

Results of Public Consultations Regarding Impacts on Access and Accessibility to Waiting Areas at Toronto City Hall

June 2, 2021

Decision History

At its meeting on November 25, 2020, City Council directed the Deputy City Manager, Corporate Services to hold public consultations with specific outreach to people with disabilities regarding decisions on any proposed public safety and security measures at City facilities that would impact access and accessibility, including changes to any waiting areas or bus shelters at City Hall or other locations that are used by Toronto Transit Commission Wheel-Trans or other customers with disabilities, and to report back to the Toronto Accessibility Advisory Committee in the first quarter of 2021.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.GL17.11>

The Toronto Accessibility Advisory Committee at its meeting on September 24, 2020 directed the Deputy City Manager, Corporate Services, to hold public consultations with specific outreach to people with disabilities regarding decisions on any proposed security measures at City facilities that would impact access and accessibility and report back during the first quarter of 2021.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.DI10.2>

The Toronto Accessibility and Advisory Committee at its July 3, 2020 meeting requested representatives of Corporate Security to provide an overview of changes to access at City Hall including waiting areas for people with disabilities at the September 24, 2020 meeting.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.DI8.6>

Key Dates

- January 29, 2020, Toronto City Council adopted GL11.4, Review of Enhanced Security Measures at Toronto City Hall. Toronto City Council approved the use of patron screening for all non-City access card holders, using walk-through metal detectors as well as, the installation of a physical security measure to provide a delineation of public and secure space on the main floor of Toronto City Hall at the location of the walk-through metal detectors.
- February 25, 2020, the Strategic Communications division issued a News Release regarding the enhancement of security access to City Hall from the North (Hagerman) entrance for those with accessibility or mobility issues.
- June 18, 2020, the Toronto Accessibility Advisory Committee considered a recommendation that members discuss the viability of designating a permanent location to be a Wheel Trans pick up area at City Hall considering changes to the security screening made earlier in the year changed waiting areas and access to the building for people with disabilities.

Key Dates

- July 3, 2020, the Director, Corporate Security, provided information and clarification at the Toronto Accessibility Advisory Committee regarding changes affecting the Wheel Trans waiting room entrance. During this meeting it was highlighted that the City Hall entrance to the Wheel Trans waiting area was staffed by security and remained an entrance to people with accessibility requirements.
- September 24, 2020, the Toronto Accessibility Advisory Committee recommended to the General Government and Licensing Committee that City Council direct the Deputy City Manager, Corporate Services, to hold public consultations with specific outreach to people with disabilities regarding decisions on any proposed public safety and security measures at City facilities that would impact access and accessibility and report back to the Toronto Accessibility Advisory Committee in the first quarter of 2021.
- At its meeting on November 25, 2020, City Council directed the Deputy City Manager, Corporate Services to hold public consultations with specific outreach to people with disabilities regarding decisions on any proposed public safety and security measures at City facilities that would impact access and accessibility, including changes to any waiting areas or bus shelters at City Hall or other locations that are used by Toronto Transit Commission Wheel-Trans or other customers with disabilities, and to report back to the Toronto Accessibility Advisory Committee in the first quarter of 2021.
- February 8, 2021, staff of the Corporate Real Estate Management (which encompasses the Corporate Security section) held two (2) public consultation meetings to discuss two on-going projects which may have an impact on visitor access and accessibility, both at Toronto City Hall.

Public Consultation

- Invitations to the public consultation meeting were sent to forty-four (44) community groups, the City of Toronto Employee Disability Network, and the chair of the Toronto Accessibility Advisory Committee. Thirteen people attended the public consultations.
- During the consultation Corporate Security presented the layout of the T.T.C. Waiting Room, the City Hall Hagerman Street entrance security features, and an artistic rendering of the optical turnstiles. Corporate Security heard a variety of comments and ideas regarding the Wheel Trans Waiting Room entrance and the design of optical turnstiles.
- Ten (10) recommendations were made and the Corporate Real Estate Management has either acted or is acting on all ten recommendations received. The following charts outline the locations, detail the recommendations received during the consultation, and provide a status of each of the recommendations (implemented, planned, or in progress).

What We Heard and Actions Taken

City Hall Hagerman Entrance (North Entrance)

Recommendation / Feedback	Action	Status
Changing the lighting at the Hagerman entrance. The existing lighting is not adequate and makes the entrance difficult to see.	The lighting has been tested and a new brighter L.E.D. light has been installed.	Implemented
Moving the intercom and door paddle to a pedestal outside of the entrance door. The location of the intercom and door paddle made them difficult to see and use.	The intercom and the door paddle have been removed and relocated to a pedestal.	Implemented
Ensuring the door entrance signs have simple easy to understand language, braille and textile lettering.	The Corporate Real Estate Management division has started a project to replace the security intercoms with new A.O.D.A. video intercoms. All signs will be replaced with A.O.D.A. signs as part of the Corporate Real Estate Management A.O.D.A. project.	Planned

What We Heard and Actions Taken

TTC Wheel Trans Waiting Room

Recommendation / Feedback	Action	Status
Making renovations to the waiting room to make it wider and/or move the waiting room to a new location closer to the accessibility ramp leading to the Wheel Trans pick up/drop off point. The T.T.C. Wheel Trans waiting room is very small and narrow and after regular business hours can feel isolating.	Recommendation provided to the Corporate Real Estate Management Project Management Office for consideration in the design of the future City Hall ground floor.	Planned
Providing visitors the ability to control the heating inside the waiting room as the waiting room can get cold.	Corporate Real Estate Management will be installing a publicly accessible heater in the Wheel Trans waiting room in the fall 2021.	Planned

What We Heard and Actions Taken

TTC Wheel Trans Waiting Room

Recommendation / Feedback	Action	Status
Providing a monitor to show a live feed of the TTC pick up area and a video intercom for visitors to contact the City Hall Security Desk.	Corporate Real Estate Management has started a project to install a video monitor and a video intercom inside the Wheel Trans waiting room. The video monitor will show a live image of the Wheel Trans pick up location. The video intercom will provide the public with a direct video and voice connection to the security desk. Work is being aligned with the Corporate Real Estate Management A.O.D.A. project team.	In Progress

What We Heard and Actions Taken

Turnstiles

Recommendation / Feedback	Action	Status
Installing decal or markings on the turnstile Plexiglas panels and doors to make them easier to see.	Decals have been ordered and will be installed on all turnstile panels and doors.	In Progress
Installing textile features on the turnstile ramps to allow people to feel where they are in relation to the turnstile entrance.	Corporate Security has made changes to the turnstile design to include textile features on each turnstile ramp.	Implemented
Ensuring the turnstile base wall are at least one inch in height so they can be detected by a cane.	The vendor has confirmed the height of the turnstile base wall is over one inch.	Implemented
Installing blister strips in front of the turnstile base so they can be detected by a cane.	Blister strips will be installed in front of the turnstile wall base.	Planned

Conclusion

- The Corporate Real Estate Management division will continue to work on the implementation of the recommendations made through the public consultation session. In addition, security projects are being aligned with the Corporate Real Estate Management A.O.D.A. project team to review any security measures at City facilities that may impact access and accessibility.

Thank you