



WINDSOR ACCESSIBILITY ADVISORY COMMITTEE

Because access equals opportunity

WINDSOR ACCESSIBILITY ADVISORY COMMITTEE AGENDA

Meeting to be held Thursday, March 19, 2026, at 10:00 a.m. via Zoom video conference

1. Call to Order

READING OF LAND ACKNOWLEDGEMENT

I would like to begin by acknowledging that the land on which we gather is the traditional territory of the Three Fires Confederacy of First Nations, which includes the Ojibwa, the Odawa, and the Potawatomi. The City of Windsor honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land

2. Declaration of Conflict

3. Adoption of the Minutes

Adoption of the minutes of the meeting held November 13, 2026 - ***attached***

4. Operating and Capital Budgets

5. Business Items

5.1 Capital Projects Update – *Mark Keeler and Peter Best*

- Alexander Park Construction
- Huron Lodge Acoustics - ***attached***
- WPL Riverside Washrooms Project

5.2 Event Planning for Alexander Park – *Danica McPhee*

5.3 AODA Consultation Protocol – ***attached*** - *Mark Keeler*

5.4 FADS Update – *Mark Keeler*

5.5 Transit Windsor AODA Compliance Transition

5.6 Audible Transit Maps – ***attached*** – *Mark Keeler*

6. Date of Next Meeting

The next meeting will be held on Thursday, May 21, 2026, at 10:00 a.m. via Zoom video conference.

7. Adjournment



Windsor Accessibility Advisory Committee (WAAC)

Meeting held November 13, 2025

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 Fred Francis
Riccardo Pappini
Nicholas Petro

Absent:

Surendra Bagga
Danica McPhee
Caleb Ray

Guest in attendance:

Joy Mayerhofer

Also present are the following resource personnel:

Mark Keeler, Accessibility/Diversity Officer
Wadah Al-Yassiri, Manager, Parks Development
Laura Ash, Project Lead, Parks Development
Ian Day, Senior Manager, Transportation
Karen Kadour, Committee Coordinator

1. Call to Order

Sally Bennett Olczak, Co-Chair calls the meeting to order at 10:12 o'clock a.m. and the Committee considers the Agenda being Schedule A, attached hereto, matters which are dealt with as follows:

2. Conflict of Interest

None disclosed.

3. Minutes

Moved by Nicholas Petro, seconded by Riccardo Pappini,
That the minutes of the Windsor Accessibility Advisory Committee of its meeting held September 16, 2025, **BE ADOPTED** as presented.
Carried.

4. Operating and Capital Budgets

Mark Keeler, Accessibility/Diversity Officer reports that the 2025 Operating Budget consists of \$9,455.74 of which \$6,814 is allocated to Recreation. He notes there is an additional \$2,641.21. Peter Best, Co-Chair is requesting that this amount be provided to the Accessibility Resource Sharing Group at Riverside Library.

In terms of the 2025 Capital Budget, Mark Keeler reports there is currently \$394,000.

Moved by Councillor Fred Francis, seconded by Nicholas Petro,
That **APPROVAL BE GIVEN** to an upset limit of \$2,641,21 to provide funding to the Riverside Library to host quarterly meetings of the Accessibility Resource Sharing Group and to host a one-time Accessibility Open House for the community; (subject to approval by the library).
Carried.

5. Business items

5.1 Alexander Park Accessible Path

Wadah Al-Yassiri, Manager, Parks Development provides the following comments as it relates to the Alexander Park Accessibility Path:

- This is a well recommended small project.
- Recently opened some community seating areas.
- The accessible path is slightly over 30 metres with 1.5 metres concrete.
- Intent is to keep the cost down without requiring the need for any railings, as well as to achieve what is required in the City of Windsor's Facility Accessibility Design Standards (FADS) and the AODA maximum 5% slope.

Sally Bennett Olczak asks Wadah Al-Yassiri to explain the 5% slope and the weaving piece requiring no railings. Wadah Al-Yassiri responds if they were to cut across directly between where the concrete pad and the Riverfront Multi-Use Trail, the slope will be steeper than the 5% slope. If they do not do the meandering and they cut across, the slope will be much steeper (not meeting the AODA) and there will be a drop. If that drop exceeds between the path and the side by two feet, by code are required to put railings on both sides of the path to order to avoid anyone from rolling to the side. To cut the cost significantly, they created that switchback or meander in the pathway in order to achieve that 5% slope which is accessible with no requirements for a railing.

Nicholas Petro refers to the meandering path and expresses concern that the edge that is facing the river side or, if there is a slope on the other side. Wadah Al-Yassiri provides assurance there is no need to be concerned about rolling to the side as there will be a gradual restoration on the side. Nicholas Petro remarks his issue relates to the edge leading toward the path because it meanders. In response to a question asked by Wadah Al-Yassiri regarding a solution to this issue, Nicholas Petro proposes adding a textured edge to one of the sides or, to add one railing toward the river side only.

Peter Best responds in terms of navigation, he suggests the use of landmarks when using a white cane or a guide dog i.e. a curb and/or installing perhaps brick along the pathway which is a change on the edging that is different than the walking surface. He adds this tactile surface will indicate something has changed. He states that if this pathway is consistent with the centre walk, it would be fine.

Moved by Peter Best, seconded by Councillor Fred Francis,
That **APPROVAL BE GIVEN** to an expenditure in the upset amount of \$29,556.33 from the Capital Fund for the construction of the Alexander Park Accessible Path.
Carried.

Riccardo Pappini refers to previous remarks made regarding tripping on the side, and he suggests that when they regrade, instead of having a slope just drop right away from the north side of that walk, that they extend the landscaping out 3 to 4 feet and then have a gradual drop off. Wadah Al-Yassiri comments that this can be done on both sides.

5.2 Sandy's Point

Peter Best advises that Sandy's Point currently has a cement slab, an accessible picnic table with an umbrella along with a bench. He requests that an environmental cover be purchased to protect visitors from the rain and sun.

Laura Ash responds that a preliminary review of this point was undertaken and notes there are a few concerns regarding the installation of a shade structure at this location. She remarks that the concerns relating to the installation of a shade structure at this location are as follows:

- Very close to the steel break wall (built in the late 70's early 80's)
- The shoreline previously was much further back towards Riverside Drive so the steel sheet pile breakwall at this corner was built out beyond the shoreline and some kind of fill was added for the construction of this steel wall. The construction of the shade wall would require 9-foot-deep footings in a location with unidentified fill.
- Geotechnical and structural engineers would be involved. The cost is not known.

Sally Bennett Olczak, Co-Chair recommends that this matter be discussed by the Infrastructure Subcommittee and to look at the potential utility or not of this further.

5.6 Windsor Public Library Capital Projects – Riverside Washrooms and Pedestrian Crossings

Peter Best requests that a pedestrian crossover near the Riverside Library at Victor Drive be considered. He indicates that the benefit of this crosswalk is to allow people to access transit as they are unable to cross Wyandotte Street to get to the westbound bus stop.

Ian Day, Senior Manager, Transportation advises there are 5 lanes of width at Wyandotte Street and Victor Drive which doubles the cost of the two pedestrian crossings to approximately \$200,000 or higher. He remarks that this is not a prime location for a crossing as it would require a realignment of Victor Drive. He indicates that due to the nuances, this project will be almost impossible to justify a Pedestrian Crossover (PXO) Warrant. He adds this is not a prime location for a crossing.

Sally Bennett Olczak, Co-Chair suggests that the discussion regarding a pedestrian crossover at Victor Drive and Wyandotte Street be continued at the next meeting of the Infrastructure Subcommittee.

Mark Keeler advises that there are several Capital Projects that have been examined such as the upstairs and downstairs washrooms at the Riverside Library Branch. One of the washrooms requires a larger renovation estimated at \$50,000; the other is a door actuator in the amount of \$10,000. An estimate will be provided at the next meeting of WAAC.

5.5 Huron Lodge Capital Projects Update

Mark Keeler states he recently toured Huron Lodge and refers to the very poor acoustics in their auditorium.

Huron Lodge is requesting a hearing loop system and for an examination of its acoustics and acoustics panelling.

Mark Keeler advises that an estimate of the expenditures will be provided at the next meeting.

5.3 AODA Compliance Update

Mark Keeler explains that the city undertakes an Accessibility Compliance Audit every two years. Currently, the Audit for Police Services and their entire website was completed.

Mark Keeler adds that the City of Windsor's website content has been reviewed by their developers, and he will be meeting with Windsor Fire & Rescue Services. He indicates they expect to be compliant by December 15, 2025.

5.4 Facility Accessibility Design Standards (FADS)

Mark Keeler reports that the review by the city architects and engineers across multiple departments is proceeding well. He expects that chapters 1 and 2 of FADS will be completed this year.

5.7 Transportation Schedules – Audible Schedules

Mark Keeler remarks that transit schedules have presented a challenge for many years as they change frequently. He states that the Adobe Suite that Transit Windsor currently uses for rendering schedules does not create compliant documents. He in conversation with Peter Best suggests generating a talking map that would allow someone who is visually impaired to hear the route that a bus is going to take. He adds that a sample of the talking map will be provided at the next meeting.

Peter Best expresses concern that bus stops are constantly being moved to another location. He notes if there was an audible map it would provide information that would assist the rider in getting to their destination and to also 'learn the city'.

Mark Keeler indicates that the talking map will be discussed by the Infrastructure Subcommittee.

6. Date of Next Meeting

The next meeting will be held in January or February 2026.

There being no further business, the meeting is adjourned at 11:20 o'clock p.m.



THE CORPORATION OF THE CITY OF WINDSOR
Corporate Services – Human Resources
Diversity and Accessibility

Report Date February 25th, 2026
Report Author Mark Keeler, Accessibility & Diversity Officer
Subject Proposed Phase 1 Acoustic Enhancements for Huron Lodge

RECOMMENDATION:

THAT **\$40,000** be **APPROVED** as a pre-commitment of funds for the deployment of acoustic panel enhancements in the auditorium at Huron Lodge from project 7086008 Accessibility-ODA Requirements.

BACKGROUND:

The auditorium located at Huron Lodge plays host to an array of resident programming ranging from meetings to musical performances. However, the auditorium consistently demonstrates exceptionally poor acoustics due to competing elements that share the same physical space. This can make for less engaging and enjoyable experiences for the many residents with hearing impairment and the new changes would improve the quality of life for those most impacted.

DISCUSSION:

Huron Lodge is the City of Windsor's long-term care home, providing 24-hour nursing care and a broad range of recreational, therapeutic, and social programming to support residents' physical, emotional, and cognitive well-being. As a municipal long-term care residence, the Lodge is committed to delivering person-centered care in an environment that promotes dignity, inclusion, and quality of life. Accessibility is a key component of that commitment, particularly given the high prevalence of age-related hearing loss among residents.

The auditorium at Huron Lodge serves as a central gathering space for the residence and plays a vital role in community life within the home. It is used for resident meetings, musical performances, holiday celebrations, educational presentations, religious services, and family events. These shared experiences are essential to fostering social connection, maintaining engagement, and reducing isolation. As such, the functionality and accessibility of this space directly influence residents' ability to participate fully in the life of the home.

Currently, the auditorium is not equipped with a hearing loop system, and the existing acoustics result in noticeable echo and reduced sound clarity. For residents with hearing impairments, these conditions can make it difficult to follow conversations, announcements, or performances. Even with hearing aids, background noise and reverberation can significantly diminish speech intelligibility, leading to frustration, withdrawal from programming, and reduced overall engagement. A staff visit and tour in 2025 confirms the poor acoustics.

In February 2026, Huron Lodge welcomed Better Hearing Solutions (BHS) and Yake Engineered Systems (YES) to assess the environment and provide quotes for consideration. The findings were as follows:

- An evaluation revealed or otherwise confirms the need for substantive acoustic improvements and upgrades to the auditorium space.
- BHS advised that hearing loop technologies are currently in a state of transition and that it may be better to wait until the technology stabilizes.

As a result of these technical findings, the following two stage approach is being recommended. Firstly, a hearing loop system would not overcome entirely the poor acoustics in this space. It is recommended that the committee move forward with improving the acoustics in this space this year as scheduled. Improving the acoustics will provide immediate benefit to residents while setting the foundations for a hearing loop system that will last for years. Secondly, it is recommended that the committee pause consideration of a hearing loop system until such time as the new generation of hearing loop systems emerges.

The proposed enhancements align with the City's accessibility objectives and demonstrate continued commitment to exceeding minimum Accessibility for Ontarians with Disabilities Act (AODA) requirements. By improving access to communication and shared experiences within a core communal space, this project supports resident dignity, engagement, and quality of life, while reinforcing Huron Lodge's role as a leader in accessible municipal long-term care.

RISK ANALYSIS:

- **Installation Disruption:** There is a *moderate to high* likelihood that installation will temporarily disrupt scheduled programming in the auditorium, which may have a low to moderate impact on resident experience; this risk will be mitigated by scheduling work during low-use periods, coordinating in advance with Recreation and Nursing teams, and arranging alternate.
- **Scope / Performance Not Meeting Expectations:** There is a low to moderate likelihood that the selected acoustic treatment does not fully achieve the desired reduction in echo or improvement in speech intelligibility due to room geometry, mixed-use conditions, or unaddressed sound sources, which could have a moderate impact on perceived project success; this risk will be mitigated by

confirming design assumptions through a pre-installation acoustic assessment, establishing clear performance objectives with YES, and completing a post-installation verification/tuning with any required minor adjustments. Ensure communications with residents that this is a multi-part project.

- **Facility/Infrastructure Constraints and Cost Variance:** There is a low to moderate likelihood that site conditions (e.g., ceiling height, wall composition, life-safety requirements, or access limitations) create installation complexity or necessitate minor design changes, which could have a low to moderate impact through schedule changes or incremental costs; this risk will be mitigated through detailed site review and drawings, early coordination with Facilities/Engineering and Infection Prevention & Control where applicable, and inclusion of an appropriate contingency within the approved budget..

FINANCIAL MATTERS:

Yake Engineered Systems has provided two integrated quotes that comprise the base system and a second for enhancements as per below. It must be noted that these prices may change over time in accordance with the

YESQ-6321 Acoustic Treatment	\$ 17,760.10
YESQ-6322 Upgrades	\$ 18,036.25
Contingency	\$ 4,203.65
TOTAL	\$ 40,000.00

CONSULTATIONS:

Matt Bedard, Customer Support Coordinator, Windsor International Airport (YQG)
Amanda Caslick, Manager of Resident Services, Huron Lodge
Bill Droogendyk, Better Hearing Solutions
Infrastructure Subcommittee of WAAC
Robert Shelton, Supervisor, Assets & Facility Projects, Engineering (floor plans)

CONCLUSION:

Approving the proposed capital project will enable Huron Lodge to address persistent echo and poor speech intelligibility in a central gathering space that supports resident connection, engagement, and wellbeing. Proceeding now with acoustic enhancements through Yake Engineered Systems will deliver immediate, facility-wide improvements for residents, families, staff, and performers, while establishing the foundation for a future assistive listening solution when the technology and best-fit options are clearer. These upgrades reflect the City of Windsor’s commitment to inclusive, person-centred care and align with broader accessibility objectives, including exceeding minimum AODA requirements.

Appendix 1 Acoustic Panel Placement



Yake Engineered Multimedia
Systems
470 Collier MacMillan Dr
Unit 5
Cambridge, ON N1R 5Y7
519 621 2300
519 620 9350

Scale: 3/8" = 1'-0"

Created 2/23/2026
Modified 4/15/2019
Printed 2/24/2026

Acoustic Treatment
Huron Lodge LTC
Amanda Caslick
1551 Cabana Rd W
Windsor, ON N9G 1C7

Panel Layout

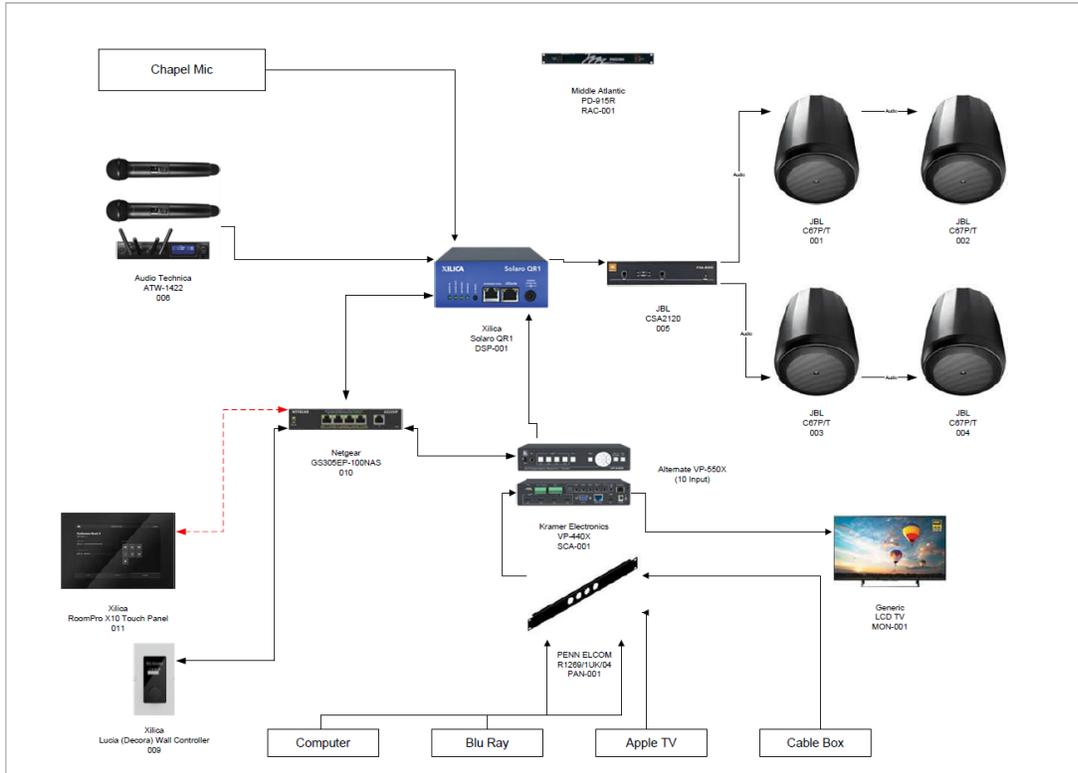
1/1

Appendix 2 Image of Auditorium Space

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Auditorium at Huron Lodge Facing Stage

Appendix 3 System Configuration



Yake Engineered Multimedia Systems
 470 Collier MacMillan Dr
 Unit 5
 Cambridge, ON N1R 5Y7
 519 621 2300
 519 620 9350

Scale: 3/8" = 1'-0"
 Created: 2/23/2026
 Modified: 2/23/2026
 Printed: 2/23/2026

AV Upgrades
 Huron Lodge LTC
 Amanda Castick
 1881 Cabana Rd W
 Windsor, ON N9G 1A1

Microsoft
 We need install th



Huron Lodge LTC

Amanda Caslick

acaslick@citywindsor.ca

519 253 6060 ext 6060

Project Name: **Acoustic Treatment**

YESQ-6321 Revision: 0

Qty	Description	Equipment Price (Unit)	Equipment Price (Extended)	Labor
Acoustic Treatment				
8	Primacoustics F122 2448 08 2" Broadband Panel 24" x 48" x 2", beveled edge (6pk) Grey QTY-1 Freight Code-C	\$1,016.42	\$8,131.36	
8	Primacoustics F101 1000 00 Surface Impaler Surface mount impaler, hanging (24pk) QTY-1 Freight Code-Q	\$58.89	\$471.12	
1	MISC Special Shipping Screens Added shipping costs due to the size and nature of the product	\$670.59	\$670.59	
1	YES MISC Hardware Miscellaneous hardware (brackets, re-enforcing, cosmetic, screws, anchors, etc)	\$547.95	\$547.95	
4	YES Accomodation Allowance Accomodation and travel allowance per technician per night	\$176.47	\$705.88	
Additional Options				
1	Primacoustics F122 2448 2100 238 24x48 2" Panel BEV SD EDGE FR701 Grey Mix 6 PK BROADWAY 2" Broadway Signature Suite	\$1,369.89	\$1,369.89	\$0.00
1	Primacoustics F122 2448 2335 2017 24x48 2" Panel BEV SD EDGE Anchorage Slate 6 PK BROADWAY 2" Broadway Signature Suite	\$1,369.89	\$1,369.89	\$0.00
Acoustic Treatment Total:			\$10,526.90	\$0.00
Project Subtotal:			\$10,526.90	\$0.00

Project Summary

Equipment:	\$10,526.90
Labor:	\$5,190.00
Sales Tax:	\$2,043.20
Grand Total:	\$17,760.10

Closing Notes

All prices valid for 30 days.

The rental or supply of any scaffolding or lifts required for this install are not included in the price. If the customer has a qualified lift, or scaffolding, which can be used by installation technicians, costs will not be added. Otherwise, any necessary equipment will be added

In the case that scaffolding is not suitable due to the location, or weight of an object to be installed, or if it is deemed that the time to move scaffolding would be more than the cost of a powered lift, cost of rental / delivery of a powered lift may be substituted for the scaffold rental / setup costs in this quote. Any difference in cost would be reflected in the invoice showing any other change orders

This proposal, does not include pricing on any of the electrical or conduit work required for this system. It is the responsibility of the client to obtain the services of a sub-contractor or volunteer with the appropriate qualifications to complete the work required. If the client does not have a preferred supplier, we may be able to point you to suppliers we are familiar with.

Any undamaged products returned after being opened or used may be subject to a restocking charge (up to 25%). Products requiring customization for the application may be considered non-refundable.

Yake Engineered Multimedia Systems reserves the right to adjust pricing in the event of significant fluctuations in the exchange rate between the Canadian Dollar and other foreign currencies. If there is a change of more than 2% (up or down), pricing may be revised when a proposal or quote is approved and/or a contract or invoice is issued. If there are significant changes to pricing due to tariffs, or currency exchange rates that are applied between when the quote is issued and when the quote is accepted, Pricing will have to be reviewed, and changed if suppliers are not willing to hold to the prices published at the time of quoting.

Please contact us if we can be of further assistance.



YESQ-6322
 AV Upgrades
 Modified: 2/23/2026
 Revision: 0

Huron Lodge LTC

Amanda Caslick

acaslick@citywindsor.ca

519 253 6060 ext 6060

Project Name: **AV Upgrades**

YESQ-6322 Revision: 0

Qty	Description	Equipment Price (Unit)	Equipment Price (Extended)	Labor
Speaker System				
4	JBL C67P/T 6.5" Extended-Bass Full-Range Pendant Speaker. 120 degrees conical coverage. 75W at 8ohms plus 60W 70V/100V multitap transformer. Black.	\$600.00	\$2,400.00	
300	Provo Wire 9162B-WH In-Wall Speaker Oxygen Free Copper - 2c 16awg 26x30 Stranded N/Shld, CSA FT4 [White]	\$0.39	\$117.92	
Speaker System Total:			\$2,517.92	\$0.00

Qty	Description	Equipment Price (Unit)	Equipment Price (Extended)	Labor
Processing and Amplification				
2	C2G 27141 3FT CAT6 SNAGLESS UTP CABLE-BLU	\$5.27	\$10.54	
1	JBL CSA2120 2x120W DriveCore Amplifier, Fanless, 4ohm/8ohm/70V/100V	\$849.32	\$849.32	
1	Middle Atlantic PD-915R 9OUT,15A,RCKMNT POWER CEN	\$184.11	\$184.11	
2	Middle Atlantic U1 1SP RACKSHELF 11DP	\$49.96	\$99.92	
1	Netgear GS305EP-100NAS 5PT GE PLUS SWCH W/ POE+	\$141.10	\$141.10	
100	Provo 24404L6 4p 24awg Solid Cat-6 STP 1GHz, CSA FT-4 [Blue]	\$12.25	\$69.66	*
	2 Kramer Electronics CON-RJ45-3 K-LAN Crimp Style RJ-45 Connectors for Category Cables			\$0.00
1	Xilica Lucia (Decora) Wall Controller Designer IP-based wall control with push-to-select rotary encoder, PoE power and configurable OLED display. Mounts into single-gang Decora® cut-out (not included).	\$467.00	\$467.00	
1	Xilica Solaro QR1 Micro-format DSP core with onboard 4x4 Dante™ audio networking, eight (8) I/O card slots, PoE power, Lua scripting engine. Includes surface-mount bracket.	\$2,269.86	\$2,269.87	*
	2 Xilica XC-SLO Solaro Series I/O card with dual-channel line level output, software-controlled functionality.			\$0.00
	3 Xilica XC-SML Solaro Series I/O card with dual-channel microphone or line level input, switchable 48V Phantom power, software-controlled functionality.			\$0.00
Additional Options				
1	Xilica RoomPro X10 Touch Panel RoomPro X10 10.1" glass-to-glass anti-glare touch panel with LED edge ring for call, room and system status indication. PoE+ powered. VESA mounting.	\$1,270.00	\$1,270.00	\$0.00
Processing and Amplification Total:			\$4,091.52	\$0.00

Qty	Description	Equipment Price (Unit)	Equipment Price (Extended)	Labor
Microphones				
1	Audio Technica ATW-1422 System 20 PRO 2CH HH Wireless ATW-R1440 rack-mount receiver chassis,ATW-RU14 receiver unit, 2.4 GHz antenna x4, AC adapter, rackmount/joining plate adaptors, and ATW-T1402 handheld transmitter x2	\$1,341.54	\$1,341.54	
Additional Options				
1	Audio Technica ATW-T1407 System 20 Desk Stand Transmitter	\$468.92	\$468.92	\$0.00
1	Audio Technica ES925C12/XLR Modular microphone system includes a cardioid condenser microphone element, 9.08" gooseneck and XLR power module	\$478.51	\$478.51	\$0.00
Microphones Total:			\$1,341.54	\$0.00
Video processing				
4	Kramer Electronics C-HM/HM/PICO/BK-3 Ultra Slim Flexible High-Speed HDMI Cable with Ethernet - Black	\$16.67	\$66.68	
1	Kramer Electronics C-HM/HM-25 High-Speed HDMI Cable	\$42.50	\$42.50	
1	Kramer Electronics VP-440X 18G 4K Presentation Switcher/Scaler with HDBaseT & HDMI Simultaneous Outputs	\$1,759.25	\$1,759.25	
4	Neutrik NAHDMI-W HDMI Feedthrough Adapter -D-Size	\$42.02	\$168.08	
1	PENN ELCOM R1269/1UK/04 1U Rack Panel Punched for 4 x Neutrik D size Connectors	\$37.91	\$37.91	
Additional Options				
1	Kramer Electronics VP-550X 10-Input 4K HDR HDMI Presentation Switcher/Scaler	\$2,539.79	\$2,539.79	\$0.00
Video processing Total:			\$2,074.42	\$0.00
Labour / Travel Expenses				
4	YES Accomodation Allowance Accomodation and travel allowance per technician per night	\$176.47	\$705.88	
Labour / Travel Expenses Total:			\$705.88	\$0.00
Project Subtotal:			\$10,731.28	\$0.00

Project Summary

Equipment:	\$10,731.28
Labor:	\$5,230.00
Sales Tax:	\$2,074.97
Grand Total:	\$18,036.25

Closing Notes

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Please contact us if we can be of further assistance.



THE CORPORATION OF THE CITY OF WINDSOR
Corporate Services – Human Resources
Diversity and Accessibility

Report Date March 11th , 2026
Report Author Mark Keeler, Accessibility & Diversity Officer
Subject **AODA Consultation Protocol**

RECOMMENDATION:

THAT this project update be **RECEIVED** by the Windsor Accessibility Advisory Committee.

BACKGROUND:

Public consultation with persons with disabilities is a core expectation of the Accessibility for Ontarians with Disabilities Act (AODA) framework and is embedded in the Integrated Accessibility Standards Regulation (IASR), which requires designated public sector organizations to develop, review, and update accessibility planning in consultation with persons with disabilities. A gap analysis, conducted during the 2025 compliance process, revealed that consultation practices are not always consistently across departments, with gaps in how consultation triggers are identified, how accessible consultation opportunities are offered, and how feedback is documented and traced into final decisions. These gaps create compliance risk and reduce the City's ability to identify barriers early, incorporate lived experience into design and service decisions, and demonstrate due diligence through clear records of what was consulted on, who was engaged, and how input informed outcomes.

DISCUSSION:

The AODA Consultation Protocol initiative is currently in the initial investigation and development stage. The purpose of this update is to advise the Windsor Accessibility Advisory Committee (WAAC) that a proposed consultation model will be developed to address gaps identified during the 2025 compliance process, including inconsistent identification of consultation triggers across departments and inconsistent documentation demonstrating who was consulted, what input was received, and how that input informed decisions.

The emerging model under consideration has two core components. First, it would establish a mandatory department notification process for projects, initiatives, or policy changes that engage IASR consultation requirements (as summarized in Appendix 1). Under this approach, departments would be required to complete a short trigger check at defined decision points and, where a trigger is engaged, notify WAAC using a standardized intake package that identifies the applicable IASR provision(s), describes

the accessibility element(s) affected, sets out the decision(s) being made, and provides timelines and supporting information sufficient for review. Second, it would establish a WAAC subcommittee triage process recognizing limited committee capacity. Rather than attempting to review all notified items, WAAC would apply prioritization criteria to determine the appropriate level of involvement (e.g., information-only notification, written feedback outside of meetings, or formal agenda review for higher-impact items). This structure is intended to compel consistent notification by departments while enabling the Committee to focus its limited time on matters with the greatest accessibility impact, highest public use, or most irreversible design decisions.

Broadly, the development of the protocol is expected to take the following form:

1. Advise senior leadership of the compliance requirements under the IASR and the need to develop a robust mechanism for project notification.
2. Compile the IASR consultation obligations (Appendix 1) and draft a plain-language trigger matrix to use as the starting discussion document.
3. Hold targeted interviews with high-impact departments (Engineering, Parks, Facilities, Transportation, Procurement, Communications, etc.) to map where consultation currently breaks down and where a trigger check can realistically be embedded.
4. Meet with WAAC (and/or the Infrastructure Subcommittee) to confirm pain points, capacity limits, and what information WAAC needs to triage efficiently.
5. Co-design the department notification model with departments: when notification occurs, what form is used, required lead times, and what counts as “minor” vs “major” work.
6. Co-design the WAAC triage model with WAAC: triage levels (FYI / written feedback / agenda), objective prioritization criteria, and response timelines.
7. Draft the protocol framework (roles, triggers, notification requirement, triage rules, documentation requirements) and circulate it to departments and WAAC for written comment.
8. Pilot the draft protocol on a small set of live or recent projects selected with departments and WAAC, then capture lessons learned (burden, timelines, clarity, documentation).
9. Revise the protocol, forms, and triage criteria based on pilot feedback; confirm final draft with WAAC and the participating departments.
10. Implement with training and oversight: publish the protocol and templates, train project leads, establish a central tracking log, and report periodically to WAAC on notifications, triage outcomes, and compliance trends.

Operational challenges will be assessed and mitigated to avoid undue burden on both departments and WAAC given time constraints and the need for projects to continue properly. At issue is how to scale the two part model to avoid unnecessary delays and obstacles; this is especially true for smaller projects while still ensuring consultation obligations are consistently recognized and actioned. This includes reviewing appropriate lead times for notification, minimum accessible consultation methods where public consultation is required, and the documentation elements necessary to demonstrate due diligence. The output of this work will be a draft protocol framework and implementation approach for further review with WAAC and internal stakeholders before any finalization or corporate adoption is pursued.

RISK ANALYSIS:

- **Departments fail to notify or consult as required** (non-compliance risk). There is a high probability given current practice patterns that have the potential for high impact including but not limited to regulatory non-compliance and reputational risk. This risk can be mitigated by making consultation a mandatory project gate (e.g., consultation trigger checklist required at business-case/procurement/design milestone), assign a named accountability role on each project, and require central logging of notifications and outcomes.
- **AAC capacity is constrained by time limitations**, leading to inconsistent or ineffective review with a very high likelihood that projects will not be reviewed or that the committee will attempt to take on too many reviews that time does not permit. The impact of this deficiency is lack of consultation leading to regulatory non-compliance. This risk can be mitigated by instituting a triage model (FYI / desk review / agenda review), require a standard intake package, and adopt priority criteria so AAC time is reserved for highest-impact/irreversible projects.
- **Consultation documentation is inadequate** to demonstrate due diligence. Likelihood: High; Impact: High (cannot evidence compliance; weak defensibility if challenged). Mitigation: standardize required artifacts (consultation plan, outreach log, feedback log, response/decision log, “what we heard” summary), store them in a central repository, and require close-out sign-off before project completion.

FINANCIAL MATTERS:

N/A

CONSULTATIONS:

WAAC Infrastructure Subcommittee

CONCLUSION:

In conclusion, this initiative is necessary because public consultation with persons with disabilities is a legal and operational requirement under the AODA/IASR. However, departments with responsibilities under the act may not have mandatory triggers for notification of all projects while WAAC lacks the time to properly consult on every possible project. To address this, Administration is investigating a practical AODA Consultation Protocol built on two core elements: a mandatory notification process requiring departments to flag and notify WAAC when IASR consultation obligations apply, and a triage model that enables WAAC to prioritize which matters warrant review given limited annual capacity. The expected benefit is a more consistent, timely, and defensible consultation practice that reduces compliance risk, improves accountability and traceability, and strengthens the City's ability to incorporate lived experience early enough to prevent barriers before they are designed into projects, policies, or services.

Appendix 1 Consultation Provisions under the IASR

Provisions under the Integrated Accessibility Standards O. Reg. 191/11 of the Accessibility for Ontarians with Disabilities Act, 2005

Part IV Transportation Standards

Duties of municipalities, general

s. 78(1) — accessible bus stops and shelters

78. (1) Any municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters. O. Reg. 191/11, s. 78 (1).

s. 79(1) — accessible taxicabs

Every municipality shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community. O. Reg. 191/11, s. 79 (1).

(2) Every municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan required under Part I. O. Reg. 191/11, s. 79 (2).

Part IV.1 Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

s. 80.8(1)–(2) — recreational trails

Consultation, recreational trails

80.8 (1) Obligated organizations *shall consult on the following* before they construct new or redevelop existing recreational trails:

1. The slope of the trail.
2. The need for, and location of, ramps on the trail.
3. The need for, location and design of,
 - i. rest areas,
 - ii. passing areas,
 - iii. viewing areas,
 - iv. amenities on the trail, and

v. any other pertinent feature. O. Reg. 413/12, s. 6.

(2) Obligated organizations shall consult on the matters referred to in subsection (1) in the following manner:

1. Obligated organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.

s. 80.19 — outdoor play spaces

80.19 When constructing new or redeveloping existing outdoor play spaces, obligated organizations, other than small organizations, shall consult on the needs of children and caregivers with various disabilities and shall do so in the following manner:

- (2) Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.

s. 80.29 — rest areas along exterior paths of travel

80.29 When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner:

- (2) Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.

s. 80.39(1) — accessible on-street parking spaces

80.39 (1) When constructing or redeveloping existing on-street parking spaces, designated public sector organizations shall consult on the need, location and design of accessible on-street parking spaces and shall do so in the following manner:

- (2) Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.



THE CORPORATION OF THE CITY OF WINDSOR
Corporate Services – Human Resources
Diversity and Accessibility

Report Date February 18th, 2026
Report Author Mark Keeler, Accessibility & Diversity Officer
Subject Audible Transit Map Pilot

RECOMMENDATION:

THAT the Infrastructure Subcommittee of WAAC **ADOPT** the Audible Transit Map Pilot Plan

BACKGROUND:

Currently, Transit Windsor provides route schedules and maps through several channels including an online application and through periodically updated PDF files hosted on the City of Windsor web site. The schedules have always been a practical challenge for persons with visual impairments and a logistical challenge for administration. Existing schedules are composed of one or more pages of schedule tables with times in rows and key route destinations in columns. It does not capture intermediate stops between these milestones. The last page of each schedule includes a graphic map of the route. However, even when remediated it will often only hold the same of the route and provide no useable information.

DISCUSSION:

Information on routes, times, and stops for Transit Windsor's bus system are made available through several communications channels that can present substantial challenges for those with visual impairments. Currently riders can find information through the following:

- Static PDF documents structured as tables that are very challenging to remediate
- Windsor.MyTransitRide.com
- Google Map Trip Planner (not official)
- Moovit (not official)
- Each stop has a stop identification number that can retrieve the next bus via text messaging.

Accessibility Limitations Identified

Despite these channels, city owned channels are not as accessible as they could be and unofficial applications are not subject to municipal or provincial jurisdiction. Similarly, while stop information is available at all stops, the signs are mounted too high

to be useful. Attempts to lower the signs to a reachable level would be subject to ongoing vandalism and maintenance. The result is a patchwork of information channels that are marginally accessible at best. However, the city is challenged by a lack of credible, objective feedback; in most cases complaints tend to be so generalized, such as “The City is inaccessible” that following up is all but impossible to diagnose; the lack of specificity continues to limit efforts to stymie efforts to resolve deficiencies.

Legislative and Policy Context

From a purely legislative perspective, the city is required to provide accessible schedules and ongoing efforts continue attempt to provide these schedules, but they are structured in a manner that is difficult to remediate consistently or effectively; this is currently a technical limitation. However, enhancements such as voice overs or audible schedules are above and beyond the scope of the regulations under the AODA.

Identified Enhancement Opportunity – Audible Transit Maps Phase 1

The feasibility of audible transit maps is being explored. Currently the maps contained in the existing PDF schedules is either blank or contains a cursory ALT tag that does not assist visually impaired persons with understanding the route that a bus takes. This is considered a first step in determining whether audible maps are a genuinely feasible alternative; this conclusion has not yet been reached and a pilot project can assist in clarifying both the need and viability of this approach.

In an early test, the map for the Crosstown 2 route was extracted and integrated into GPT; through prompting the AI generated the path through the city and provided step by step directions for the route. That data was then imported into TTYMaker to produce the MP3 sound file. This only serves to determine whether the audio is sufficiently descriptive. It is not anticipated that the sound file will be used beyond demonstration purposes.

Proposed Pilot Scope

The proposed pilot project will focus on testing different applications of voice-enabled data and whether those approaches provide a significant benefit to persons with visual impairments. The following steps articulate the anticipated methodology:

- The selected route will be the Crosstown 2
- AI generates the multi-step directions for the designated route.
- Three potential approaches are being evaluated
 - Embedding of the AI instructions directly into the ALT text of the map image

- Generation of an MP3 sound file that would be available on or near the PDF schedule
- Building a standalone page with a table consisting of the text that would be read by screen readers that allow for more dynamic updating
- Testing will focus on NVDA to determine how the software interprets the extended text.
- A limited public consultation will solicit structured feedback to determine what if anything needs to be changed with respect to details or language structure
- Changes will be made to the existing extended ALT text based on this feedback
- Publication of the new Crosstown 2 with the option to encourage broader community feedback to determine if this is a viable project worth expanding to other routes.

Project Scope and Limitations

- The scope of the pilot phase is limited to protocol set forth
- There is a limitation on time and resources; the ADO is the only one working on this with many other higher priority initiatives in progress.
- This pilot does not include any extension of, access to, or involvement with Transit Windsor data systems

Anticipated Benefits

- Improved independent access to route structure.
- Reduced reliance on visual map interpretation.
- Minimal operational and financial impact.
- Alignment with broader inclusion objectives.

Future Accessibility Evolution

There is a potential longer-term solution that has never been explored that came to light only recently. The City of Windsor, through the Open Data Portal, publishes every route, trip, and stop in consolidated data files every week; this data is a *substantial but unused resource that is publicly and freely available*. GTFS is a universal data standard used by transit providers to publish transportation data. It is organized as flat files that would be imported into a relational database since the files are relational by design. That data tier can be used to develop accessible applications ranging from mobile to AI chatbots allowing natural language questions that would allow residents to ask when the next bus is coming for any route in the city. This could be undertaken on a pilot level but would either have to be an information technology project sanctioned by IT or through a third-party developer independent of administration.

RISK ANALYSIS:

Technical Compatibility Limitations: There is a moderate likelihood that screen readers or PDF software may not consistently interpret extended ALT tag descriptions

as intended, which could have a moderate impact on usability and limit the effectiveness of the pilot; this risk will be mitigated through cross-platform testing using multiple screen reader applications and validation against WCAG standards prior to public release.

Content Clarity and Length Constraints: There is a moderate likelihood that route descriptions embedded within ALT tags may be either too detailed or insufficiently descriptive, which could negatively impact user comprehension and overall experience; this risk will be mitigated by developing standardized formatting guidelines and consulting with individuals who are blind or use screen reader technology to refine the level of detail.

Resource and Capacity Pressures: There is a very high likelihood that drafting structured route descriptions for multiple transit maps exceed available staff time and coordination, which could impact timelines for the pilot; this risk will be mitigated by limiting the pilot to a defined number of routes and establishing a clear content development template to streamline the process.

Limited User Awareness or Uptake: There is a moderate likelihood that potential users may not be aware of the enhanced ALT tag functionality, which could reduce the measurable impact of the pilot; this risk will be mitigated through targeted communication with accessibility stakeholders, including the Windsor Accessibility Advisory Committee, and promotion through appropriate transit and municipal communication channels.

Perception of Incomplete Accessibility Solution: There is a moderate likelihood that embedding route instructions within ALT tags alone may be perceived as insufficient if broader digital accessibility enhancements are not concurrently implemented, which could have reputational implications; this risk will be mitigated by clearly positioning the initiative as a pilot project within a phased digital accessibility improvement strategy.

Other Risks: No other risks assessed.

FINANCIAL MATTERS:

N/A

CONSULTATIONS:

James Chacko, Executive Director, Transit Windsor
Infrastructure Subcommittee of WAAC

CONCLUSION:

In conclusion, the Audible Transit Map Pilot represents a practical and low-cost opportunity for the City of Windsor to explore a meaningful enhancement to transit

accessibility for residents with visual impairments. While current schedule formats and information channels present ongoing barriers, this pilot will allow the City to test whether AI-generated route descriptions, audio formats, and screen reader-friendly text can provide clearer and more independent access to transit route information. By focusing on a limited scope, gathering structured user feedback, and evaluating technical compatibility through real-world testing, the project will help determine the feasibility, value, and future scalability of audible transit map solutions while supporting the City's broader accessibility and inclusion objectives.

APPENDIX 1 Milestone Map

Task No.	Milestone Description	Status
1	Request approval to proceed from Transit Windsor	COMPLETE
2	Select a suitable 1-2 routes to target for modification	COMPLETE
3	Gather internal and external requirements	RUNNING
4	Convert the map into text directions using appropriate AI platform	RUNNING
5	Test alternative approaches <ul style="list-style-type: none"> a) Embedded ALT map descriptions b) Downloadable Audio File c) Route web page with annotated table 	Pending
6	Test using multiple screen readers	Pending
7	Post Notice of Public Consultation	Pending
8	Engage representatives from the blind and low-vision community for input	Pending
9	Modify current alternative approaches based on feedback.	Pending
10	Report to WAAC/Transit Windsor/CLT	Pending

Appendix B Sample AI Text Output Describing Crosstown 2

ALTERNATIVE 1 NARRATIVE

From Hotel Dieu Grace Healthcare Terminal, the route travels north to University Avenue, then east along University Avenue and Wyandotte Street West past the University of Windsor. The route continues east along Wyandotte Street through the downtown core, crossing major north–south corridors including Ouellette Avenue, Howard Avenue, Walker Road, and Pillette Road.

The route continues east on Wyandotte Street East toward Lauzon Road, then turns south at Lauzon Road and loops east via Riverside Drive East and Little River Road before entering Tecumseh Mall Terminal. Major transfer points include Hotel Dieu Grace Healthcare Terminal and Tecumseh Mall Terminal. The route operates seven days a week in both eastbound and westbound directions.

ALTERNATIVE 2 VOICED ROUTE BY MAJOR INTERSECTION

Crosstown 2 – Eastbound (Hotel Dieu Grace Healthcare Terminal to Tecumseh Mall Terminal)

- Start at **Hotel Dieu Grace Healthcare Terminal**, located south of University Avenue near Huron Church Road.
- Travel **north to University Avenue**. AND Turn **east onto University Avenue**.
- Continue east past the **University of Windsor campus**.
- Continue east as University Avenue transitions to **Wyandotte Street West**.
- Proceed **east on Wyandotte Street West** through Sandwich Town.
- Continue east crossing major north–south corridors including:
 - Campbell Avenue, Crawford Avenue, Ouellette Avenue
 - Howard Avenue, Walker Road, Pillette Road
- Continue east as Wyandotte Street West becomes **Wyandotte Street East**.
- Continue east toward **Lauzon Road**.
- Turn **south onto Lauzon Road**.
- Turn **east onto Riverside Drive East**.
- Continue east along Riverside Drive East toward Little River area.
- Turn **south onto Little River Road**.
- Turn **west into Tecumseh Mall Terminal loop**.
- End at **Tecumseh Mall Terminal**.