



**City of Hamilton**  
**ACCESSIBILITY COMMITTEE FOR PERSONS WITH**  
**DISABILITIES AGENDA**

**Meeting #:** 25-007  
**Date:** July 8, 2025  
**Time:** 4:00 p.m.  
**Location:** Room 264, 2nd Floor, City Hall  
(hybrid) (RM)  
71 Main Street West

Carrie McIntosh, Legislative Coordinator (905) 546-2424 ext.2729

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	<b>Pages</b>
<b>1. CALL TO ORDER</b>	
<b>2. CEREMONIAL ACTIVITIES</b>	
<b>3. APPROVAL OF AGENDA</b>	
(Added Items, if applicable, will be noted with *)	
<b>4. DECLARATIONS OF INTEREST</b>	
<b>5. APPROVAL OF MINUTES OF PREVIOUS MEETING</b>	
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<b>6. DELEGATIONS</b>	
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**7. ITEMS FOR INFORMATION**

- 7.1 Customer Relationship Management 15

*This Item includes a Presentation.*

- 7.2 Built Environment Working Group Update

- a. Built Environment Working Group Meeting Notes 19  
- June 3, 2025

- 7.3 Housing Working Group Update (no copy)

- 7.4 Outreach Working Group Update

- a. Outreach Working Group Meeting Notes - June 25  
17, 2025

- 7.5 Strategic Planning Working Group Update (no copy)

- 7.6 Transportation Working Group Update

- a. Transportation Working Group Meeting Notes - 31  
May 27, 2025

- b. Transportation Working Group Meeting Notes - 37  
June 24, 2025

- 7.7 Open Spaces and Parklands Working Group Update  
(no copy)

**8. ITEMS FOR CONSIDERATION****9. MOTIONS**

- 9.1 Attendance by the Accessibility Committee for Persons 41  
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**10. NOTICE OF MOTIONS**

**11. GENERAL INFORMATION / OTHER BUSINESS**

**12. ADJOURNMENT**





## **ACCESSIBILITY COMMITTEE FOR PERSONS WITH DISABILITIES**

### **MINUTES ACPD 25-006**

4:00 p.m.

June 10, 2025

Room 264, 2nd Floor Hamilton City Hall (Hybrid)  
71 Main Street West, Hamilton, Ontario

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**Present:** Councillor M. Tadeson (virtually), J. Kemp (Chair), P. Kilburn (Vice Chair) (virtually), H. Kaur (virtually), L. Janosi (virtually), J. Maurice, M. McNeil (virtually), K. Nolan (virtually) and T. Nolan (virtually)

**Absent with**

**Regrets:** H. Bonenfant, L. Dingman, C. Hernould,  
L. Johanson

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### **1. CALL TO ORDER**

Chair J. Kemp called the meeting to order at 4:07 p.m.

### **2. CEREMONIAL ACTIVITIES**

The Legislative Coordinator read the Land Acknowledgement.

Refer to the July 9, 2025 General Issues Committee Minutes for the disposition of these matters.

### **3. APPROVAL OF AGENDA**

**(Kilburn/Maurice)**

That the agenda for the June 10, 2025, Accessibility Committee for Persons with Disabilities meeting, be approved, as presented.

**CARRIED**

### **4. DECLARATIONS OF INTEREST**

There were no Declarations of Interest.

### **5. APPROVAL OF MINUTES OF PREVIOUS MEETING**

#### **5.1 May 13, 2025**

**(McNeil/Janosi)**

That the minutes of the May 13, 2025, Accessibility Committee for Persons with Disabilities, be adopted, as presented.

**CARRIED**

### **6. DELEGATIONS**

There were no Delegations.

### **7. ITEMS FOR INFORMATION**

J. Kemp relinquished the Chair to J. Maurice in order to provide the Built Environment Working Group Update (Item 7.1), the Housing Working Group Update (Item

Refer to the July 9, 2025 General Issues Committee Minutes for the disposition of these matters.

7.2) and the Outreach Working Group Update (Item 7.3).

### **7.1 Built Environment Working Group Update (no copy)**

(a) J. Kemp provided a verbal update.

### **7.2 Housing Working Group Update**

(a) Housing Working Group Meeting Notes – May 20, 2025

### **7.3 Outreach Working Group Update**

(a) Outreach Working Group Meeting Notes – May 20, 2025

J. Kemp assumed the Chair.

### **7.4 Transportation Working Group Update**

(a) Accessible Transportation Services  
Performance Report – Q1 2025

### **7.5 Strategic Planning Working Group Update (no copy)**

No update.

## **7.6 Open Spaces and Parklands Working Group Update (no copy)**

No update.

## **7.7 Transforming Civic Engagement – Community Liaison Groups – REVISED**

Sunil Angrish, Project Manager, Community Inclusion & Equity addressed Committee respecting Transforming Civic Engagement – Community Liaison Groups, with the aid of a PowerPoint presentation.

## **7.8 PW25041 Accessible Transportation Services Customer Survey Data**

Marco Mostacci, Senior Project Manager – Specialized Transit, and Owen Quinn, Project Manager – Transit Customer Loyalty addressed Committee respecting Memorandum PW25041, Accessible Transportation Services Customer Survey Data.

## **7.9 Protected Intersection Guidelines**

Callaway Johnson, Project Manager – Sustainable Mobility Planning, addressed Committee respecting Protected Intersection Guidelines, with the aid of a PowerPoint presentation.

Refer to the July 9, 2025 General Issues Committee Minutes for the disposition of these matters.



**(Kilburn/McNeil)**

That the following Items for Information, be received:

7.1 Built Environment Working Group Update

7.2 Housing Working Group Update

- (a) Housing Working Group Meeting Notes – May 20, 2025

7.3 Outreach Working Group Update

- (a) Outreach Working Group Meeting Notes – May 20, 2025

7.4 Transportation Working Group Update

- (a) Accessible Transportation Services Performance Report – Q1 2025

7.7 Transforming Civic Engagement – Community Liaison Groups – REVISED

7.8 PW25041

Accessible Transportation Services Customer Survey Data

7.9 Protected Intersection Guidelines

**CARRIED**

## **8. ITEMS FOR CONSIDERATION**

There were no Items for Consideration.

## **9. MOTIONS**

There were no Motions.

## **10. NOTICE OF MOTIONS**

There were no Notice of Motions.

## **11. GENERAL INFORMATION / OTHER BUSINESS**

There were no Items for General Information / Other Business.

## **12. ADJOURNMENT**

There being no further business, the Accessibility Committee for Disabilities was adjourned at 5:56 p.m.

Respectfully submitted,

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Carrie McIntosh  
Legislative Coordinator  
Office of the City Clerk

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James Kemp  
Chair, Accessibility  
Committee for Persons with  
Disabilities

**Refer to the July 9, 2025 General Issues Committee Minutes for the disposition of these matters.**



Submitted on Thu, 05/29/2025 - 12:23

Reference number 70700

Submitted on

## Committee Requested

Committee

Advisory Committee for Persons with Disabilities

Will you be delegating in-person or virtually?

Virtually

Will you be delegating via a pre-recorded video?

No

## Requestor Information

Requestor Information

Chris Heidebrecht

McMaster University



Preferred Pronoun

she/her

Reason(s) for delegation request

I'm a PhD student at McMaster, conducting research on extreme heat in Hamilton. I would like to introduce members of the ACPD to a study that I will be conducting in the summer: Community Co-Design of a Heat Risk Resource to Promote Awareness and Action to Address Heat Injustice.

Will you be requesting funds from the City?

No

Will you be submitting a formal presentation?

Yes





# CUSTOMER RELATIONSHIP MANAGEMENT

July 8, 2025

# Project Overview

## Stage 1 (Completed)

- Basic case management

## Stage 2 (Completed)

- Enhanced case management

## Stage 3 (In Process)

- Public access
  - Portal
  - History



# Approach

- Accessible by design (WCAG 2.0 Level AA)
- Digital alternatives
  - Hard copy
- Natural language
- User centric
- Feedback



Hamilton

THANK YOU

# **ACPD's Built Environment Working Group Meeting Notes**

**June 3<sup>rd</sup>, 2025**

**Virtual Teams Meeting**

**4:00PM – 6:00PM**

**Members in Attendance:** Paula Kilburn, Hargun Kaur, Cara Hernould, James Kemp

**Also in Attendance:** Jessica Bowen, Justin Joseph, Camila Grullón

**Members Absent:** Lance Dingman, Levi Janosi

## **1. Welcome and Introductions**

**2. Approval of June 3<sup>rd</sup> Agenda:** Agenda was approved.

## **3. Accessibility of Entertainment Venues in**

**Downtown Hamilton:** Justin Joseph came and spoke to us regarding the Convention Centre renovation. He explained how the entertainment facilities have been leased from the City on an extended lease and while they together comprise a consortium, each group is

responsible for their own facility. Justin's group is looking after the Convention Centre only. We will have to contact the other companies individually. Justin began by giving us an overview of the renovations. The facility is being designed as a bare bones approach (or perhaps an open concept) with each renter being responsible for their own signage and other amenities. Justin went through some of the accessibility upgrades they are working on, like accessible countertops at concession stations or sensory rooms to assist people when needed. We discussed the need for appropriate wayfinding and colour contrasting; again, this is supposed to be done by the tenants for each event. We discussed tactile surfacing and Justin agreed a textured mat is preferable to a button plate. Elevator system will be untouched as they believe it is still AODA compliant. Washrooms will now have no outer door much like stadium facilities. Justin cannot confirm that appropriate hearing loops are installed at the facility. We discussed support person admission and Justin explained that it was arranged by the ticketing agents, not the facility management, but agreed that we should have a choice to pay depending on the circumstance as he has had that issue when taking his son to events. We have agreed to meet again in

February in order to tour the facilities as it nears completion.

Before Justin left, he asked to speak to us about an issue that he has had a problem with recently. Justin explained further about how his son has disabilities and they are having issues when playing in playgrounds. Justin asked if there could be some sort of signage explaining what all the accessible equipment was designed to do and who it was meant for. He gave us an example of a parent using the accessible saucer swing with their child that was not in need of specialized equipment. Justin explained that his son would like to use the equipment as he does have need of the swing; the parent responded rudely and refused to cede or even share the equipment. Justin explained that he suggested signage to City Staff and they seemed reluctant to declare a particular amenity for accessible needs only, everybody should have access regardless of need, much like an autodoor. Chair suggested that an education program might serve us better here, especially if we aim the campaign at children. They will be better at informing their parents what each amenity is for and who should be using it simply by setting an example. Jessica agreed that her children have done much the same with her and that it is probably the best approach. We agreed to add this to

the BEWG OBL and maybe approach the HWDSB or the HWCDSB to discuss the aforementioned education campaign as well as explore the possibility of a sign explaining the different amenities and their purpose without judgement on who should use them.

#### **4. ACPD/HFD/Always Connected Collaboration on Emergency Plans and Training Regarding**

**Persons with Disabilities:** Camila explained how her company just worked with the Mississauga Fire Department to create an emergency plan that included people with Autism. It was presented at a symposium recently and Hamilton was in attendance. Afterwards a member of the HFD approached Camila about doing much the same in Hamilton and her company and the City are discussing how that would work. We have been requested to participate by both parties in an advisory capacity as well as to assist with education when the project concludes. Camila will give us more details when/if they become available.

**5. Other Business:** We discussed the Capital Build Projects list with Jessica and explained that it has been roughly a year since we reviewed and capital build project and haven't received a list of upcoming projects to choose from. Jessica was informed that

we had in the winter, but the staff member who came at that time didn't review them with us, simply told us they were upcoming projects. There seems to be a miscommunication between departments here that we hope will be resolved soon.

## **6. Adjournment.**





## **ACPD's Outreach Working Group Meeting Notes**

**June 17<sup>th</sup>, 2025**

**Virtual Teams Meeting**

**4:00PM – 6:00PM**

**Members in Attendance:** James Kemp, Jake Maurice, Mark McNeil

**Also in Attendance:** Camila Grullon, Sunil Angrish

**Members Absent:** Paula Kilburn, Benjamin Cullimore, Robert Westbrook, Hope Bonenfant

### **1. Welcome and Introductions**

**2. Approval of June 17<sup>th</sup> Agenda:** Chair gave a quick verbal agenda as computer issues prevented him from making one. Agenda was approved.

**3. Accessibility Award Update:** Nominations are now open and we have one already entered. We will now need to put together a judging panel. Chair will reach out to a few organizations to see if anyone can be spared. Will put out the call at the next ACPD. Chair requested Comms change the image on the webpage

from a bus to an actual symbol of accommodation and they did so. Media Package was sent out to the group with links and a fact sheet.

**4. Accessibility Fair Update:** Chair began by explaining the issues with the registration fees. We ate the fees last year due to not having anyone available to do the invoicing, but even if we had, we wouldn't have been able to put it into a City account. Sunil and Chair are trying different methods to solve this problem. We will be unable to attach a ticketing system until this is sorted out so maybe next year. A motion will have to come to ACPD to sort this issue out as there is no mechanism for us to bring money back into the system. As we want to eventually grow the Awards and the Fair with sponsors, we will have to be able to access accounts in both directions so it is better we sort this out now. Sunil suggested we create an FAQ as Chair was answering endless questions on this matter last year.

We reviewed the current activity stations and what is required from each.

**Chair Wash:** Water supply, new buckets and cloths, volunteer bodies.

**Safe Space:** We will see how the Sensory Safe Tent will work out for Jessica at the Canada Day event at

the Bayfront. They are fully enclosed as we have only one wall. We had to go with a more open version to cover liability in case someone uses it for drugs and we weren't able to properly staff it. We will use the Sensory Safe kit available through the Lending Library

**HSR/DARTS/Motion Station:** We are all set here, just need to confirm with Motion.

**Repair Station:** We are still waiting to confirm CDC Orthomobility's attendance. Last year, they didn't RSVP but just showed up. We will make a space for them as we did last year.

**Hearing Loss:** We do not have anything for this group yet. We double booked with CHHA, they are having their golf Tournament on the same day this year. We will both try to coordinate better next year. Perhaps we will reach out to Ear for You, a vendor we saw at the KickOff. Lending Library also has ASL fridge magnets. We would like to come up with something for ASL eventually.

**Guide Dogs:** Mark has confirmed the attendance of a trainer and service animal from Lion's Club. Jake is trying to confirm K9's participation as well as finding out if they want to give demonstrations on a schedule or as crowds develop.

**Art Station:** We do not have anything for this yet, last year's collaboration with Centre[3] was rather

expensive at \$1000 and we should try to find a more sustainable solution. Hope suggested a colouring station last month and Chair suggested to Sunil, Lauren and Cindy that perhaps Engage Hamilton would like to sponsor this station. They will let us know, but regardless, their lending library is a good source for materials. Perhaps set aside \$200 to cover the costs.

**Haptic/Tactile Station:** We need to create professionally made display posters for this station so it is more professional and easier to take to other events.

**Vision Loss Simulator Station:** We have the lenses and Chair is finalizing design of the frames. We need to reach out to eye specialists for the best way to demonstrate the lenses. Will also need professional posters made for this station.

**Dexterity Loss Station:** we need to build this one from scratch. The lending library has full sized Jenga blocks we can borrow. If we purchase a couple pairs of construction gloves, some BBQ tongs and reacher/grabbers, we can simulate dexterity loss.

**Volunteer Hospitality:** Need to make a sign that only Volunteers/Exhibitors allowed, No Public Access.

Website and social media are almost ready. Website has been mostly updated with the exception of

Schedule and Exhibitor Pages. Contact Us+ Page has been updated with an FAQ and Accessibility Statement. Registration Page has been rebuilt and is live. Invites are to go out as soon as mailing list is compiled. Sunil offered to assist Chair with setting up a Mail Chimp campaign. Exhibitor invitation was reviewed and the group agreed that a word heavy description is best.

Poster has been adjusted using already approved layout and design. We did change the orientation to be portrait and not landscape as we had complaints last year from those that hosted them.

Will provide an advertising plan for the next meeting, Candy and Pamphlets need to be replenished.

Pamphlets need to be corrected beforehand though. Chair will begin reaching out to volunteer organizations like Neighbour2Neighbour.

**5. Other Business:** There was no other business.

**6. Adjournment**



## **Transportation Working Group Meeting Notes Tuesday, May 27, 2025**

### **ATS Performance Report Q1 2025**

- Report was presented.
- Working group asked if it was possible to review call centre numbers from different times of day; staff will ask and note that peak travel times are likely the busiest times in the call centre. The importance of early cancellations was discussed, as the trips can be more easily reassigned.
- Some concern expressed by working group that passengers who have complaints are not calling in to complain about operational issues that aren't being resolved. Staff note that most complaints are related to service performance (e.g., time on board, on-time performance) and these can be tracked outside of the complaint process; the possibility of tracking/surveying factors that influence a person's decision to complaint is something to consider for future work.
- Staff were asked for an update re survey data analysis. Staff are working to confirm what data can be released to McMaster University and will be providing an update

### **HSR Annual Accessibility Information Event 2025**

- Staff advised the annual meeting will be held on October 2. **Please note: since the working group meeting, the date has been changed to October 9 so as not to coincide with Yom Kippur.**

- Format will be similar with live stream to City YouTube channel filmed by Cable 14; possible venues are Central Library and Bernie Morelli Recreation Centre; it was discussed that the event is busy with attendees wishing to connect with City staff and ask questions and so there is no value added to having an HSR bus or DARTS vehicle present. An opportunity for people to visit these vehicles will be part of the ACPD annual fall event in September.
- Possibility of two public meetings was discussed. Staff to review with the Transit Leadership Team regarding availability of resources.
- Staff would like to have a detailed outline from all speakers ahead of the event, to be able to provide upon request in order to support event accessibility.

### **Sunflower Hidden Disabilities program**

- HSR staff spoke about plans to implement on HSR.
- The options for use vary (pin, lanyard, etc.) and the importance of visibility was discussed; lanyards may be the best option.
- HSR Operators will be trained on the program.
- The program is not meant to reveal the nature of a person's disability but instead act as an opening for customers who wish to indicate that they may need assistance.
- Target for launch of the program is September 2025 as this is the time of year when new riders (e.g., students) begin using the program.



- Working group discussed engaging the post secondary sector; working group will provide existing contacts to staff.

### **Engagement with HSR staff about accessibility**

- Staff described internal engagement programs with Operators, including about new programs and how to support customers, including in-person engagement, internal memos and communication notices, sharing of the customer-facing Bus News publication (also available online).
- Items raised by the working group are brought forward by staff and shared via the most appropriate internal channel(s).

### **New card to indicate assistance for PRESTO or rear-door boarding**

- Prototypes are being reviewed to determine the best format for Operators to see. City design staff are making final adjustments and the card should be coming soon.

### **Annunciators**

- Staff provided an update about ongoing work to ensure annunciator compliance.
- Under the maintenance program, all identified repairs have been made to account for misalignment of sequences with HSR stops which involved a mass update of all data files to the entire fleet.
- Through Operator outreach and daily reporting, over 50 buses were found to have faulty hardware, which

is now fixed. However, most of these are at end of life.

- The coming update to the Automatic Vehicle Locator (AVL) system will include the upgrade to real time, text to speech annunciators (instead of individual .wav data files). This will mean a more robust system with fewer points of failure that is able to account for detours in real time.
- HSR will also be testing vehicles at every stop for properly functioning annunciators and we are targeting end of 2025 to complete this work.
- Working group will send more detail about issues with annunciators on B-Line and 51 routes, and staff would like to be informed if anyone knows of an annunciator issue at a particular stop. HSR has been following up to address and repair issues raised by community members.
- Staff and working group discussed the placement of speakers on Nova buses resulting in some acoustical issues and maintenance team is currently reviewing.
- Operators are reminded of the duty to call out stops when annunciator is not working. These reminders go out through multiple channel including to drivers on shift.
- Working group raised issue of detours and impact on stop accessibility and the issue of whether a customer-requested location can be accommodated. Question is how safety is determined. The new AVL system will make it easier to identify gaps including placement of stops along a detour.

- Working group requests an update on annunciators at a future meeting.



## **Transportation Working Group Meeting Notes Tuesday, June 24, 2025**

### **ATS Survey**

1. ATS reviewed reasons for re-release of survey related to wording in 2023 Notice of Collection of personal information

- Opportunity for work with McMaster can be pursued with the pivot to re-released survey with revised Notice of Collection
- McMaster researchers are engaged and interested in user experience of transit and specialized transit – one student has already published a literature review
- ATS hoping for further collaboration as there is not currently a lot of research on paratransit use similar to work already done on conventional transit
- ATS planning for regular periodic large surveys and hope for continuous improvement of questions, starting with feedback from this year's researchers on the survey used, to ensure we are measuring what we intend to measure and research/ information goals of ATS and ACPD are met
- Question was asked about any use of the 2023 data as a comparator; ATS staff will circle back with City colleagues on the matter
- Survey logic was repaired so that data on HSR and Taxi Scrip customer experience is duly captured
- Working Group Vice Chair raised question of possibility of a longitudinal study of specialized transit use – all agreed this would be a great future research

topic to put forward, to capture the impact of life experience on experience of specialized transit use. All understand this type of study would need to be housed with a research institution, rather than the City of Hamilton

- Proposed target of September 2025 TWG meeting to invite McMaster (Dr. Lea Ravensbergen) to attend; meanwhile, ATS to ask about sharing the student research paper about specialized transit with TWG.

## **2. Discussion about annunciators**

- suggestion to invite HSR to TWG later in 2025 as the Computer-Aided Dispatch / Automatic Vehicle Location update project is nearer completion
- suggestion to HSR regarding public engagement once annunciators have been accordingly updated

## **Discussion re: HSR Fare Assist Report**

Report was referred by Council to ACPD for comment

A number of issues related to the report were discussed.

James will collate the comments into a response on behalf of TWG and ACPD

Comments can be sent to James prior to the July ACPD meeting.

The draft letter can be reviewed in July with any final comments in preparation for the August ACPD meeting and ratification.

James to have ACPD in July approve an interim message to Council advising that ACPD has not forgotten this matter and will be better positioned to have a full response ready for approval at the August ACPD meeting.





**9.1**

**CITY OF HAMILTON**

**M O T I O N**

**Accessibility Committee for Persons with Disabilities:  
July 8, 2025**

**MOVED BY J. KEMP.....**

**SECONDED BY.....**

**Attendance by the Accessibility Committee for  
Persons with Disabilities to the L'Arche Walk and Roll**

WHEREAS, the Accessibility Committee for Persons with Disabilities' Outreach Working Group is tasked with collaborating and networking with other community agencies and organizations; and

WHEREAS, the L'Arche Walk and Roll is occurring on September 9, 2025, on the Forecourt of City Hall at the cost of \$25 to register a table.

**THEREFORE, BE IT RESOLVED:**

- (a) That the Accessibility Committee for Persons with Disabilities register to attend the L'Arche Walk and Roll on September 9, 2025, on the Forecourt of City Hall; and
- (b) That \$25 from Account #300303 be paid to cover

## **9.1**

the registration fee.

**9.2**

**CITY OF HAMILTON**

**M O T I O N**

**Accessibility Committee for Persons with Disabilities:  
July 8, 2025**

**MOVED BY J. KEMP.....**

**SECONDED BY.....**

**Registration Fees for the “Ability First” Accessibility  
Fair, September 4, 2025**

WHEREAS, the Accessibility Committee for Persons with Disabilities hosts an annual “Ability First” Accessibility Fair on the Forecourt of City Hall to raise awareness and educate people on the need to accommodate people of all abilities;

WHEREAS, it is industry practice to charge a nominal registration fee to help pay for renting equipment and providing food to the exhibitors, but also as a means to ensure attendance, give value to the event and provide an additional incentive for exhibitors to contribute something more to the event by offering to waive the fee; and

WHEREAS, the Accessibility Committee for Persons with Disabilities requires the ability to bring money back into the City’s financial system and direct it for future uses like

**9.2**

improving the Fair by augmenting the Fair budget or enhanced advertising.

THEREFORE, BE IT RESOLVED:

That the Accessibility Committee for Persons with Disabilities respectfully requests permission to accept registration fees for the “Ability First” Accessibility Fair on September 4, 2025, through General Fees Account #45519 and deposit it in ACPD Reserve Account #112212 for future use by the Committee.