



City of Hamilton
ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES AGENDA

Meeting #: 25-008
Date: August 12, 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

	Pages
1. CALL TO ORDER	
2. CEREMONIAL ACTIVITIES	
3. APPROVAL OF AGENDA	
(Added Items, if applicable, will be noted with *)	
4. DECLARATIONS OF INTEREST	
5. APPROVAL OF MINUTES OF PREVIOUS MEETING	
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6. DELEGATIONS	
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<i>This Item includes a Presentation.</i>	

7.2 Parking Exemption on City Property (no copy)

7.3 Built Environment Working Group Update (no copy)

7.4 Housing Working Group Update (no copy)

7.5 Outreach Working Group Update (no copy)

7.6 Strategic Planning Working Group Update (no copy)

7.7 Transportation Working Group Update (no copy)

7.8 Open Spaces and Parklands Working Group Update
(no copy)

7.9 Resignation from the Accessibility Committee for
Persons with Disabilities - Hope Bonenfant 15

8. ITEMS FOR CONSIDERATION

9. MOTIONS

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10. NOTICE OF MOTIONS

11. GENERAL INFORMATION / OTHER BUSINESS

12. ADJOURNMENT



ACCESSIBILITY COMMITTEE FOR PERSONS WITH DISABILITIES

MINUTES ACPD 25-007

4:00 p.m.

June 10, 2025

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

Present: Councillor M. Tadeson (virtually), J. Kemp (Chair), P. Kilburn (Vice Chair) (virtually), C. Hernould (virtually), H. Kaur (virtually), L. Janosi (virtually), L. Johanson (virtually), J. Maurice (virtually), R. Westbrook (virtually)

Absent with

Regrets: K. Nolan and T. Nolan

1. CALL TO ORDER

Chair J. Kemp called the meeting to order at 4:12 p.m.

2. CEREMONIAL ACTIVITIES

The Committee observed a moment of silence for member Lance Dingman, who passed away on July 7th.

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

The Legislative Coordinator read the Land Acknowledgement.

3. APPROVAL OF AGENDA

(Kilburn/Hernould)

That the agenda for the July 8, 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 June 10, 2025

(Janosi/Kilburn)

That the minutes of the June 10, 2025, Accessibility Committee for Persons with Disabilities, be adopted, as presented.

CARRIED

6. DELEGATIONS

6.1 Chris Heidebrecht respecting Community Co-Design of a Heat Risk Resource to Promote

Refer to the July 30, 2025 General Issues Committee Minutes for the disposition of these matters.

Awareness and Action to Address Heat Injustice (Virtual)

Chris Heidebrecht addressed Committee respecting Community Co-Design of a Heat Risk Resource to Promote Awareness and Action to Address Heat Injustice, with the aid of a PowerPoint presentation.

(Kilburn/Westbrook)

That the Delegation from Chris Heidebrecht respecting Community Co-Design of a Heat Risk Resource to Promote Awareness and Action to Address Heat Injustice, be received.

CARRIED

7. ITEMS FOR INFORMATION

J. Kemp relinquished the Chair to P. Kilburn in order to provide the Built Environment Working Group Update (Item 7.2), and the Outreach Working Group Update (Item 7.4).

7.1 Customer Relationship Management

Sheila DuVerney, Manager, Business and Support Services, addressed Committee respecting Customer Relationship Management, with the aid of a PowerPoint presentation.

Refer to the July 30, 2025 General Issues Committee Minutes for the disposition of these matters.

7.2 Built Environment Working Group Update (no copy)

J. Kemp provided a verbal update.

7.4 Outreach Working Group Update

J. Kemp provided a verbal update.

J. Kemp assumed the Chair.

7.8 PW25049

Accessible Transportation Services Late Cancellation and No Show Policy (City Wide)

Michelle Martin, Manager of Accessible Transportation Services, addressed Committee respecting Accessible Transportation Services Late Cancellation and No Show Policy (City Wide), with the aid of a PowerPoint presentation.

(Kilburn/Maurice)

That the following Items for Information, be received:

7.1 Customer Relationship Management (Staff presentation)

7.2 Built Environment Working Group Update

(a) Built Environment Working Group Meeting
Notes – June 3, 2025

Refer to the July 30, 2025 General Issues Committee Minutes for the disposition of these matters.

- (b) Built Environment Working Group Meeting
Notes – July 2, 2025

7.4 Outreach Working Group Update

- (a) Outreach Working Group Meeting Notes –
June 17, 2025

7.5 Transportation Working Group Update

- (a) Transportation Working Group Meeting Notes
– May 27, 2025
- (b) Transportation Working Group Meeting Notes
– June 24, 2025

7.8 PW25049

Accessible Transportation Services Late
Cancellation and No Show Policy (City Wide) and
the staff presentation.

7.9 Response from the Accessibility Committee for Persons with Disabilities respecting the Fare Assist Pilot Project Interim Report PW23024(c).

CARRIED

8. ITEMS FOR CONSIDERATION

There were no Items for Consideration.

Refer to the July 30, 2025 General Issues Committee Minutes for the disposition of
these matters.

9. MOTIONS

J. Kemp relinquished the Chair to P. Kilburn in order to introduce the following motions:

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

(Kemp/Janosi)

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 the registration fee.

CARRIED

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

(Kemp/Kilburn)

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 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

Refer to the July 30, 2025 General Issues Committee Minutes for the disposition of these matters.

General Fees Account #45519 and deposit it in ACPD Reserve Account #112212 for future use by the Committee.

CARRIED

J. Kemp assumed the Chair.

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 5:21 p.m.

Respectfully submitted,

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

James Kemp
Chair, Accessibility
Committee for Persons with
Disabilities



CUSTOMER RELATIONSHIP MANAGEMENT

August 12, 2025

Portal Enhancements

- Developing comprehensive documentation and support materials to assist users with troubleshooting.
- Enhancing the user login experience
- Updating the Privacy Statement and Acceptable Use Policy to align with enhanced service offerings

Key Artifacts

- Pre-Authorized Debit (PAD) form.

Testing Feedback

Areas for improvement identified via ongoing testing

- Portal account creation for keyboard only users
- Portal log in after account creation

Kudos (Using a MAC with voice over)

- Form is fully accessible
- Able to navigate the form with ease, and interact with all the various form controls



Hamilton

THANK YOU



Hamilton

LOCAL BOARD MEMBER RESIGNATION FORM

I, Hope Bonenfant, would like to submit my resignation, effective Tuesday July 8th,
2025, from the Accessibility Committee for Person's with Disabilities, for the following reason(s):

- ☒ My circumstances have changed, and I no longer have the time to effectively participate on the local board.
- ☐ Personal reasons.
- ☐ Other (please explain briefly):

Additional Comments (optional)

Signature

Tuesday July 8th, 2025
Date

Please scan and email this page to your Staff Liaison. Thank you!

9.1

CITY OF HAMILTON

M O T I O N

**Accessibility Committee for Persons with Disabilities:
August 12, 2025**

MOVED BY J. KEMP.....

SECONDED BY.....

**Request for the Selection Committee to Recruit for the
Accessibility Committee for Persons with Disabilities**

WHEREAS, a member of the Accessibility Committee for Persons with Disabilities (ACPD), Lance Dingman, passed away on July 7, 2025;

WHEREAS, a member of the ACPD, Hope Bonenfant, resigned from the Committee;

WHEREAS, the Terms of Reference for ACPD establishes membership for the Committee as up to 18 members and membership on ACPD is currently at 13; and

WHEREAS, recruitment of more members to ACPD would better enable the Committee to fulfil their mandate.

9.1

THEREFORE, BE IT RESOLVED:

That the Selection Committee be requested to recruit up to five (5) additional members to the Accessibility Committee for Persons with Disabilities.