



# City of Brockville Municipal Accessibility Advisory Committee Minutes

1:00 PM - Tuesday, August 22, 2023

City Hall, Boardroom

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The Municipal Accessibility Advisory Committee meeting was called to order on Tuesday, August 22, 2023, at 1:00 PM, in the City Hall, Boardroom, with the following present:

**Members Present:** Ryan Billing, Mary Ann Greenwood, Doug Hone, and Janet Jones  
**Regrets:** Greg Bamber and Louise Severson  
**Staff:** Lynn Murray, Acting City Clerk, Cassidy Cameron, Committee Assistant, Matthew Locke, Supervisor of Transportation & Fleet Services, and Phil Wood, Director of Operations

## 1. Chair's Remarks

Chair Billings reiterated his resignation from the board and stated that he was grateful for the time he spent on the Committee and as Chair.

## 2. Disclosure of Interest

Nil.

## 3. Adoption of the Minutes

Moved by Member Greenwood

THAT the minutes of the Brockville Municipal Accessibility Advisory Committee meeting dated April 25, 2023 be adopted as circulated.

**CARRIED**

## 4. Business Arising from the Minutes

Nil.

## 5. Delegations/Presentations

Nil.

## 6. Correspondence & Communications

Nil.

## 7. Staff Reports

Nil.

## **8. New Business**

### **1. Appointing a Chair / Committee Member Recruitment**

Moved by Committee Member Hone

THAT Janet Jones and Mary Ann Greenwood be appointed as Co-Chairs of the Committee effective at the next meeting.

**CARRIED**

### **2. Para Transit in Brockville**

Chair Billing stated that the Committee was surprised it was not notified or informed about the transition to bring para transit in house.

P. Wood, Director of Operations outlined the report that went to Council and provided background on the recommendation. The City has produced a plan, which is very comparable to the current services, that will allow for the City to operate the para transit services. Staff had to go to Council for approval of the idea first, but plan to communicate with BMAAC to work out the operational details. Bringing services in house will allow for asset sharing and a designated administrative coordinator for both transit and para transit.

Staff went through the report page by page and provided additional context. They clarified that all transit services are heavily subsidized, both conventional and para transit. If the City takes this service in house, they will be able to adjust the bus schedule to accommodate the needs of the community with more ease. While vans are currently proposed, the City could, if needed for group bookings, configure a conventional bus to meet the para transit group needs. Long term contracts tend to create rigid service schedules; bringing it in house will allow for the City to adapt more effectively to ridership demands.

M. Locke explained that the van will be a smoother ride than a bus, due to the spring system. Clarification was made that bookings for medical treatments are prioritized and can be scheduled 6 months in advance, those who are hoping to book ahead for other reasons can only do so one week in advance. Staff plan to keep the current policy standards but are willing to explore changes to make the service more accessible.

Chair Billing recommended that the Committee do a survey to help eliminate fears about the change to the services. Staff stated that if the Committee creates and finalizes a survey, Staff will circulate it to current bus riders.

Committee members stated their concerns over an electronic booking system. Staff stated that there will always be an option to book over the phone, as well as in person and online (at a later date). With the current proposal a dedicated staff member would be able to assist all riders with their bookings.

Discussions ensued about people who do not show up for their booked rides. The Committee suggested fines for people who consistently do this. Staff were receptive to this suggestion.

Staff elaborated on bus scheduling. The intention is to double the capacity for users on Saturdays by adding a second bus and adjust hours throughout the week to accommodate peak-hour ridership.

Member Greenwood asked if employees from the existing contractor would be hired? P. Wood stated that employees of the current contractor would be qualified to apply for the roles, but that it would be up to individuals if they wanted to apply.

3. 1000 Island Boat Races

*Item will be discussed at the next meeting.*

4. Multi-Year Accessibility Plan

*Item will be discussed at the next meeting.*

**9. Sub-Committee and Member Reports/Project Updates**

Nil.

**10. Adjournment**

Moved by Member Greenwood

THAT the BMAAC meeting be adjourned until its next regular meeting scheduled for September 26, 2023.

**CARRIED**

*The meeting adjourned at 3:10 pm.*