

Windsor Accessibility Advisory Committee

Meeting held May 10, 2022

A meeting of the Windsor Accessibility Advisory Committee is held this day commencing at 10:00 o'clock a.m. via Zoom video conference, there being present the following members:

Sally Bennett Olczak, Co-Chair
Peter Best, Co-Chair
Councillor Ed Sleiman
Surendra Bagga (arrives at 10:02 a.m.)
Sheila McCabe
Riccardo Pappini
Nicholas Petro
Caleb Ray

Regrets received from:

Kristy Franklin

Also present are the following resource personnel:

Gayle Jones, Accessibility/Diversity Officer
Tyson Cragg, Executive Director Transit Windsor
Mark Keeler, Human Resources Assistant
Karen Kadour, Committee Coordinator

1. Call to Order

S. Bennett Olczak, Co-Chair calls the meeting to order at 10:01 o'clock a.m. and the Committee considers the Agenda being Schedule A attached hereto, matters which are dealt with as follows:

2. Declaration of Conflict

None disclosed.

3. Adoption of the Minutes

Moved by P. Best, seconded by Councillor Sleiman,
That the minutes of the Windsor Accessibility Advisory Committee of its meeting held February 22, 2022 **BE ADOPTED** as presented.
Carried.

4. Presentation – Funding Application from the Capital Fund

G. Jones provides an overview of the request for funding from the Human Resources Department to address document accessibility remediation for the City of Windsor's website as follows:

- Requesting \$50,000 from the non-built Capital Fund for the purpose of enhancing information and communication accessibility.
- Part of accessibility is ensuring that the documents on the city's website are accessible, however, some documents are exceedingly long, complex, time consuming and/or difficult to make accessible.
- If an outside company is contracted to assist with making simple documents accessible, the cost is approximately \$4.00 to \$7.00 per page. For pages that are complex, the cost is generally \$25.00 to \$30.00 per page.
- A consultant has developed a tool for remediation and has made an offer to remediate 18,000 pages (including complex pages) for \$50,000 (or \$2.77 per page). This is an extraordinary value as the majority of the pages that we would use this for would fall in the complex category.

Moved by P. Best, seconded by S. Bagga,
That **APPROVAL BE GIVEN** to an expenditure in the upset amount of \$50,000 from the Non-Built Capital Fund 7086008 (Accessibility) for accessibility remediation of eighteen thousand (18,000) pages of complex/difficult to remediate documents for the City of Windsor website.
Carried.

In response to a question asked by R. Pappini regarding if the remediation of 18,000 pages will cover the current batch of documents to be remediated, G. Jones responds that the City has already remediated thousands upon thousands of documents and it has been able to address all the documents so far in house creating great cost savings for the Corporation.. This requested funding is sufficient to deal with exceedingly difficult/time consuming documents to be remediated and that a solution will be developed moving forward.

5. Business Items

5.1 Facility Accessibility Design Standards (FADS) and Subcommittee Update

G. Jones advises that the FADS subcommittee met on May 9, 2022 consisting of subcommittee members - P. Best, S. McCabe, R. Pappini, S. Bagga and M. Keeler.

S. Bagga succinctly provides an overview of the FADS discussion as follows:

- Reviewed the City of London and Oakville FADS documents.
- After analysis, the City of London has provided the most comprehensive document which clarifies and responds to all possible questions.
- He refers to the City of London FADS Table of Contents and adds that additional accessibility requirements are provided for twenty-six facilities and spaces.
- He states that the City of London FADS is an amazing document and recommends that the City of Windsor adopt this document with minor modifications.

R. Pappini indicates that many municipalities are adopting the City of London's FADS and adds that he is in support of the London FADS. He refers to the benefits of the "Best Practice" notations throughout the document.

G. Jones refers to the City of London FADS Section 1.1.1 Obtaining permission to reproduce, adopt or adapt City of London standards which states "we are happy to provide permission to utilize and/or reproduce our standards upon submission of a completed FADS Authorization Request form". Following the approval to use the London document as the basis of our document an internal committee from relevant departments and WAAC will provide input to create the final FADS document for the City of Windsor and that will be provided to City Council for approval.

Moved by S. Bagga, seconded by R. Pappini,

That **APPROVAL BE GIVEN** for Administration to submit a Facility Accessibility Design Standards (FADS) Authorization Request form to the City of London for approval to reproduce, adopt or adapt the City of London's Facility Accessibility Design Standards with gratitude as the model FADS document for the City of Windsor

Carried.

5.5 Transit Windsor Update

Tyson Cragg, Executive Director, Transit Windsor provides the following remarks regarding the "Transit Windsor 2021 Service Performance Update – City Wide" report which was approved by the Environment, Transportation and Public Safety Standing Committee and City Council:

- He notes that the scope on the report will expand over the years to include customer perception, and customer surveys on how we are doing as a service delivery agency.
- This report looks at ridership which has not been strong due to COVID, stay-at-homes orders, virtual schooling, people working from home, and capacity restrictions on the buses.
- Service enhancement in 2021 included the introduction of the 518X express route from St. Clair College to Tecumseh Mall. The report also includes 311 complaint feedback systems and the nature of those.

In response to a question asked by Councillor Sleiman asks if Handi Transit is included in the ridership statistics, T. Cragg responds that Handi Transit is not included.

P. Best notes in reading the report, that there is no section relating directly to concerns from persons with disabilities. He adds that he is blind, rides transit and states that the audio callout is very important to him. He refers to a number of occasions when he reported to the driver that the audio callout was not working to which the driver responded that they were unaware of this and it will be reported. His understanding is that the bus is taken out of service if the audio callout is malfunctioning. He asks that concerns provided by persons with disabilities be provided to WAAC so that the Committee can work with Transit Windsor to correct them. He suggests that a subcommittee of WAAC meet once or twice a year with Transit Windsor to discuss the various accessibility issues and concerns, i.e. bus stop signage which will be reported back to WAAC.

T. Cragg responds that he along with his staff would be happy to meet with the WAAC subcommittee once or twice a year to review issues and concerns.

T. Cragg responds that the accessibility concerns in the report would fall under the general complaint section, however going forward will separate the accessibility complaints. He adds that complaints/concerns can be directed to Tw@citywindsor.ca. He adds that their general line is staffed twelve hours a day, seven days a week, so if a situation arises that requires immediate attention, it can be addressed. There will also be a social media launch for Transit Windsor in the near future that will give people a conduit to Facebook or Twitter to provide feedback to Transit Windsor.

In response to a question asked by N. Petro regarding if the data received reveals if a person is elderly or with a disability, T. Cragg advises that he is uncertain if the 311 Call Centre collects demographic information.

P. Best asks if there are plans for accessibility upgrades.

T. Cragg responds that Transit Windsor is looking at different options for signage – looking at a different sign design with better contrast and reflectivity. When the current signs were installed, they were blue and white with blue indicators and were done prior

to the Transit Windsor Master Plan. They want to improve the wayfinding and to install concrete pads for accessibility.

P. Best asks if bus tracking will be available that will provide information regarding the arrival of the next bus.

T. Cragg responds that there are a couple of apps that are available – one is called the Transit app which can be downloaded on Google Play and Apple which will identify the arrival time.

Moved by P. Best, seconded by N. Petro,
That the report of the Executive Director of Transit Windsor dated February 23, 2022 entitled “Transit Windsor 2021 Service Performance Update – City Wide” **BE RECEIVED.**
Carried.

5.2 Anti-Racism/Anti-Discrimination Request for Proposal (RFP)

G. Jones provides the following as it relates to the Anti-Racism/Anti-Discrimination Request for Proposal:

- This initiative came through the Diversity Advisory Committee of Council to do a public consultation.
- There has been discussion in the past to ensure that we cover topics tied to anti-discrimination.
- We are moving forward with an RFP to retain a consultant to do a thorough community consultation.
- The Anti-Racism, Anti-Discrimination consultation will include Indigenous Peoples, Black People, folks with disabilities, racialized people and other equity deserving community including culturally diverse communities, women, and the 2SLLGBTQAIA+ community.
- We will be looking at things at an intersectional approach as people do not just fit into one category.
- The goal is to have a plan that identifies and addresses systemic barriers and certain consistent gaps that people face.

In response to a question asked by S. Bagga regarding how this initiative relates to those with disabilities, G. Jones responds that the RFP will address racism, various types of discrimination and systemic barriers; including those faced by persons with disabilities.

5.3 Memorial Tree – Wayne Meneguzzi (former member of WAAC)

G. Jones advises that a memorial tree for Wayne Meneguzzi was planted in Jackson Park some time ago. In response to a question asked by P. Best regarding an invitation to Mr. Meneguzzi’s family to attend a ceremony, G. Jones states this can be arranged for later this year.

5.4 Audio Pedestrian Signal Update

The Chair suggests that this matter be deferred to the next meeting.

P. Best requests that S.Boakes, Executive Director of Operations be requested to attend.

5.6 WAAC 2022 Operating Budget

The Chair advises that the Operating budget for WAAC for 2022 is \$6,250.

6. Date of Next Meeting

The next meeting will be at the call of the Chair.

7. Adjournment

There being no further business, the meeting is adjourned at 11:51 o’clock a.m.

CHAIR

COMMITTEE COORDINATOR