



City of
Peterborough

To: Members of the Accessibility Advisory Committee

From: Mark Buffone, Accessibility Compliance Specialist

Meeting Date: February 1, 2023

Subject: AAC Future Goals Review and Next Steps, Report AAC23-006

Purpose

A report to seek feedback from the Accessibility Advisory Committee (AAC) on the committee's goals for 2023 and the potential implementation of hearing loop systems.

Recommendations

That the AAC approve the recommendations outlined in Report AAC23-006 dated February 1, 2023 of the Accessibility Compliance Specialist as follows:

- a) That the AAC review and continue to develop a list of short-term, medium-term and long-term goals for the committee and to prioritize the goals, as initiated at the January 11, 2023 meeting.
- b) That the AAC review the list of customer service counters in City facilities, assess and prioritize the need for hearing loop systems and propose a plan for implementation.

Budget and Financial Implications

There are no budgetary or financial implications associated with the recommendations.

Background

AAC Goals for 2023: discussion at January 11, 2023 AAC meeting

The initial discussion on AAC goals for 2023 took place at the January 11, 2023 AAC meeting. The committee suggested 9 ideas for consideration as goals. Further discussion is needed to confirm if the 9 ideas should remain as goals, determine if there are more goals to consider and determine the priority for each goal. The categories used to help the committee suggest goals were:

- Outdoor spaces and buildings
- Transportation (roads, sidewalks, transit)
- Housing
- Employment
- Information and Communication
- Customer Service
- Other

The 9 ideas generated by the AAC on January 11, 2023 are summarized as:

1. Explore adding railings at Arena stairs serving stacked seating areas in the rinks. Check for railing design at new arena/library complex currently under construction.
2. Explore opportunities to increase safety for pedestrians on the Hunter Street bridge.
3. Review state of accessible taxicabs. Consult with Police Services on legislative requirements.
4. Review any upcoming Planning guidelines to ensure accessibility is included.
5. Monitor and evaluate seasonal use/programming at Quaker Foods City Square to ensure the site accommodates people with disabilities. Coordinate a public survey with accessibility celebration events. Use venue to promote accessibility awareness.
6. Create an inventory of City service counters to assess hearing loop needs and prioritize implementation. Celebrate completed projects and use success of previous projects to help initiate future projects.
7. Participate in the Transit Liaison Committee and contribute to the review of the transit system (grid-based vs radial-based).
8. Share accessibility issues with other organizations as it relates to their property (ie/ notify Peterborough Regional Health Centre about needed walkway repairs)
9. Receive presentation on the planned Rotary Greenway Trail pedestrian crossing at Hunter Street and provide recommendations on the crossing and related trail amenities in the area.

Hearing loop technology at City customer service counters

One of the goals suggested for consideration by the AAC on January 11, 2023 was related to hearing loop systems. The AAC requested an inventory of customer service counters in City facilities to assess hearing loop needs at each location. The January 11, 2023 presentation by a representative from Hearing Assistive Technology and follow up discussion on benefits of hearing loop systems provided a foundation for committee members to assess the needs, determine priorities and make recommendations for a phase 1 implementation. The committee acknowledged the option to use the Access Fund to potentially start the implementation of hearing loop technology at customer service counters.

Table 1: Inventory of City customer service counters

Facility	Service or room
City Hall	Main reception
City Hall	Tax Office service counters
City Hall	Clerk's Office service counters
City Hall	Mayor's Office
City Hall	Building Services counter
City Hall	Planning service counter
City Hall	Human Resources reception desk
Social Services	Main reception
Art Gallery	Reception desk in lobby area
Peterborough Transit Terminal	Service counter
Peterborough Public Library	Main floor reception desk/ checkout counter
Peterborough Public Library	Information desk
Peterborough Public Library	Children's Services desk
Peterborough Museum & Archives	Main reception desk
Recreation	Service counter at Navy Club building
Parking at King Street parking garage	Customer service desk
Provincial Offences Act Office	Reception desk
Peterborough Sport & Wellness Centre	Main reception desk
Peterborough Memorial Centre	Box office ticket selling counters
Peterborough Memorial Centre	Customer service desk
Healthy Planet Arena	Service counter
New Arena/Library (under construction)	Customer service counter, library reception
Waste Water Treatment Plant	Main reception desk
Landfill (Bensfort Road)	Weigh scale service windows
Airport	Reception desk
Police Services	Reception desk(s)

Submitted by,

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