



City of Hamilton
ACCESSIBILITY COMMITTEE FOR PERSONS WITH
DISABILITIES REVISED

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

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1. CALL TO ORDER	
2. CEREMONIAL ACTIVITIES	
3. APPROVAL OF AGENDA	
(Added Items, if applicable, will be noted with *)	
4. DECLARATIONS OF INTEREST	
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7.2 Parking Exemption on City Property (no copy)

7.3 Built Environment Working Group Update

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7.4 Housing Working Group Update

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7.5 Outreach Working Group Update

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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 27

8. ITEMS FOR CONSIDERATION

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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

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

August 5th, 2025

Virtual Teams Meeting

4:00PM – 6:00PM

Members in Attendance: James Kemp, Cara Hernould,
Paula Kilburn

Also in Attendance: Julianna Petrovich

Members Absent: Levi Janosi, Hargun Kaur

1. Welcome and Introductions

2. Approval of August 5th Agenda: Agenda was
approved

3. Approval of July 3rd Meeting Notes: Meeting notes
were approved.

**4. Accessible On-Street Parking Discussion w/
Julianna Petrovich:** Julianna began with a brief
introduction as a Senior Project Manager in Parking
Planning. Julianna came to speak to us on a couple

issues with on street accessible parking that are creating problems.

Firstly, we began with On-Street Permit Parking, where a home owner could apply to the city for a permitted parking space on regularly unpermitted streets. However, they are not accessible spaces, but considered priority parking. Requirement to have a priority parking space installed is an MTO Accessible Parking Permit and it costs roughly \$1000 for each installation of two signs flanking the space. Julianna listed a number of issues with the current program created back in the 80's. Not actually accessible. If someone else has a permit for the street, they can park there too. There is no ability to assign an on-street parking space to an individual. If a space encroaches on a neighbor, you have to approach them for a letter of understanding that they allow you to encroach on their space. There are issues with snow removal pathways. There is consistency issues with people moving away and the parking spaces remain.

Cara explained how she has a permitted space around the corner from her house as there is no parking on her street whatsoever. She knows of four individuals in that area with permitted parking and it is a source of friction with the neighbours.

Cara asked why the spaces couldn't be accessible spaces with proper road markings. Julianna explained that they cannot use parking lot style accessible spaces, but something in between permit and accessible parking. However, if they were to do that, then anyone with an MTO Permanent Accessible Parking Pass would be able to park there, regardless of permitting. There is no way to delineate as an accessible space and provide permit parking.

Julianna brought up the issue of cost to the applicant. It is currently paid for by the taxpayers. There was a brief discussion on the difference between equal and equitable with regards to society supporting those less fortunate. Cara suggested that the cost would be more manageable in installments on an annual basis and in the interests of fairness, should be closer in cost to standard permit parking costs of approx. \$150-\$250 annually.

This program is unique to Hamilton and Parking Planning is in the early stages of revamping it for a more modern city. Their primary recommendation is to remove the program entirely (by slowly phasing them out with no new applications), but we are pitching it to be modified instead. Staff wishes to remove the requirement to get neighbour's permission and want authorization to decide sign placement on a case by case basis. Parking Planning would also like

to consult with the public through Engage Hamilton and asked us our thoughts on that. We replied that Engage Hamilton may work for some people, it does not work for all and other means of information gathering may be required.

We will have them attend another round of WG meetings before it is brought to APCD for final approval. We will also discuss at TWG in September despite it being an infrastructure issue at the request of the TWG Chair.

The other on-street parking issues have to do with metered parking and time limited parking areas. With a valid MTO Accessible Parking Pass (both temporary and permanent) a person with a disability is exempt from paying for metered parking. The standard time limit for metered parking is two hours, but we are exempted up to three hours. So if an officer was checking meters, they would see the parking pass and not penalize the person for parking without paying. With automated systems, both payment and enforcement, this is a problem that requires a solution. Julianna pitched us a requirement to register annually for free and use a Hamilton Parking App to access free parking. They would still continue the extended time limit as well, but it needs to be reworded to say something like 2 hours plus fifty

percent. This way it aligns with standard parking policy and makes accommodation. This is all for on street parking and not in a parking lot which has different rules.

The other matter needing review was the time limited parking. This allows a person with a valid MTO Accessible Parking Permit to park up to twelve hours on a street with a posted thirty minute limit. Julianna could not give us the history on why this number is so high, but the Chair posited an example where a person parks near a hospital to visit an emergency room and is there many hours past the time limit.

Julianna accepted this may be happening, but in their experience, the area around hospitals is being frequented by the same cars, day in and day out, suggesting it is, in fact, staff members using the parking exemption on a daily basis.

Julianna explained that the City will be using more automated systems to read license plates that are unable to check the dash for an MTO Sticker.

Julianna again suggested that the program could continue in much the same form, but would also require a parking app to log the use so it is in the system. Julianna assured us that it is still required to be cited by an officer for a fine, it doesn't automatically issue tickets.

Julianna will put together a package of parking regulations for us to study in detail for future consultations as it is a far more complex topic than we were aware of. We will revisit this next month.

5. LRT Disability Justice Audit Discussion: We decided that the parking discussion was so dense and taxing, that we would postpone the discussion and set up a special meeting in the next week as it is time sensitive.

6. Review of Issues with Construction and a Safe Thoroughway: No staff attended to discuss this with so will be postponed to next month.

7. Other Business: There was no other business.

8. Adjournment

ACPD's Housing Working Group Meeting Notes

July 15th, 2025

Virtual Teams Meeting

10:00AM – 12:00PM

Members in Attendance: James Kemp, Robert Westbrook

Members Absent: Paula Kilburn, Benjamin Cullimore, Hargun Kaur

1. Welcome and Introductions

2. Approval of July 15th Agenda: As we only had a brief window, we reduced the agenda to only discussing the CDB/DTC collaboration for public education as well as the upcoming opening of the new CityHousing buildings at the Traffic Circle.

3. Review of CDB Rollout Collaboration: Chair began with an update of the past couple months work of the project involving the ACPD, RFPR, HCBN, SPRC, HCLC, St. Joseph's and McMaster Health Teams and the DJNO. Media for educational distribution is being

finalized and all logos affixed. Three separate posters are being created covering different aspects: CDB, DTC and Medical Professional Information. Editorial is being finalized written by the Chair and Laura Cattari for the Spectator. First payment for those able to apply early goes out on July 17th.

4. Other Business: We briefly discussed the upcoming opening of the CityHousing buildings constructed at the traffic circle. Supposed to be 20% accessible units, but we will confirm when we next meet with CityHousing. Front facing building will contain a daycare and some commercial properties as well as a small playground. We will learn if a tour is possible to see a new building built from scratch. The last building assessed was a renovated building which compromised some of the accessibility features.

5. Adjournment

ACPD Outreach Working Group July/August Update

As the Accessibility Fair is rapidly approaching, we will move to an update format.

July 15th Members in Attendance: James Kemp, Robert Westbrook

Also in Attendance: Sunil Angrish, Lauren Vraets, Camila Grullon

August 5th Members in Attendance: Paula Kilburn, Mark McNeil, Jake Maurice, James Kemp

Volunteers Make Waves Campaign: Sunil and Lauren went through the survey with us, asking in depth questions on what would make volunteering a better, more efficient, more equitable and satisfying experience.

Accessibility Awards: Nominations closed on July 25th. We had close to thirty nominations but after they were reviewed, duplicates combined and incomplete

nominations filtered out, we had 14 nominations.
Adjudication will take place during early to mid-August.

Accessibility Fair: We are one month out from the event.
Still lots to do, but we are on track for our biggest and best event yet.

Advertising: Posters have been printed and distributed to the HPL branches, Rec centres, City Hall and Service Centres, CityHousing Buildings, HSR Terminals and local BIAs. Still need to distribute on campus at Mac and Mohawk.

Fair Pamphlets have been printed for DARTS vehicles and for HSR events.

Banner has been updated and will hang on the week of the event.

Purchasing the event page advertising this week and are exploring Meta as a further advertising source.

Event Page with links is now live on the hamilton.ca site.

Signs still need to be printed for the event itself as well as media collection notices.

Social Media posting is ongoing

Activities: Stations this year include the Chair Wash, Safe Space Tent, Haptic/Tactile Station, Dexterity Loss Simulator, Vision Loss Simulator, HSR/DARTS/Motion

Mobility Device Station, Motion “Garage” Repair and Maintenance Station, LUCI Sensor System Demonstrator and potentially more.

Eway and Sacor purchases have been made for the stations. Still need to put in a Vistaprint order to complete some of the stations. We have storage containers to put each station in so they can be easily pulled from our inventory for members to take to other events. Some stations still need work before complete.

Website: Website has been updated and reviewed with Outreach. Exhibitor and Schedule pages are updated as we get new information. Contact page was updated with an FAQ and an accessibility statement.

Budget: Our equipment rental costs will be higher than initial estimates due to the extra cost of Setup and Teardown. As this will ensure no one is hurting themselves in order to make the event a success, this is acceptable. We still have unspent contingency funding and do not have to worry about tapping our reserve yet, but the possibility is there. Further unbudgeted cost is Gameday Insurance at \$250.

Media: We still need to approach radio and television stations regarding event promotion.

Volunteers: We still need volunteers. Local groups will be approached this month and postings made. We ask

everyone to put out the word that we need people to staff
the stations



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.