Where CSA guidelines require the use of fencing to separate play areas from adjacent roads, a 4' chain link fence is to be installed. Where hard fencing is not a requirement, vegetative deterrents (i.e. hedge) should be considered to separate areas. Sport specific fencing should exist that compliments the use of the court, field or rink and match the guidelines for each.

## Prioritizing Investment in Playgrounds

The Parks, Open Space and Leisure Master Plan Review (2014) includes an action item to continue to place a high priority on the maintenance of replacement of play equipment, with consideration to accessibility regulations. A second action item included in the Parks, Open Space and Leisure Master Plan calls for the installation of fully accessible barrier-free playgrounds in the communities of Rayside-Balfour, Nickel Centre and Walden.

An inventory of the 189 municipally owned play structures was completed as per the Finance and Administration report presented on September 20, 2016. This report indicated that 58 of the structures were deemed in poor condition, with replacement required in the next five years. An additional 45 structures were deemed in satisfactory condition. These structures will require replacement within 10 years. Subsequent reports also detailed the capital requirements based on Building Condition Assessments for field house buildings at playground locations.

A business case has been prepared as part of the 2018 Budget Process for capital investment in the 58 structures rated in poor condition as well as necessary upgrades to field houses.

As City capital funds become available, the following criteria are recommended to prioritize which locations are to be invested in:

- Priority neighbourhoods based on socioeconomic factors.
- Neighbourhoods with parkland gaps as per Green Space Advisory Panel reports. Conversely, areas with overlap according to service levels will not be ranked as high.
- Facilities and equipment that is nearing its end of lifecycle or in need of urgent repairs.

- Parks, Open Space and Leisure Master Plan Review recommendations for fully accessible barrier-free playgrounds in Rayside-Balfour, Nickel Centre and Walden.

The Leisure Services Division will work with the City's GIS section to complete a priority ranking for playground investment based on the above.

## Summary

Based on the community consultation process for Playground Revitalization as well as the Parks, Open Space and Leisure Master Plan, previous work of the Green Space Advisory Panel, industry trend and best practices and applicable legislation, design guideline principles for Neighbourhood and Community Parks have been developed. A method to prioritize investment in municipal playgrounds has also been outlined. Upon the availability of capital dollars for playground investment the City now has a methodology to revitalize its playground system with the goal of bringing all playgrounds to a minimum standard.

## Next Steps

The Business Case regarding Playground Revitalization has been included as part of the 2018 Budget process for Council's consideration.

A priority ranking for investment at municipal playgrounds will be developed in the first quarter of 2018.

A detailed Parks and Playgrounds Design Guideline Manual will be developed by the end of 2018.

## References

Playgrounds Report, Finance and Administration Committee (September 20, 2016)

<http://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=7&id=973>

Playground Revitalization Report, Finance and Administration Committee (April 12, 2017)

<http://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&lang=en&id=1169&itemid=12145>

Playground Revitalization Incremental Report #1, Community Services Committee (June 19, 2017)

<http://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=5&id=1152>

Parks, Open Space and Leisure Master Plan Review (2014)  
([https://www.greatersudbury.ca/sudburyen/assets/File/Leisure%20Master%20Plan%20Review%202014\(1\).pdf](https://www.greatersudbury.ca/sudburyen/assets/File/Leisure%20Master%20Plan%20Review%202014(1).pdf))

Final Report of the Green Space Advisory Panel (June 2010)  
[http://www.greatersudbury.ca/content/div\\_planning/documents/GSAP\\_June\\_8\\_with\\_appendix.pdf](http://www.greatersudbury.ca/content/div_planning/documents/GSAP_June_8_with_appendix.pdf)

## Request for Decision

### 2017-2018 Greater Sudbury Transit Accessibility Plan

Presented To:	Community Services Committee
Presented:	Monday, Dec 04, 2017
Report Date	Friday, Nov 17, 2017
Type:	Managers' Reports

### Resolution

THAT the City of Greater Sudbury approves the Greater Sudbury Transit Accessibility Plan, as outlined in the report entitled "2017-2018 Greater Sudbury Transit Accessibility Plan", from the General Manager of Community Development, presented at the Community Services Committee meeting on December 4, 2017.

### Relationship to the Strategic Plan / Health Impact Assessment

The 2017-2018 Greater Sudbury Transit Accessibility Plan aligns with the Quality of Life and Place Strategic Priority and supports Population Health through the Healthy Streets priority, by providing accessible, safe, and efficient connection to community services to citizens.

This report will have a positive impact on the Social Determinants of Health in the area of Human Health/Wellbeing because the proposed 2017-2018 Greater Sudbury Transit Accessibility Plan supports and enhances existing service and policies regarding access to and quality of the services provided by Greater Sudbury Transit.

### Report Summary

As mandated by Part 1 of the Accessibility for Ontarians with Disabilities Act, 2005, this report outlines the 2017-2018 Greater Sudbury Transit Accessibility Plan.

### Financial Implications

The costs of the upgrades to the bus shelters were approved under the Public Transit Infrastructure Fund program and have been approved under the 2017 Capital

#### Signed By

##### **Report Prepared By**

Cheryl Hache  
Supervisor of Handi Transit and Driver Certification Program  
*Digitally Signed Nov 17, 17*

##### **Health Impact Review**

Cheryl Hache  
Supervisor of Handi Transit and Driver Certification Program  
*Digitally Signed Nov 17, 17*

##### **Manager Review**

Michelle Ferrigan  
Director of Transit Services  
*Digitally Signed Nov 17, 17*

##### **Division Review**

Michelle Ferrigan  
Director of Transit Services  
*Digitally Signed Nov 17, 17*

##### **Financial Implications**

Jim Lister  
Manager of Financial Planning and Budgeting  
*Digitally Signed Nov 17, 17*

##### **Recommended by the Department**

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Nov 17, 17*

##### **Recommended by the C.A.O.**

Ed Archer  
Chief Administrative Officer  
*Digitally Signed Nov 20, 17*

Budget. There are no other financial implications associated with this report.

## Background

The 2017-2018 Greater Sudbury Transit Accessibility Plan (Appendix A – 2017-2018 Greater Sudbury Transit Accessibility Plan) was developed under the provincial legislative framework of the Integrated Accessibility Standards (IAS) under the Accessibility for Ontarians with Disabilities Act, 2005 O.Reg. 191/11 (AODA).

In accordance with Part 1, subsection 41 (1), (2), (3) of the General Requirements in the IAS Regulations, municipalities are required to:

(1) In addition to the accessibility plan requirements set out in section 4, in their accessibility plan, conventional transportation service providers shall identify the process for managing, evaluating and taking action on customer feedback. O. Reg. 191/11, s. 41 (1).

(2) Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan. O. Reg. 191/11, s. 41 (2).

(3) If the provider of conventional transportation services also provides specialized transportation services, the transportation service provider shall address both types of transportation services in its accessibility plan. O. Reg. 191/11, s. 41 (3).

## 2017-2018 Greater Sudbury Accessibility Plan

The purpose of the 2017-2018 Greater Sudbury Transit Accessibility Plan (Plan) is to describe measures taken and will be taken to identify, remove and prevent barriers to public access to Greater Sudbury Transit Services. Based on these principles of integration and respect for dignity, Greater Sudbury Transit will ensure that this and all future Accessibility Plans will have the goal of integrating as many riders as possible on the accessible conventional transit system while continuing to provide a parallel system for those citizens who cannot.

The Plan outlines five key achievements made by Greater Sudbury Transit since 2016 on the identification, removal and prevention of barriers, and identifies six opportunities for future improvements to the accessibility of Greater Sudbury Transit Services. This Plan will provide focus to Greater Sudbury Transit and assist in creating and managing a transit service that will meet the Provincial goal of making the Province of Ontario fully accessible by 2025.

The members of the City of Greater Sudbury Accessibility Advisory Panel were instrumental in the development of this Plan and are thanked for their contributions and dedication.

## Next Steps

As per legislative requirements, the 2017-2018 Greater Sudbury Transit Accessibility Plan will be posted to the City of Greater Sudbury's website. Greater Sudbury Transit will take action on the six opportunities for service improvements as outlined in the Plan and will continue to review and monitor its services for adherence to applicable legislation and opportunities for service improvements.

## References

City of Greater Sudbury 2017-2021 Multi-Year Accessibility Plan – Council Meeting  
August 22, 2017

(<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=938&itemid=9708&lang=en>)

Handi-Transit – Council Meeting January 12, 2016

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=938&itemid=9708&lang=en>



## 2017-2018 Greater Sudbury Transit Accessibility Plan

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### Introduction

To build Greater Sudbury Transit as a viable transportation option, all customers must have access to its services. A fully accessible fleet is a significant step in this direction. However, overall system accessibility consists of elements beyond accessible buses, including but not limited to: increased service levels, facility access, improved pedestrian connections, bus stop and shelter standards, signage, wayfinding and supportive operational programs, policies and customer service. For many, Greater Sudbury Transit is the only means of travel to and from work, school, medical appointments, community events and social activities. As Greater Sudbury Transit Service's accessibility improves, everyone benefits, leading to improved connectivity, increased ridership, supports the goal of Population Health and contributes to the Quality of Life and Place priority of Council.

Greater Sudbury Transit is dedicated to:

- Developing, improving and enhancing accessible transit services and associated facilities/infrastructure.
- Including people with disabilities in developing/reviewing the annual accessibility plan.
- Providing accessible services to customers; and
- Optimizing municipal investments to provide the right service for individuals (ex: door-to-door specialized transit, accessible conventional services).

The City of Greater Sudbury has affirmed its commitment to providing its citizens with an inclusive and accessible community through its passage and adoption of strategies and policies that promote these values. Of note is the recent commitment made by Council in the 2015-2018 City of Greater Sudbury Corporate Strategic Plan which identifies the development of an accessibility strategy and abilities centre with community hubs as contributing to the Quality of Life and Place priority.

The City of Greater Sudbury supports the rights of persons of all ages and abilities to enjoy equal opportunities and to participate fully in the life of the community. The preamble to the Ontarians with Disabilities Act states "that Ontarians with disabilities experience barriers to participating in the mainstream of Ontario society." A "barrier" is defined as any human made design flaw in the environment that prevents or hinders a person with a disability from fully participating in society or from accessing a service. Barriers can present themselves in various forms be they physical, information, education, communication, affordability, technological, procedural or attitudinal,

which make it difficult for a person with a disability to access programs and services offered by Greater Sudbury Transit.

Geographic distance and physical accessibility are two barriers that prevent persons with disabilities from participating freely in all aspects of society. The goal of Greater Sudbury Transit is to remove these barriers by providing a public transit system that is accessible, integrated to the degree possible, which fully respects the rights and dignity of persons with disabilities and provides appropriate options, choices and support for those who are unable to use even the most accessible conventional transit services.

Based on these principles of integration and respect for access, Greater Sudbury Transit will ensure that this and all future Accessibility Plans will have at their core the goal of integrating as many riders as possible on the accessible conventional transit system while continuing to provide a parallel system for those citizens who cannot.

## **Governing Legislative and Policy Framework**

The Province of Ontario is responsible for determining the legislative framework and standards for accessibility for organizations across the province. Under the provincial legislative framework, municipalities, including the City of Greater Sudbury, are responsible for accessibility as it relates to municipal programs, services and facilities. Specifically, accessibility within the City of Greater Sudbury is mandated and governed by a number of pieces of provincial legislation and regulations, including the following:

- The Ontarians with Disabilities Act, 2001
- The Ontario Human Rights Code, 1990
- The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Regulation 191/11– The Integrated Accessibility Standards Regulations (IASR)
  - Part I – General Requirements
  - Part II – Information and Communications Standards
  - Part III – Employment Standards
  - Part IV – Transportation Standards
  - Part IV.1 – Design of Public Spaces Standards (Accessibility Standards for the Building Environment)
  - Part IV.2 – Customer Service Standards

This 2017-2018 Greater Sudbury Transit Accessibility Plan is guided by the City of Greater Sudbury 2017-2021 Multi-Year Accessibility Plan, consistent with requirements established under IASR 191/11.

## Overview of the City of Greater Sudbury

The City of Greater Sudbury was created on January 01, 2001 combining the Region of Sudbury, the City of Sudbury, Valley East and the Towns of Walden, Rayside-Balfour, Onaping-Falls, Capreol and Nickel Centre into one municipality containing a mix of urban, suburban, rural and wilderness environments which spans 3,627 square kilometers and is the largest Ontario City by land mass with a population of approximately 160,000. The low population density relative to the vast geographical area of the city directly impacts accessibility of its residents but highlights the importance of transportation.

## Greater Sudbury Transit Services

Greater Sudbury Transit provides both Conventional and Specialized Transit Services.

Greater Sudbury Transit delivers Conventional Fixed Route Services across a route network that spans the community with a fleet that is equipped with accessible features. Conventional Transit Service is supplemented by Specialized Services, known as Handi-Transit. Handi-Transit is a specialized transit service that provides transportation services for eligible residents that are unable, because of a physical disability, to ride conventional transit.

**Table 1: Summary of Service**

<b>Service Level</b>	<b>Conventional Services</b>	<b>Specialized Services</b>
Type of Service	Conventional fixed route, Trans-Cab	Shared ride, door-to-door, pre-booked service. Trips are awarded on a first come first service basis. There is no guarantee of trip availability. Contracted operation provided by Student Transportation of Canada
2016 Annual Passenger Boardings	4,200,000	130,000
Annual Revenue Service Hours	167,000	50,000
Annual Kilometres	4,500,000	1,085,000
Number of Routes	38 Fixed Route, 9 Trans-Cab Routes	NA
Fleet Composition	59 forty foot Conventional Buses	15 Specialized Vehicles

## City of Greater Sudbury's Accessibility Advisory Panel

Throughout the year, the Accessibility Advisory Panel meets regularly with members of the Greater Sudbury Transit team to provide suggestions and advice on modifying City policies to closely address accessibility issues as they arise and accessibility standards (AODA) as they are developed.

The Accessibility Advisory Panel's mandate is to provide advice on matters related to the accessibility of municipal services, municipal programs and municipal facilities as required under the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005. The primary objectives are;

- Assist in the development of the City of Greater Sudbury Municipal Accessibility Plan and the City of Greater Sudbury Transit Accessibility Plan.
- Assist in the development of plans for the City of Greater Sudbury to come into compliance with the Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005.
- Provide advice to City of Greater Sudbury staff on matters related to accessibility of municipal programs, municipal services and municipal facilities, as requested.

The City of Greater Sudbury Accessibility Advisory Panel conducts an annual review of the Greater Sudbury Transit Accessibility Plan. The Accessibility Advisory Panel recognizes the value of soliciting input from citizens and in particular from transit users, in identifying barriers to public access of Greater Sudbury Transit.

The members of the Accessibility Advisory Panel 2015 – 2018 for the City of Greater Sudbury are:

Councillor Joscelyne Landry-Altmann	Lionel Courtemanche (Chair)
Travis Morgan (Vice-Chair)	Andrew Olivier (Vice-Chair)
Maureen Beaudry	Norma Fitzgerald
Holly Janakowski	Sharon McLay
Pamela Rowe	

## Accessibility Planning, Monitoring and Review Process

Most recently, public input was collected while performing the City of Greater Sudbury Transit Action Plan. Discussions were held during open houses across the community, ride along interviews on Handi-Transit buses, one-on-one telephone interviews with Handi-Transit Eligible users, and through workshops with community partners and advocacy groups as well as the Accessibility Advisory Panel. Feedback on Handi-Transit services was gathered through this process, and will be highlighted in the Greater Sudbury Transit Action Plan report with associated recommendations to Council in 2018.

Of importance to current Handi-Transit eligible users are the ability to use TransCab and Conventional Transit services dynamically. This could be achieved with better integration of both Handi-Transit and Conventional Transit services and would allow all eligible users the ability to use a combination of the services to complete some or all of their trip needs without having to book in advance. The end result of an integrated system is the ability for eligible users to take part in all community events and programs.

## Execution of Plan

Greater Sudbury Transit is constantly looking at ways that services can be improved beyond what is required. It is important to note that the availability of resources is a contributing factor when assessing the pace of progress in reducing or eliminating accessibility barriers. Resource constraints will mean that not all barriers can be addressed at once. As a result, prioritization of initiatives is required. While it is important to focus on barriers to be removed, it is equally important to recognize the vast steps taken in a relatively short period of time.

## Previous and Current Accessibility Achievements

Greater Sudbury Transit has proactively implemented many accessibility initiatives since the inception of the AODA. Pages 8 – 14 of Appendix A – 2017-2018 Greater Sudbury Transit Accessibility Plan outlines the 76 Transportation Standards under Reg. 191/11 IASR.

The following provides a summary of the achievements made since 2016;

- **Handi-Transit Service Recommendation Report** – On January 12, 2016 Council approved a report presenting recommendations based on a Three Tier approach which aim to improve Handi-Transit Services and increase accessibility to public transit services for the community.
- **Customer Service** - Yearly training is provided to all Transit Operators regarding the Accessibility for Ontarians with Disabilities Act. This training is documented as outlined in the Act. Training includes sensitivity training, defining what Good Customer Service is and clearly outlines what Greater Sudbury Transit's expectations are of its Operators.
- **AODA Compliance** – Greater Sudbury Transit has a duty to oversee and ensure appropriate Handi-Transit service is being provided by the third party service provider. The Transit Operations Manager traditionally was responsible for this task. In order to increase the focus of this important responsibility, the Supervisor of Handi-Transit Services position has been created, bringing certified expertise on AODA compliance. This position is also responsible to ensure all applicable

legislative requirements are being met or exceeded in both Conventional and Specialized Transit Services and ensures Greater Sudbury Transit is aware of any legislative changes that may affect service.

- **Education/Travel Training** – A Mobility Training Program (also known as “Travel Training”) has been developed to introduce public transit to people with disabilities and older adults who are hesitant to try transit on their own and are unaware of the accessibility features of the conventional transit vehicles. This training has been introduced in group formats and thus far is very well received.
- **Pass Usage Parity** – Riders of Handi-Transit no longer need to purchase separate pass cards to ride on the conventional transit system. All Handi-Transit passes are now accepted on Conventional Greater Sudbury Transit buses. This change provides ease of use and convenience for all Handi-Transit eligible riders.

## Opportunities for Improvement

- **Policies and Procedures** – Currently in review and revision stage. Published policies and procedures are AODA compliant and are being adhered to. Tier One of the Handi-Transit report submitted January of 2016 outlines the policies and practices to be revised and includes suggested amendments to the Handi-Transit Rider Guide. Recommendations based on the review of Policies and Procedures will be presented to Community Services Committee by the third quarter (Q3) of 2018.
- **Handi-Transit Eligibility Process** - Currently in review and revision stage. Last revision of this process occurred in 2014. Tier Two of the Handi-Transit report includes recommended changes to the eligibility processes, application forms and training of staff members conducting the screening process. A study is underway with a focus on providing recommendations for improving the eligibility process and reviewing what impact the implementation of these suggestions will have on the system and its users. Recommendations based on the review of the Eligibility Process will be presented to Community Services Committee by the third quarter (Q3) of 2018.
- **Handi-Transit Service Mandate** – Tier Three of the Handi-Transit report recommended that Greater Sudbury Transit find ways to serve the transportation needs of its citizens with cognitive disabilities. As doing so through Handi-Transit would greatly affect the capacity of this specialized service, more focus would have to be placed on not only the “travel training” component but also the eligibility processes currently used by Greater Sudbury Transit. This issue will be kept in mind when performing the review and revision of the Handi-Transit

eligibility process. Recommendations and implications on capacity will be presented to Community Services Committee by the third quarter (Q3) of 2018.

- **Continuation of Education/Travel Training** – Building on the success of the Mobility Training Program thus far and keeping in mind the goal of better integration of conventional transit services and specialized, continuation of this training will provide passengers with disabilities and seniors with choices of transportation that best suits their needs.
- **Public Image** – Included in the Handi-Transit report was a recommendation that the name “Handi” be changed to something non-oppressive to these services users. Sudbury Transit is currently involved in a review called the Greater Sudbury Transit Action Plan. Once the recommendations resulting from this review are addressed, a system rebranding will occur. The Greater Sudbury Transit family of services will be rebranded to ensure there is no line being drawn between the services while protecting the integrity of both its specialized and conventional services.
- **Bus Stops and Shelters** – Greater Sudbury Transit currently has 115 bus shelters with 40% (45) of those presently being upgraded to meet AODA standards by making them accessible. Bus stop and shelter standards will be developed to ensure that accessibility to the stops is considered consistently throughout the route network and this will include electronic audio pre-boarding announcements emanating from the bus to be implemented by March 2018.

Greater Sudbury Transit will continue to revise procedures and processes ensuring full compliance with all legislation governing their services and building on the successes of not only the City of Greater Sudbury but also those of other comparable communities. Greater Sudbury Transit will continue, as it has historically, to enlist the opinions and guidance of the Accessibility Advisory Panel members and the public in its improvements planning and will ensure that accessibility is considered and included in all aspects of the City of Greater Sudbury Transit Action Plan.

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
1.	34.(1) (2) and (3)	<b>Information on Accessibility Equipment and Features.</b> Conventional transportation service provider and specialized transportation service provider shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services and upon request, provide the information in an accessible format	January 1, 2012
2.	35.(1)	<b>Vehicles.</b> If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, the conventional transportation service provider and specialized transportation service provider shall take reasonable steps to accommodate persons with disabilities and shall repair the equipment as soon as is practicable	July 1, 2011
3.	36.(1)	<b>Transit Training.</b> Conventional transportation service provider and specialized transportation service provider shall conduct employee and volunteer accessibility training on: <ul style="list-style-type: none"> <li>• safe use of accessibility equipment and features</li> <li>• acceptable modifications to procedures in situations where temporary barriers exist of accessibility equipment on a vehicle fails and</li> <li>• emergency preparedness and response procedures that provide for the safety of persons with disabilities</li> </ul>	January 1, 2014
4.	36.(3)	<b>Transit Training Records.</b> Conventional transportation service provider and specialized transportation service provider shall keep a record of training provided under this section, including the dates and number of individuals to whom it is provided	January 1, 2014
5.	37.(1) (2)	<b>Emergency preparedness and response policies.</b> Conventional transportation service provider and specialized transportation service provider shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities and shall make those policies available to the public and provide the policies upon request in an accessible format	January 1, 2012
6.	38.(1) (2)	<b>No Fare Charged Support Person.</b> Conventional transportation service provider and specialized transportation service provider shall not charge a fare for a support person who is accompanying a person with a disability where the person with a disability has a need for a support person  Responsibility of a person with disability to demonstrate to a transportation service provider, their need for a support person to accompany them on the transportation service	January 1, 2014
7.	39.(1)	<b>Vehicles.</b> When on June 30, 2011, an existing contractual obligation to purchase vehicles that do not meet the requirements of sections 53 to 62, the provider may honour the existing contract	June 30, 2011
8.	40.(1)	<b>Vehicles.</b> Conventional transportation service provider not required to retrofit vehicles in the fleet as of July 1, 2011 in order to ensure the vehicles meet the accessibility requirements of sections 53 to 62	July 1, 2011
9.	40.(2)	<b>Vehicles.</b> Conventional transportation service provider shall ensure modifications meet requirements of sections 53 to 62 on or after July 1, 2011	July 1, 2011



Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
A2.	41. (2)	<b>Annual Transit Public Consultation</b> Conventional transportation service providers shall hold at least one public meeting involving persons with disabilities to ensure then have opportunity to participate in review of the accessibility plan and to provide feedback on the accessibility plan – both transportation services – if applicable	January 1, 2013
10.	41.(1)	<b>Customer Feedback.</b> In addition to accessibility plan requirement in Section 4 of Ont. Reg. 191/11, provider shall identify process for managing, evaluating and taking action on customer feedback	January 1, 2013
11.	41.(2)	<b>Public Meeting.</b> Conventional transportation service providers shall hold at least one public meeting involving persons with disabilities to ensure then have opportunity to participate in review of the accessibility plan and to provide feedback on the accessibility plan – both transportation services – if applicable	January 1, 2013
12.	42.(1)	<b>Demand Estimation and Wait Times.</b> Specialized transportation service providers shall in their accessibility plans: <ul style="list-style-type: none"> <li>• identify process for estimating the demand for specialized transportation services and</li> <li>• develop steps to reduce wait times</li> </ul>	January 1, 2013
13.	43.(1)	<b>Procedures for Accessibility Equipment Failures.</b> Conventional transportation service providers and specialized transportation service providers shall in their accessibility plans, describe their procedures for dealing with accessibility equipment failures	January 1, 2013
14.	44.(1)	<b>Ramp Deployment, Allow Adequate Time; Mobility Aid Storage.</b> Conventional transportation service providers shall: <ul style="list-style-type: none"> <li>• Deploy lifting devices, ramps or portable bridge plates upon request of person with a disability</li> <li>• Ensure adequate time is provided to person with disability to safely board, be secured and de-board and that assistance be provided upon request for these activities</li> <li>• Assist with safe and careful storage of mobility aids or assistive devices</li> </ul>	January 1, 2012
15.	44.(2)	<b>Information re Section 44.(1) policies.</b> Conventional transportation service provider shall upon request, make information on the matters in 44.(1) available in an accessible format	January 1, 2012
16.	45.(1)	<b>Alternative Accessible Transportation.</b> When specialized transportation services are not provided by the conventional transportation service provider, shall ensure that any person with a disability who is unable to use conventional transportation service, is provided with an alternative accessible method of transportation	January 1, 2013
17.	46.(1)	Conventional transportation services provider shall not charge a higher fare to a person with a disability than the fare charged to a person without a disability, but may charge a lesser fare to a person with a disability	July 1, 2011
18.	46.(2)	<b>Alternative Fare Payment Method.</b> Conventional transportation service provider that does not provide specialized transportation services shall make available alternate fare payment options to persons with disabilities who cannot because of their disability, use a fare payment option	January 1, 2013

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
19.	47.(1)	<b>Use of Non-official Stops Where Necessary.</b> Conventional transportation service provider shall ensure that persons with disabilities are able to board or de-board a vehicle at closest available safe location as determined by the operator that is not an official stop, if the official stop is not accessible and the safe location is long the same transit route	January 1, 2012
20.	47.(2)	<b>Give consideration to the preferences.</b> Give consideration to the preferences of the person with a disability in (1)	January 1, 2012
21.	47.(3)	<b>Operator Duty to Report Inaccessible Stops.</b> Conventional transportation service provider shall ensure that operators of their vehicles promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists	January 1, 2012
22.	48.(1)	<b>Storage of Mobility Aids.</b> Conventional transportation service provider shall ensure that If safe storage is possible, mobility aids and mobility assistive devices are stored in the passenger compartments within reach of the person with the disability	January 1, 2012
23.	48.(2)	<b>Storage of Mobility Aids.</b> If safe storage is not possible within the passenger compartments and the vehicle is equipped with baggage compartment, conventional transportation service provider shall ensure that mobility aids and assistive devices are stored in baggage compartment of the vehicle on which the person with the disability is traveling	January 1, 2012
24.	48.(3)	<b>Storage of Mobility Aids.</b> Operator to secure and return mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage where the aid or device is stored in baggage compartment	January 1, 2012
25.	48.(4)	<b>Mobility Aid Storage on Vehicles.</b> Conventional transportation service provider shall not charge a fee for the storage of a mobility aid or mobility assistive device	July 1, 2011
26.	49.(1)	<b>Courtesy Seating.</b> Conventional transportation service provider shall ensure there is clearly marked courtesy seating for persons with disabilities on its vehicles and the courtesy seating meets the standards set out in this section: <ul style="list-style-type: none"> <li>courtesy seating shall be located as close as practicable to entrance door of vehicle</li> <li>shall be signed to indicate that passengers must vacate if its use is required by a person with a disability</li> <li>shall develop a communications strategy designed to inform the public of the purpose of courtesy seating</li> </ul>	January 1, 2012
27.	50.(1)	<b>Temporary Service Changes.</b> Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service provider shall make available alternate accessible arrangements to transfer persons with disabilities to their route destinations and ensure information is communicated that takes into account the person's disability	July 1, 2013
28.	51. (2)	<b>Electronic pre-boarding announcements.</b> Conventional transportation service provider shall ensure electronic pre-boarding announcements of route, direction, destination or next major stop on its transportation vehicles and that these announcements satisfy requirements in section 58	January 1, 2017
29.	51.(1)	<b>Pre-boarding Announcements.</b> Conventional transportation service provider shall ensure that on request, pre-boarding announcements of the route, direction, destination or next major stop	July 1, 2011

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
30.	52. (2)	<b>Electronic Destination Announcements.</b> Conventional transportation service provider shall ensure all destination points or available route stops are announced through electronic means and are legibly and visually displayed through electronic means in accordance with section 58	January 1, 2017
31.	52.(1)	<b>On-board Announcements.</b> Conventional transportation service provider shall ensure there are audible verbal announcements while the vehicle is on route or while the vehicle is being operated	July 1, 2011
32.	53.(1)	<b>Grab Bars, Stanchions, Handholds.</b> Conventional transportation service provider shall ensure that all of its vehicles are equipped with grab bars, handholds, handrails or stanchions as prescribed	Applies to vehicles manufactured on or after January 1, 2013
33.	53(6)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 53(4), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	July 1, 2011
34.	54.(1)	<b>Flooring Requirements.</b> Conventional transportation service provider shall ensure that all of its vehicles: <ul style="list-style-type: none"> <li>• have floors that produce a minimal glare and are slip resistant as prescribed and</li> <li>• any carpeted surfaces have a low, trim and level pile or loop and are securely fastened</li> </ul>	Applies to vehicles manufactured on or after January 1, 2013
35.	54(6)	<b>Vehicles</b> Where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 54(2), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	July 1, 2011
36.	55.(1)	<b>Mobility Spaces, Securement Devices.</b> Conventional transportation service provider shall ensure that all of its vehicles manufactured on or after January 1, 2013: <ul style="list-style-type: none"> <li>• have 2 or more allocated mobility spaces as prescribed</li> <li>• are equipped with securement devices</li> </ul>	Applies to vehicles manufactured on or after January 1, 2013
37.	55.(2)	<b>Mobility Aid Spaces.</b> Spaces that are allocated mobility aid spaces may be used for other passenger purposes if not required for use by a person with a disability who uses a mobility aid	Applies to vehicles manufactured on or after January 1, 2013
38.	55(5)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 55(3), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	July 1, 2011
39.	56.(1)	<b>Stop Requests, Emergency Response Controls.</b> Conventional transportation service provider shall ensure that all of its transportation vehicles are equipped with accessible stop-requests and emergency response controls-that are located throughout the vehicle	Applies to vehicles manufactured on or after January 1, 2013
40.	56(5)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 56 (3) or (4), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	July 1, 2011

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
41.	57.(1)	<b>Access Door Lighting.</b> Conventional transportation service provider shall ensure that all of its transportation vehicles are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings	<b>Applies to vehicles manufactured on or after January 1, 2013</b>
42.	57(5)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 57(3), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	<b>July 1, 2011</b>
43.	58.(1) (2) (3)	<b>Route or Destination Display.</b> Conventional transportation service provider shall ensure that all of its transportation vehicles display the route or direction of the transportation vehicles or its destination or next major stop as prescribed	<b>Applies to vehicles manufactured on or after January 1, 2013</b>
44.	58(5)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 58(4), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	<b>July 1, 2011</b>
45.	59.(1)	<b>Lifts, Ramps, Bridge Plates.</b> Conventional transportation service provider shall ensure that all of its transportation vehicles are equipped with lifting devices, ramps or portable bridge plates as prescribed.	<b>Applies to vehicles manufactured on or after January 1, 2013</b>
46.	59(4)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 59(2), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	<b>July 1, 2011</b>
47.	60.(1)	<b>Steps Compliance.</b> Conventional transportation service provider shall ensure that where transportation vehicles are equipped with steps, the steps meet the requirements as prescribed	<b>Applies to vehicles manufactured on or after January 1, 2013</b>
48.	60(5)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 60(2), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	<b>July 1, 2011</b>
49.	61.(1) (2)	<b>Warning Indicator for Kneeling Feature, Ramps.</b> Conventional transportation service provider shall ensure that where transportation vehicles have a ramp, lifting device or a kneeling function, each of them is equipped with a visual warning lamp indicator mounted on exterior near the mobility aid accessible door and with an audible warning alarm and that the visual warning lamp indicator and audible warning lamp must function when kneeling function, ramp or lifting device is in motion	<b>Applies to vehicles manufactured on or after January 1, 2013</b>
50.	61(7)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 61(4), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	<b>July 1, 2011</b>
51.	63. (1)	<b>Eligibility Categories.</b> Specialized transportation service provider shall have 3 categories of eligibility to qualify for specialized transportation services: <ul style="list-style-type: none"> <li>• Unconditional eligibility</li> <li>• Temporary eligibility</li> <li>• Conditional eligibility</li> </ul>	<b>January 1, 2017</b>

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
52.	64.(1)	<b>Temporary Eligibility After 14 Days.</b> Granting of temporary eligibility when a person's eligibility has not been determined within 14 calendar days after the completed application is received by the specialized transportation service provider	January 1, 2014
53.	64.(2)	<b>No Application Fee.</b> Shall not charge a fee to persons with disabilities who apply for specialized transportation services	January 1, 2014
54.	64.(3)	<b>Periodic Re-Assessment Allowed.</b> Specialized transportation service provider may require a reassessment of eligibility of temporary eligible registrants at reasonable intervals	January 1, 2014
55.	64.(4)	<b>Information to Applicant.</b> Specialized transportation service provider shall upon request, make available to the requestor all or his/her specialized transportation services eligibility application and decision information in accessible formats.	January 1, 2014
56.	64.(5) (6)	<b>Appeal Process.</b> Shall establish an independent appeal process to review decisions respecting eligibility and shall make a decision within 30 calendar days after receiving completed application	January 1, 2014
57.	64.(8) (9)	<b>Personal Information Policies.</b> Specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.	January 1, 2014
58.	65.(1)	<b>Compassionate Temporary Eligibility.</b> Shall develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days referred to in section 64(1) where services are required on emergency or compassionate grounds and there are no other accessible transportation services to meet the person's needs	January 1, 2014
59.	66.(3) (5)	<b>Fare Parity.</b> Where transportation service provider provides both specialized transportation services and conventional transportation services, the transportation service provider shall ensure fare parity, same fare structure and same fare payment options are available, but alternate options shall be made available to persons with disabilities who cannot because of their disability, use a fare payment option	January 1, 2013
60.	67.(1) (2)	<b>Visitor Eligibility.</b> Specialized transportation service provider shall make specialized transportation services available to eligible visitors and shall develop criteria to determine who falls in the visitor category	January 1, 2013
61.	67.(4)	<b>Personal Information Policies.</b> Specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for determining eligibility	January 1, 2013
62.	68.(1)	<b>Origin to Destination Services.</b> Specialized transportation service provider shall provide origin to destination services within its service area that take into account the abilities of its passengers and that accommodate their disabilities	July 1, 2011
63.	70.(1)	<b>Parity of Service Hours.</b> Where conventional transportation services and specialized transportation services are provided by same transportation service provider, it shall ensure that the specialized transportation services have at a minimum, the same hours and days of service as conventional transportation services	January 1, 2013

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
64.	71.(1)	<b>Same-Day Service or Bookings on Previous Day.</b> Specialized transportation service provider, where reservations required, shall ensure same day services to the extent that it is available and when same day services is not available, accept booking requests up to 3 hours before the published end of the service period on the day before the intended day of travel	January 1, 2014
65.	71.(2)	<b>Accessible Means for Reservations.</b> Shall provide accessible means to accept reservations	January 1, 2014
66.	73.(1)	<b>Service Delay Communication.</b> Specialized transportation service provider shall provide information on duration of service delays to affected passengers by a method agreed upon by specialized transportation service provider and passenger. A service delay is a delay of more than 30 minutes or more after the scheduled pick-up time	January 1, 2013
67.	74.(1)	<b>Companions.</b> Specialized transportation service provider shall allow companions to travel with persons with disabilities if space available and will not result in denial of service to other persons with disabilities	January 1, 2012
68.	74.(2)	<b>Dependents.</b> Specialized transportation service provider shall allow dependants to travel with a person with a disability who is the parent or guardian if appropriate child restraint securement system and equipment are, if required, available	January 1, 2012
69.	78.(1)	<b>Public Consultation Re Stop and Shelter Design.</b> Municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.	January 1, 2013
70.	78.(2)	<b>Accessible Stops and Shelters in Accessibility Plan.</b> Municipality shall identify planning for accessible bus stops and shelters, including any steps to be taken to meet the goal of accessible bus stops and shelters in its accessibility plan required under Part 1 of this Not Rag	January 1, 2013
71.	78.(3)	<b>Contractors Involvement In Stop and Shelter Consultation and Planning.</b> Where a municipality has entered into arrangements for construction of bus stops and shelters, the municipality shall ensure that the person participates in the consultation and planning as described in subsections (1) and (2)	January 1, 2013
72.	79.(1)	<b>Public Consultation re On-demand Taxicab Availability.</b> Municipality shall consult with its municipal accessibility advisory committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community	January 1, 2013
73.	79.(2)	<b>Accessibility Plan To Identify Progress in On-demand Taxicab Availability.</b> Municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan required under Part 1	January 1, 2013
74.	80.(1)	<b>Taxicabs.</b> Municipality that licenses taxicabs shall ensure owners and operators of taxicabs are prohibited: <ul style="list-style-type: none"> <li>from charging a higher fare or an additional fare for persons with disabilities than persons without disabilities for the same trip and</li> <li>from charging a fee for the storage of mobility aids or mobility assistive devices</li> </ul>	July 1, 2011

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
75.	80.(2)	<b>Taxicab Identification.</b> Municipality that licenses taxicabs shall ensure owners and operators place vehicle registration and identification information on the rear bumper of the taxicab that meet the requirements of subsection 58(3)	<b>January 1, 2012</b>
76.	80.(3)	<b>Taxicab Identification.</b> Municipality that licenses taxicabs shall ensure owners and operators make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers	January 1, 2012



## Request for Decision

### Early Development and School Readiness Program and Prioritized Wait List Policy

Presented To: Community Services Committee

Presented: Monday, Dec 04, 2017

Report Date: Friday, Nov 17, 2017

Type: Managers' Reports

#### Resolution

THAT the City of Greater Sudbury approves the revised Early Development and School Readiness (EDSR) Program and the revised Prioritized Child Care Wait List Policy, as outlined in the report entitled "Early Development and School Readiness Program and Prioritized Wait List Policy", from the General Manager of Community Development, presented at the Community Services Committee meeting on December 4, 2017.

#### Relationship to the Strategic Plan / Health Impact Assessment

This report supports the Strategic Plan adopted by the City of Greater Sudbury, as it aligns with the Quality of Life and Place pillar, within the priority Create programs and services designed to improve the health and well-being of our youth, families and seniors.

This report will have a positive impact on the Social Determinants of Health in the area of Human Health/Well-being because the Early Development and School Readiness Program assists some of the most vulnerable children to participate in quality early learning, supports early development and prepares for success in school. This report supports community and council priorities for families and resiliency within population health.

#### Report Summary

The Early Development and School Readiness (EDSR) Program provides child care subsidy for toddlers and preschoolers from families with very low incomes, in order to support their healthy development and help prepare them for school.

In 2014, EDSR changed from a full time to a part time model, as a result of a reduction of provincial funding to the City of Greater

#### Signed By

##### **Report Prepared By**

Kate Barber  
Children Services Planner, Children Services  
*Digitally Signed Nov 17, 17*

##### **Health Impact Review**

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##### **Manager Review**

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##### **Division Review**

Luisa Valle  
Director of Children and Citizen Services  
*Digitally Signed Nov 17, 17*

##### **Financial Implications**

Jim Lister  
Manager of Financial Planning and Budgeting  
*Digitally Signed Nov 17, 17*

##### **Recommended by the Department**

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Nov 17, 17*

##### **Recommended by the C.A.O.**

Ed Archer  
Chief Administrative Officer  
*Digitally Signed Nov 20, 17*



Sudbury. The part time model has proven to be more difficult for families to access and for child care operators to manage. The number of children who participated in the EDSR Program declined from 135 in a typical month in 2013, to 47 in 2017.

In 2017, the Province approved an increase in funding to Children Services, along with providing targets to expand spaces and increase access to licensed child care in the City of Greater Sudbury.

This report provides the survey results and recommendations to expand the EDSR Program to a full time program which will help vulnerable children and families.

### **Financial Implications**

The current Early Development and School Readiness program costs approximately \$250,000 on an annual basis and with the revised policy recommended, the additional costs incurred will be funded through available current and expansion funding provided by the Ministry of Education.

## **Background**

Since 2005, the City of Greater Sudbury (City) has been providing access to subsidized licensed child care to young children whose families are in receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP) in order to provide them with child development and school readiness opportunities. The program was developed with the recognition that living with socio-economic restraints puts these children at higher risk of developmental and learning challenges.

Through participation in quality early learning programs, children have had opportunities to develop social skills, participate in play-based learning activities, receive nutrition support and receive access to developmental screening and early intervention for developmental delays.

In September 2013, in response to provincial budget reductions to Children Services, the Community Services Committee approved a new Early Development/School Readiness (EDSR) Subsidy and Prioritized Wait List Policy, effective January 2014, that reduced the amount of care that children could access under this program, with the hope of more children benefiting from the program within the new reduced program budget. The new policy reduced the maximum amount of care provided per child from five full days per week to the equivalent of two and a half days of care per week. In 2015, this was further reduced to an annual maximum of 120 part days responding to potential further child care funding cuts.

## **Early Development and School Readiness Program Evaluation**

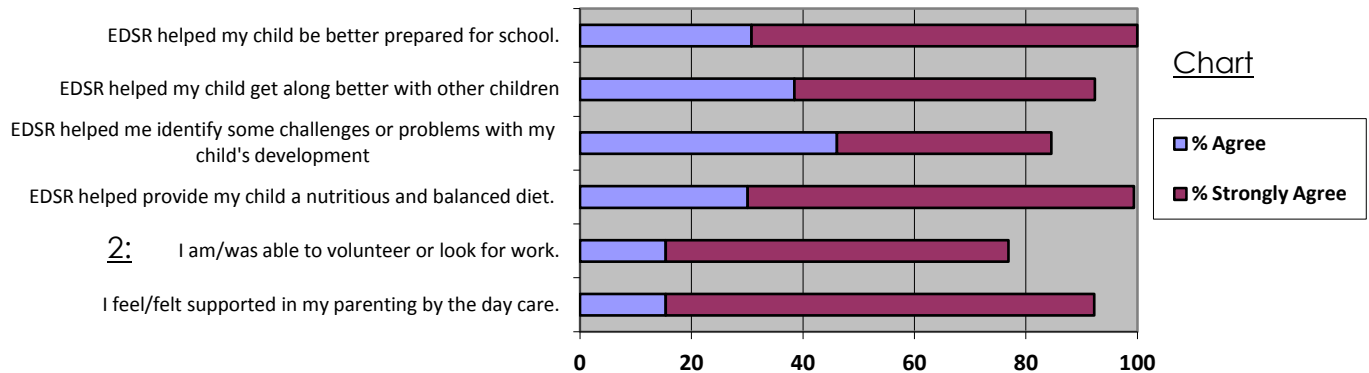
In the fall of 2017, Children Services conducted a review and evaluation of Early Development and School Readiness (EDSR) program, reaching out to the parents of children who have used the program and to the child care providers who serve these families to assess the strengths and challenges of the EDSR program and to recommend strategies to improve the program.

### **Benefits of the Program**

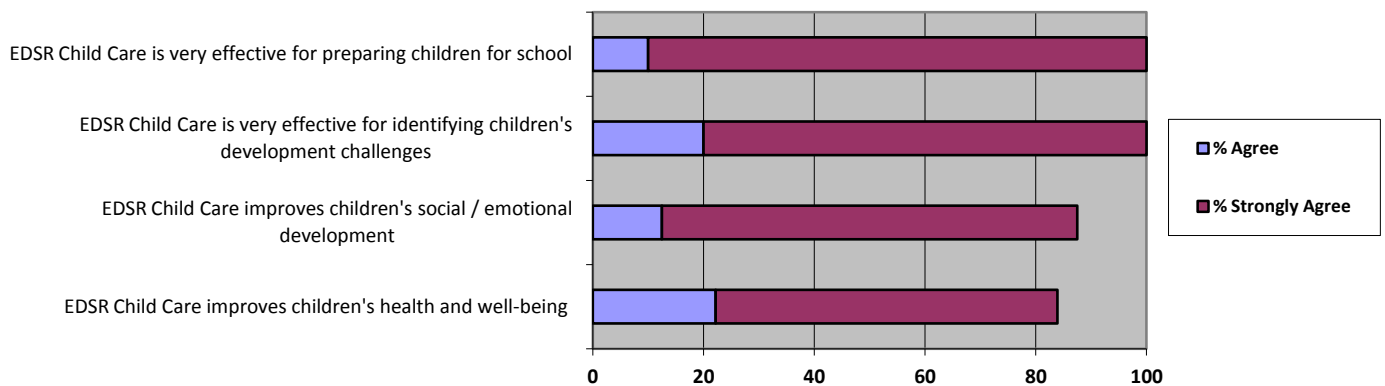
Parents and child care providers both recognize the significant benefits to vulnerable children attending licensed child care through the EDSR program.

The following charts outline parents and child care providers responses from the survey:

Chart 1: Parents Experiences Using EDSR (Survey November 2017)



Child Care Providers Experience With EDSR (Survey November 2017)



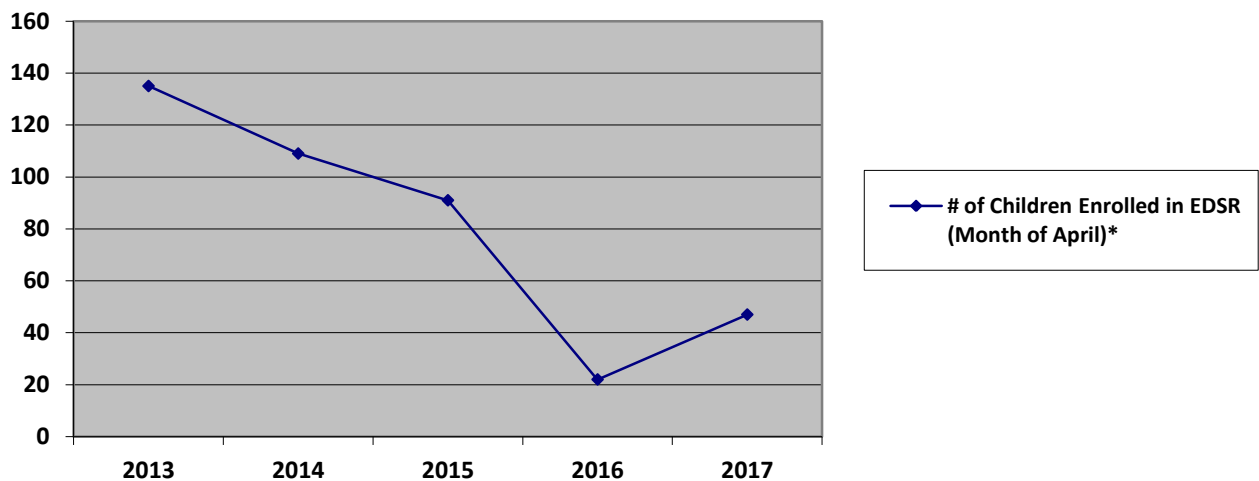
One parent comment stated: *"My son was socially awkward and at almost 3 years old was still not talking. EDSR made it possible for my child to attend day care where [his speech] has improved dramatically and [he] is now a social butterfly. I cannot thank this program enough!"*

The review found that the EDSR program is meeting the goals of supporting vulnerable children's social and physical development and preparing them for success in school, while supporting their parents' ability to support their children.

## Challenges with the Program

Since the change to part time care was introduced in 2014, enrollment in the program has declined significantly. In April 2013, 135 children were enrolled and by April 2017, only 47 were participating.

The Number of Children Enrolled in EDSR in a Typical Month (2013 - 2017)



\*A waitlist in late 2015 for EDSR resulted in particularly low numbers in early 2016

Families have found it more challenging to find spaces, and to use the program because of the varied, part-time schedule. In addition, the lack of consistent attendance has been challenging for children. In a survey conducted, one parent explained: *"my only disappointment was [that the program] only covered so many days.... I had to take him out... I was told I can re-apply in September but it doesn't mean I will get the same daycare and this will also take him out of routine that he had at daycare..."*

Many child care providers have found it difficult to accommodate families using the EDSR program because of the lower rates they receive for the part time child care they provide. The survey results indicate that 80% of providers agreed with the statement "part time schedule has been financially difficult for our centre."

Providers support that an increase in the program to full time child care would be beneficial to children, families and to the child care providers who work to provide a high quality, stable environment for these children.

## **Child Care Expansion Funding**

In June 2017, the Ministry of Education made a commitment to increase licensed child care access for 100,000 more children across the Province with increases in provincial and federal funding for child care to local governments.

The City of Greater Sudbury has received provincial funding increases, along with targets to increase the number of children using licensed child care in the City of Greater Sudbury.

The resulting expansion plan being developed includes planning to increase the number of licensed child care spaces in the City of Greater Sudbury, as well as strategies to encourage more families to use licensed child care. This EDSR policy change will be one of several strategies to assist families across the City to access the benefits of licensed child care.

While for 2013 - 2016 Children Services responded to provincial funding cuts and the threat of future funding reductions, the current child care funding enhancements and new policy directions from the Ministry of Education suggest that the reductions made in 2014 can begin to reverse as the City plans for a more robust and accessible child care system.

## **Recommendation and Implementation Plan**

Based on the results of the EDSR evaluation and the availability of funding, Children Services is recommending a change to the EDSR program to increase the amount of child care provided to up to five full days for children aged 18 months until they are eligible to start school.

The change to full time child care will enhance families' ability to find child care spaces, provide a more stable child care experience for children and increase the number of participating children.

### **Costs**

With the policy change, Children Services expects to see an increase in spending for the program as many of the children enrolled will move to full time care and new children are able to find spaces and enroll.

Children Services is currently spending \$250,000 annually on the EDSR program. The additional costs incurred with the policy change will be funded within the

current and child care expansion budget. The increase in children enrolled will contribute towards Children Services expansion targets set by the Ministry of Education.

### **Managing Early Development School Readiness Program within the Child Care Subsidy Caseload**

Children Services recognizes that there are some neighbourhoods where finding child care is difficult for families. Strategies have been developed to ensure that the increase in children using EDSR does not negatively impact on the ability of other families looking for care.

#### **Age Grouping:**

The age grouping where there is the highest demand and longest waiting lists is the infant age group (under 18 months). EDSR is not available for infants so it will not impact on availability of infant spaces.

#### **Expansion of Licensed Child Care:**

Children Services has recently approved the expansion of child care spaces in high demand areas and will be approving additional expansion and the development of several new sites in 2018/19. In neighbourhoods where there are a higher number of EDSR eligible children, targeted expansions of child care spaces are being planned.

#### **Prioritized Child Care Wait List:**

The Children Services budget for child care subsidy has been has always been sufficient to provide subsidy for families who apply and are deemed eligible. If the demand for subsidy increases, and the budget is not sufficient to cover all eligible applicants, Children Services has a Prioritized Child Care Wait List Policy, so that those who are most in need of subsidy are accepted first. With the expansion of EDSR, Children Services is recommending a revision to the Prioritized Child Care Wait List policy to add a new priority category for EDSR applicants (Priority #4), which places EDSR applicants after those who require child care for work, school or based on a referral (Priorities #2 and #3). The revised policy will come into effect on January 1, 2018 upon approval of the revised EDSR program.

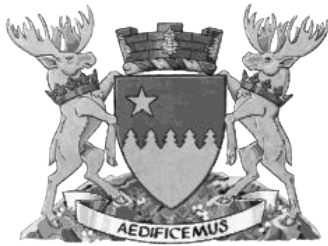
### **Next Steps**

With the approval of the policy change Children Services will take the following steps:

1. Promote the policy change to child care providers and to Ontario Works (OW) and Ontario Disability Support Program (ODSP) delivery agents.
2. Advise current and potential EDSR clients of the policy change and adjust their enrollment schedule, based on availability of space.
3. Monitor utilization of the program and assess the financial and operational impact of the change.

## **References**

[September 16, 2013 Community Services Committee Report](#)  
[Early Development/School Readiness Subsidy and Priority Wait List Policy](#)



# City of Greater Sudbury Charter

**WHEREAS** Municipalities are governed by the Ontario Municipal Act, 2001;

**AND WHEREAS** the City of Greater Sudbury has established Vision, Mission and Values that give direction to staff and City Councillors;

**AND WHEREAS** City Council and its associated boards are guided by a Code of Ethics, as outlined in Appendix B of the City of Greater Sudbury's Procedure Bylaw, most recently updated in 2011;

**AND WHEREAS** the City of Greater Sudbury official motto is "Come, Let Us Build Together," and was chosen to celebrate our city's diversity and inspire collective effort and inclusion;

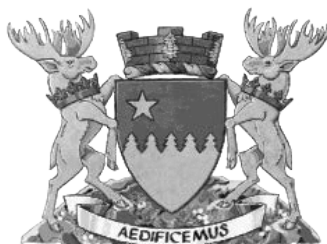
**THEREFORE BE IT RESOLVED THAT** Council for the City of Greater Sudbury approves, adopts and signs the following City of Greater Sudbury Charter to complement these guiding principles:

**As Members of Council, we hereby acknowledge** the privilege to be elected to the City of Greater Sudbury Council for the 2014-2018 term of office. During this time, we pledge to always represent the citizens and to work together always in the interest of the City of Greater Sudbury.

**Accordingly, we commit to:**

- Perform our roles, as defined in the Ontario Municipal Act (2001), the City's bylaws and City policies;
- Act with transparency, openness, accountability and dedication to our citizens, consistent with the City's Vision, Mission and Values and the City official motto;
- Follow the Code of Ethical Conduct for Members of Council, and all City policies that apply to Members of Council;
- Act today in the interest of tomorrow, by being responsible stewards of the City, including its finances, assets, services, public places, and the natural environment;
- Manage the resources in our trust efficiently, prudently, responsibly and to the best of our ability;
- Build a climate of trust, openness and transparency that sets a standard for all the City's goals and objectives;
- Always act with respect for all Council and for all persons who come before us;
- Ensure citizen engagement is encouraged and promoted;
- Advocate for economic development, encouraging innovation, productivity and job creation;
- Inspire cultural growth by promoting sports, film, the arts, music, theatre and architectural excellence;
- Respect our historical and natural heritage by protecting and preserving important buildings, landmarks, landscapes, lakes and water bodies;
- Promote unity through diversity as a characteristic of Greater Sudbury citizenship;
- Become civic and regional leaders by encouraging the sharing of ideas, knowledge and experience;
- Work towards achieving the best possible quality of life and standard of living for all Greater Sudbury residents;





# Charte de la Ville du Grand Sudbury

**ATTENDU QUE** les municipalités sont régies par la Loi de 2001 sur les municipalités (Ontario);

**ATTENDU QUE** la Ville du Grand Sudbury a élaboré une vision, une mission et des valeurs qui guident le personnel et les conseillers municipaux;

**ATTENDU QUE** le Conseil municipal et ses conseils sont guidés par un code d'éthique, comme l'indique l'annexe B du Règlement de procédure de la Ville du Grand Sudbury dont la dernière version date de 2011;

**ATTENDU QUE** la devise officielle de la Ville du Grand Sudbury, « Ensemble, bâtissons notre avenir », a été choisie afin de célébrer la diversité de notre municipalité ainsi que d'inspirer un effort collectif et l'inclusion;

**QU'IL SOIT RÉSOLU QUE** le Conseil de la Ville du Grand Sudbury approuve et adopte la charte suivante de la Ville du Grand Sudbury, qui sert de complément à ces principes directeurs, et qu'il y appose sa signature:

**À titre de membres du Conseil**, nous reconnaissons par la présente le privilège d'être élus au Conseil du Grand Sudbury pour le mandat de 2014-2018. Durant cette période, nous promettons de toujours représenter les citoyens et de travailler ensemble, sans cesse dans l'intérêt de la Ville du Grand Sudbury.

**Par conséquent, nous nous engageons à :**

- assumer nos rôles tels qu'ils sont définis dans la Loi de 2001 sur les municipalités, les règlements et les politiques de la Ville;
- faire preuve de transparence, d'ouverture, de responsabilité et de dévouement envers les citoyens, conformément à la vision, à la mission et aux valeurs ainsi qu'à la devise officielle de la municipalité;
- suivre le Code d'éthique des membres du Conseil et toutes les politiques de la municipalité qui s'appliquent à eux;
- agir aujourd'hui pour demain en étant des intendants responsables de la municipalité, y compris de ses finances, biens, services, endroits publics et du milieu naturel;
- gérer les ressources qui nous sont confiées de façon efficiente, prudente, responsable et de notre mieux;
- créer un climat de confiance, d'ouverture et de transparence qui établit une norme pour tous les objectifs de la municipalité;
- agir sans cesse en respectant tous les membres du Conseil et les gens se présentant devant eux;
- veiller à ce qu'on encourage et favorise l'engagement des citoyens;
- plaider pour le développement économique, à encourager l'innovation, la productivité et la création d'emplois;
- être une source d'inspiration pour la croissance culturelle en faisant la promotion de l'excellence dans les domaines du sport, du cinéma, des arts, de la musique, du théâtre et de l'architecture;
- respecter notre patrimoine historique et naturel en protégeant et en préservant les édifices, les lieux d'intérêt, les paysages, les lacs et les plans d'eau d'importance;
- favoriser l'unité par la diversité en tant que caractéristique de la citoyenneté au Grand Sudbury;
- devenir des chefs de file municipaux et régionaux en favorisant les échanges d'idées, de connaissances et concernant l'expérience;
- viser l'atteinte de la meilleure qualité et du meilleur niveau de vie possible pour tous les résidents du Grand Sudbury.