



WINDSOR ACCESSIBILITY ADVISORY COMMITTEE

Because access equals opportunity

WINDSOR ACCESSIBILITY ADVISORY COMMITTEE AGENDA

Meeting to be held Thursday, September 24th, 2026 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

4. Operating and Capital Budgets

5. Business Items

5.1 Capital Projects Update

5.2 2026 Facility Accessibility Design Standard — Separate Attachment

5.3 Operating Budget Expenditures for 2026

5.4 Adoption of the WAAC Annual Report – Attached

5.5 Corporate Initiatives Update - Attached

5.6 Fest-for All Update - Danica

5.7 Parking Matter – 100 Ouellette Complaint - Attached

5.8 Adoption of the WAAC Letter to Council - Attached

5.9 Closing Comments from the Chairs

6. Adjournment

WINDSOR ACCESSIBILITY ADVISORY COMMITTEE

2026 & Term Report

20
26



**WINDSOR ACCESSIBILITY
ADVISORY COMMITTEE**
Because access equals opportunity

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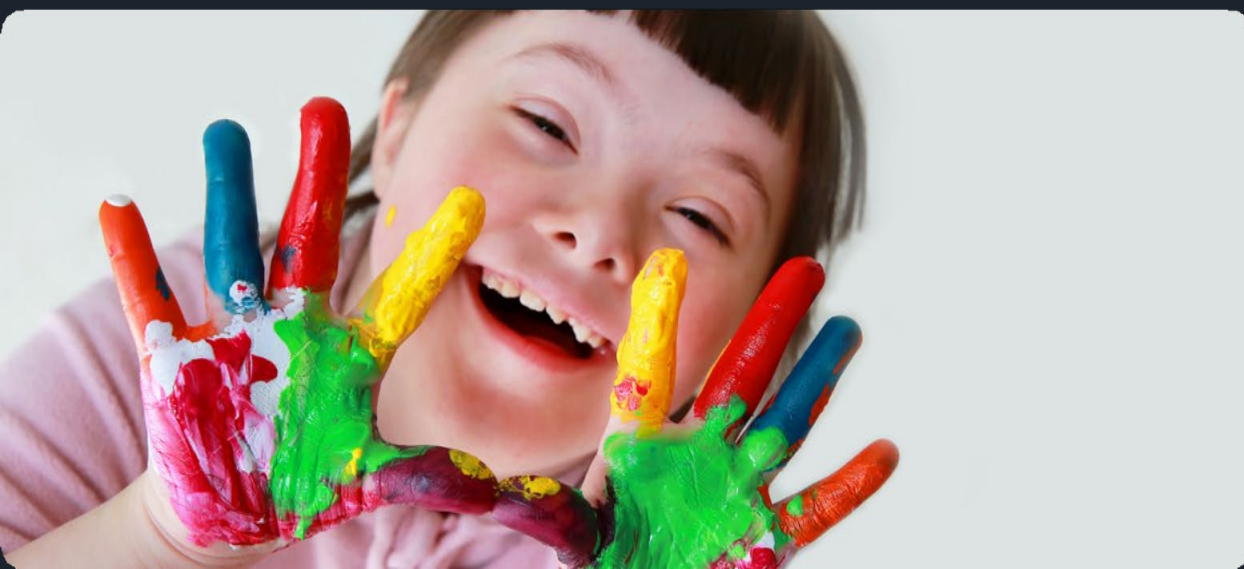
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Executive Summary



The 2022-2026 Windsor Accessibility Advisory Committee is proud to present the 2026 Annual Report covering this period and highlights over the course of our entire term that full captures the achievements of the committee.

WAAC, already well known for its dedication and achievements over the years, has had an entirely productive year through the finalization of its review of the Facility Accessibility Design Standards, the approval of significant capital investments across the city, the adoption of major initiatives, and ongoing advocacy concerning ongoing issues that residents have raised over time.

Capital projects were the big theme of 2026. The successful opening of the new pathway at Alexander Park was the first project. This was followed by rapid fire approvals of major innovations at Windsor Public Library, a new sound system at Huron Lodge, and accessibility improvements at All Saints Church. Not to mention the the sound system at Windsor International Airport the earlier in the term. These projects marked more than \$300,000 invested in accessibility throughout the city.

We have also been active participants in the new accessible transit map project that will provide visually impaired residents with a new way of navigating Transit Windsor routes and assisting in revamping how consultations with administration are conducted leading to a more effective and rewarding consultation process. The committee has also been involved in active outreach such as collaboration with Accessibility Resource Group; a major milestone included our first booth at the Fest4All accessibility festival.

All of this is possible only through the dedication and countless hours, emails, and calls invested by members have worked very hard to improve accessibility for everyone.

Councillor Fred Francis, Ward 1
Sally Bennett Olczak, Co-Chair
Peter Best, Co-Chair
Danica McPhee
Nicholas Petro

Ricardo Pappini
Caleb Ray
Surendra Bagga
Mark Keeler, Administrative Resource

Capital Investments



Building for a more Accessible Tomorrow

2026 marked an unprecedented year for the approval of major infrastructure projects culminating in \$250,000 in accessibility improvements throughout the City of Windsor



Alexander Park Walkway \$30,000

Originally envisioned by WAAC, the committee partnered with Parks Development to create a new accessible pathway from the washrooms and playground to the waterfront to ensure ease of access for seniors and people with disabilities.



Huron Lodge Acoustics \$40,000

Slated for construction in 2026-2027, Huron Lodge will be installing new audio systems to improve access for residents with a range of hearing impairments. The new system will allow for additional programming and entertainment.



WPL Riverside Improvements \$80,000

The Riverside Branch serves many east end residents through services and programs. New construction will update the washrooms and stairs to make the facility more accessible to more residents of all abilities..



All Saints Church Improvements \$100,000

In cooperation with All Saints Church and Children's Services, this ambitious initiative will result in new accessible bathrooms, building entrances, and a ramp to ensure this iconic facility can continue as a critical venue for city events and programs.

Governance



Effective Governance. Better outcomes

Our committee prides itself on excellence in governance that we have achieved through transparent and accountable decisions, quality in leadership, and a highly dedicated, experienced membership with the right skills and experiences.

behind the scenes

What makes WAAC Work?

Committee Meetings	
2026	2022-2026
4	18

Subcommittee Meetings	
2026	2022-2026
9	113

Beyond the Call

Did you know that, even though WAAC is composed of **volunteers**, many met **weekly** for more than a **year** to review every provision of the 300-page facility accessibility design standard.

Meeting Discipline

WAAC quarterly meetings are well known for being exceptionally disciplined and structured allowing the committee to focus on facilities, programs, services, and issues that require our full attention.

Fiscal Responsibility

We are and remain cognizant that the committee are stewards of public funds and require every expenditure is sustainable, responsible, and must have an outcome that benefits residents with disabilities.

Infrastructure Meetings

Once formed to reviews FADS, infrastructure meetings - casual meetings of some but not all members join monthly to discuss technical issues and challenges that pave the way for more effective decision making during formal committee meetings.

Major Initiatives



Enabling Sustainable Accessibility Change

WAAC has been involved in several key initiatives in 2026 that offer the potential for substantive long-term benefits to people with disabilities from new design standards and innovative transportation solutions to improvements in accountability.

2026 Facility Accessibility Design Standard

As the 2026 Facility Accessibility Design Standard is readied for council approval, the committee takes great pride in playing a pivotal role since its inception. The Infrastructure Subcommittee met every week for over a year to review every provision of the now 300 page standard. It is the only standard of its kind to infuse lived experience through recommendations and tips for engineers and architects.

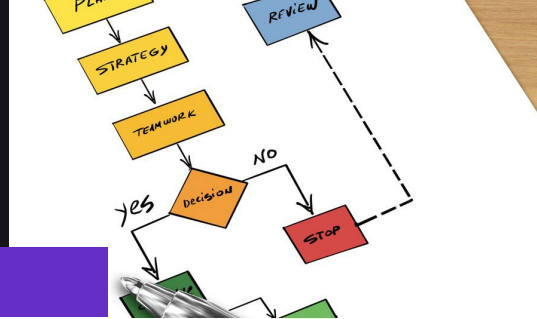
Audible Transit Maps

As administration works on a first-of-a-kind audible transit maps that allows blind and low vision riders to visualize transit routes by audio, WAAC continues to play a role in in cooperation with the CNIB, Transit Windsor, and ARS in validating and providing guidance on wording, cadence, and identification of key landmarks that assist riders in understanding how a route navigates the city. This project, currently in pilot, is expected to be unveiled to the public in 2027.

Rethinking Accessibility Consultations

As administration continues to develop a new structured procedure and guide to ensure more consistent accessibility consultations, the committee has provided guidance, reviewed the new workflow, and revamped how city projects can be evaluated in a timely manner for accessibility. The new processes will ensure the City of Windsor is meeting its legislative responsibilities under the AODA while actively encouraging voluntary consultations with improved communication, documentation, and guidance to assist architects, engineers, and project managers.

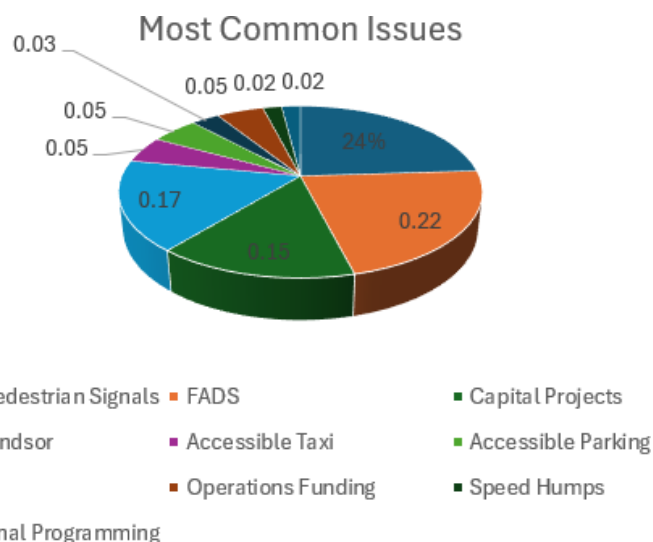
Common Issues & Concerns



Disabilities Data Reveals A Much Broader Spectrum

In 2026, and throughout the 2022-2026 term, the committee has dealt with many issues but some have occurred with great frequency and which underscore many of the most common concerns expressed by residents with disabilities.

Audible pedestrian signals and safe crossings remain one of the most common concerns with the lack of signals and configuration issues most often cited. Transportation is also prominent that includes both conventional surface routes and accessible taxis. Collectively, these reflect frustrations associated with the inability to enjoy the city with the dignity and autonomy afforded to those that do not have disabilities.



Other issues that are often brought before committee are related to difficulty reading signage and the lack of recreational programming for persons with disabilities.

The balance of time that WAAC has available is most often dedicated to conducting accessibility reviews, discussions with departments, and the evaluation of funding requests submitted to WAAC. Most funding requests came from Windsor Public Library, Huron Lodge, and Parks.

Community Outreach



Discover. Listen. Connect

During the last year of the 2022-2026 WAAC term, members of the committee made significant efforts to successfully engage with the accessibility community in events ranging from discussions and consultations about and with Transit Windsor to the more relaxed outreach at the Fest-for All in Essex County.

Linking up with the Accessibility Resource Group & WAAC

June 29th, 2026 - In a session of the Accessibility Resource Group jointly coordinated with WAAC, attendees had the opportunity to ask questions and pose transportation questions to Mark Keeler, the Accessibility Officer who participated as the representative for Transit Windsor.

The East End Terminal Tour

September 4th, 2026 - Members of WAAC and the CNIB met with supervisors and managers at the new East End Terminal to better understand the new transportation hub and to express their concerns on matters ranging from signage to the lack of adequate audible pedestrian signals to get to the mall.

WAAC Makes A Presence at Fest-for-All in Essex



September 11th, 2026 - marks the first time that WAAC has made a significant presence at the annual accessibility festival hosted by the Essex County Accessibility Advisory Committee. Peter Best and Danica McPhee represented WAAC and we are indebted to Danica for her hard work spearheading our outreach efforts at Fest-for-All.

Recommendations



Accessibility depends on systems that respond when residents raise concerns. These recommendations target the areas where stronger accountability and responsiveness are most needed. They focus on consultation, transportation, and public infrastructure that directly affects daily life.

IMPROVE ACCESSIBLE PARKING AND AUDIBLE PEDESTRIAN SIGNALS

Council should strengthen accessible public spaces by ensuring responsive, accountable, and timely action on issues affecting residents with disabilities, including the reliability and maintenance of accessible parking and Accessible Pedestrian Signals.

ADVANCE ACCESSIBLE TRANSPORTATION

Prioritize accessible transportation by supporting accountable, transparent, and responsive long-term solutions that maintain reliable conventional transit, ensure an adequate proportion of accessible taxicabs, and strengthen Handi-Transit service for residents with disabilities.

CHAMPION A CULTURE OF ACCESSIBILITY CONSULTATION

Reinforce a culture of consultation by ensuring mandatory AODA consultations are consistently completed and encouraging early, meaningful voluntary consultations for projects that may affect residents with disabilities. This supports compliance and strengthens accessibility outcomes.

RECRUIT COMMITTEE MEMBERS WITH THE RIGHT EXPERIENCE

Recruit members with a diverse range of disabilities, ensuring representation of varied lived experiences and give added weight to those with governance and committee experience who can strengthen decision-making. A more diverse and skilled membership will improve the quality and relevance of accessibility advice provided to Council.



THANK YOU
WINDSOR
ACCESSIBILITY
ADVISORY COMMITTEE

ATTACHMENT 5.5 – Corporate Initiatives Update



THE CORPORATION OF THE CITY OF WINDSOR Office of the City Clerk – Human Resources Diversity and Accessibility

Report Date September 16th, 2026
Report Author Mark Keeler
Subject WAAC Corporate Update

RECOMMENDATION:

THAT the Windsor Accessibility Advisory Committee this report for information purposes

BACKGROUND:

Under the direction of the Accessibility and Diversity Office, several initiatives have been developed to address identified accessibility barriers, strengthen compliance with legislative requirements, and improve equitable access to municipal services and information. These projects focus on practical solutions that support inclusion for residents with disabilities while advancing the City of Windsor's commitment to accessibility, universal design, and barrier prevention. Collectively, the initiatives demonstrate a proactive approach to accessibility by introducing new tools, procedures, and service enhancements that improve access to information, strengthen consultation and engagement practices, and support more inclusive decision-making. The following projects represent innovative and operationally sustainable measures designed to enhance accessibility outcomes across municipal programs, services, infrastructure, and public information resources.

DISCUSSION:

Audible Transit Maps

Audible Transit Maps are an accessibility feature developed to provide a meaningful non-visual equivalent to traditional transit route maps. Unlike conventional schedule maps, which rely on visual graphics to show route geometry, major streets, intersections, turns, and terminal locations, Audible Transit Maps convert route information into structured text descriptions that can be read by screen readers and converted into audio files. Using Transit Windsor's existing turn-by-turn operational route directions, each route is translated into a standardized narrative describing the route's origin, direction of travel, major streets, key turning movements, loops, and terminal destination. These descriptions are then embedded directly into the route map element of Transit Windsor schedule PDFs as alternative text and are also made available as standalone audio recordings. The initiative is intended to address a long-standing accessibility gap by enabling riders who are blind, have low vision, or otherwise rely on non-visual information to develop a mental understanding of how a transit route travels through the city, supporting more independent trip planning and navigation. The project represents an innovative approach to providing accessible transit information by transforming existing operational data into a consistent, scalable, and screen-reader-friendly format without requiring changes to Transit Windsor's existing schedule publication process.

Currently, the pilot project nears completion with all transit schedules updated with the new audible maps. Some routes, those that previously serviced Tecumseh Mall, are being revised to reflect the change to the East End Terminal. Administration is working closely with Transit Windsor to ensure the schedules are accurate and will be developing a public consultation web presence and community outreach campaign to provide the opportunity for persons with disabilities to comment and provide history.

City of Windsor Inclusion Lens

The City of Windsor Inclusion Lens is a practical framework that strengthens accessibility by helping staff proactively identify and remove barriers that may prevent residents, visitors, and employees from fully participating in municipal programs, services, facilities, communications, employment, and public engagement. Through three guiding questions, who is not included, what contributes to that exclusion, and what can be done differently, the Lens ensures accessibility considerations are embedded into everyday decision-making rather than addressed after barriers arise. By promoting accessible communication, inclusive consultation, equitable hiring practices, and barrier-free service delivery, the Lens supports consistent application of accessibility principles across all departments, improves the City's ability to meet its obligations under accessibility and human rights legislation, and advances Windsor's commitment to creating a municipality where all people can access services, participate in civic life, and experience a genuine sense of belonging. At present the Inclusion lens is complete and administration is determining the most appropriate level of leadership that would be tasked with messaging and providing the necessary level of leadership to ensure that departments implement the guidelines.

Accessible Consultation Procedure & Guide

The Accessibility Consultation Procedure and Guide is a corporate framework designed to ensure that accessibility considerations are identified, reviewed, and documented consistently throughout City of Windsor projects, policies, services, and infrastructure initiatives. Developed to support compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and strengthen the role of the Windsor Accessibility Advisory Committee (WAAC), the framework establishes clear consultation triggers, standardized project notifications, intake requirements, documentation practices, and review processes. It provides City staff with practical tools and guidance for determining when accessibility consultation is required or recommended, while ensuring that persons with disabilities and WAAC are engaged early enough to meaningfully influence project outcomes. By creating a predictable and traceable consultation process, the procedure helps integrate lived experience into decision-making, improve accessibility outcomes, reduce compliance and reputational risks, and provide a defensible record demonstrating how accessibility feedback was considered in municipal planning, design, and service delivery.

At this stage, the procedure and guide are completed and pending review by the Windsor Accessibility Advisory Committee and departments.

RISK ANALYSIS:

Risk analysis has been completed for each initiative and will be provided as each project is brought forward for review and approval.

Other Risks: No other risks assessed.

FINANCIAL MATTERS:

N/A

CONSULTATIONS:

N/A

CONCLUSION:

The projects presented collectively demonstrate a practical and proactive approach to advancing accessibility within the City of Windsor. By addressing identified barriers through improved access to information, enhanced consultation practices, and the development of inclusive tools and processes, these initiatives support greater participation, independence, and equitable access for persons with disabilities. Each project contributes to the City's ongoing commitment to accessibility by integrating accessibility considerations into municipal operations, service delivery, planning, and communication. Together, they strengthen compliance with legislative requirements, promote inclusive decision-making, and establish sustainable frameworks that will support continuous accessibility improvements across the organization. As these initiatives progress through implementation, validation, and evaluation, they will provide valuable insight into future opportunities to further enhance accessibility for all residents and visitors.

ATTACHMENT 5.7 - Parking Matter – 100 Ouellette Complaint



THE CORPORATION OF THE CITY OF WINDSOR
Office of the City Clerk – Human Resources
Diversity and Accessibility

Report Date September 16th¹, 2026
Report Author Mark Keeler
Subject 100 Ouellette Parking Matter

RECOMMENDATION:

THAT the Windsor Accessibility Advisory Committee **ACCEPT** this report for further discussion.

BACKGROUND:

On August 25th, Resident A.B¹ lodged a complaint regarding the parking zone at 100 Ouellette and the new angled parking on Pitt Street. According to the resident, the angled-parking conversion at Pitt Street East removed the accessible parking space that previously served the Passport Office entrance at 100 Ouellette. The nearest designated space is now half a block away, forcing her to double-park on Ouellette—a busy multi-lane arterial—to unload her mother, who has severe mobility impairments. This exposes them to live traffic and requires her to leave her mother unattended while she finds distant parking. She states the redesign creates a serious safety hazard, violates the intent of AODA's proximate access requirements, and requests that WAAC place the issue on its next agenda and advise Council to restore an accessible space or loading zone at the corner. This complaint was copied to Councillor Agostino, the Mayor's Office, and Council Services before being forwarded to the Accessibility Officer. The resident has specifically requested this matter be discussed by WAAC.

DISCUSSION:

On occasion, events take place throughout the City and the broader region that include or are specifically geared to promoting accessibility and inclusion. While the Windsor Accessibility Advisory Committee (WAAC) has attended some of these events, it has only been as an attendee or as an ad hoc presenter; in neither case has the committee possessed a basic kit of marketing materials to fully promote the work of WAAC, raise awareness of the committee, or to promote accessibility more broadly.

Accessibility Impact

There is a real accessibility impact because the redesign removed a proximate accessible parking space that served a federal service point where individuals with severe mobility impairments must be dropped off at the entrance. The increased distance creates a functional barrier for people who cannot walk that far, and it forces caregivers into unsafe loading behaviour. Based on the case facts provided, this is a bona fide accessibility

¹ The identity of the resident is temporarily redacted until such a time as council services permits me to share their personal information. I will reach out to them as well and

barrier where there was a change to exterior built environment that reduces access for people with disabilities.

Safety and Traffic Impact

The removal of the proximate accessible parking space forces the caregiver into a two-option situation, and **both** options create a safety or functional-access problem. If she uses the building's loading zone, the drop-off itself is safe, but she must leave her mother unattended in front of the building while she goes to park farther away. Her mother cannot walk the added distance, cannot accompany her, and cannot relocate independently if something unexpected happens. If she instead tries to park across the busy intersection, her mother will have to cross a distance she cannot physically manage, which is not safe or feasible. Because neither option allows a safe, continuous, supported arrival, the redesign creates a clear safety and traffic impact. This does not even factor in inclement and winter weather conditions that compound this safety impact.

AODA Parking and Consultation Compliance

Insofar, and barring a legal opinion, there are two questions at issue; notably whether the re-development of Pitt Street on-street parking violates the intent of the AODA and whether WAAC and the public were owed a duty to consult. And alternatively, whether operations should have consulted with WAAC even if that duty is found to not exist.

Does the re-redevelopment violate the intent of the AODA?

In short, it did not. By any measure, the resident is correct to assert that the change in parking has created a barrier to a person with a disability and that this based on authentic lived experience. However, the argument that it violates the "intent of the AODA" goes beyond what the Act itself provides. The AODA's stated purpose, governed under Section (1)(a)(b) is to develop, implement and enforce accessibility standards and to involve persons with disabilities in that process; it does not create operational requirements for parking design or on-street parking placement. Compliance is determined by the specific standards made under the Act, not by the broad purpose clause. Her comment therefore reflects the impact of the change rather than a breach of any duty established by the AODA.

Does the re-development violate the consultation requirements under regulations under the Act?

The duty to consult, governed by 80.39 is as follows

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:

1. Designated public sector 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.

The changes on Pitt Street — removing the long-standing parking, installing a new angled layout, and relocating the accessible space — certainly look like redevelopment in ordinary terms. However, section 80.39 does not define “redeveloping,” and municipalities interpret that trigger differently. It is possible the law would treat this differently than common-sense language suggests, so the consultation requirement cannot be stated with certainty. Still, it is my view that WAAC and the Accessibility Officer should have been consulted; and if they had, both would have recommended keeping the accessible space on the west side of Ouellette due to its proximity to 100 Ouellette and, if possible, created an accessible space on the east side.

FADS Compliance

Based on the 2005 Facility Accessibility Design Standard, moving the accessible space to the west side of Ouellette may not have met the provisions of FADS as follows:

- 7.2.1 All designated accessible parking spaces and passenger-loading zones *shall be located on the shortest possible circulation route, with minimal traffic flow crossing, to an accessible facility entrance (for lots serving a particular facility) or to an accessible pedestrian entrance of the parking facility (for lots not serving a particular facility)*

Insofar as available space for a mobility device, stroller or walker, the 2005 standard, still in effect as of this date, does not specifically address angled parking so it is difficult to provide a provision that provides a standard. However, the inspection of the current accessible space would suggest that negotiating the access aisle between vehicles would be challenging.

Findings

- The relocated accessible space does not appear to meet the “shortest possible circulation route” requirement, as it is now farther from the destination served.
- Even if it is found that there was no mandatory duty to consult, a consultation would have prevented or cautioned of the challenges that have transpired.
- The 2005 FADS do not provide specifications for angled accessible stalls, making it difficult to assess compliance beyond general usability requirements.
- The current angled configuration presents practical challenges for negotiating the access aisle, suggesting reduced functional access even if no explicit angled-stall provision exists.
- The overall placement and usability of the accessible space warrant reconsideration to ensure alignment with FADS and functional accessibility expectations.

Recommended Actions

- That Operations conduct a review of the accessible parking space allocations for angled parking
- Move the existing accessible space from the west side of Pitt Street to the east side to ensure shortest path of circulation and minimal traffic crossing. Or alternatively,

- Designate the first space on the east side of Pitt as an accessible space, provide appropriate pavement markings and signage.

RISK ANALYSIS:

- **Parking-Proximity Barrier** — There is a high risk that relocating the accessible parking space creates a functional barrier for residents with severe mobility impairments who require proximate loading or unloading. The impact is high because the increased distance forces unsafe loading practices on a high-volume roadway.
- **Traffic-Exposure Hazard** — There is a high risk that individuals with disabilities are exposed to live traffic due to the absence of a safe loading zone at the Passport Office entrance. The impact is high because it involves direct interaction with moving vehicles on a multi-lane arterial.
- **Unattended-Vulnerable-Person Risk** — There is a moderate risk that caregivers must leave vulnerable individuals unattended while seeking distant parking. The impact is moderate due to personal safety concerns in a congested downtown environment.
- **Operational-Communication Gap** — There is a low risk that residents perceive the City's response as incomplete when accessibility impacts are evaluated only within the project footprint rather than at the point of service. The impact is low to moderate, affecting public confidence in accessibility processes.
- **Missed-Consultation Risk** — There is a moderate risk that Operations proceeded with the angled-parking redesign without engaging WAAC or affected residents. While consultation was not required under the IASR for this type of project, the absence of engagement resulted in an avoidable accessibility barrier. The impact is moderate because early consultation would likely have identified the need to preserve proximate accessible parking or a loading zone.
- **Reputational Harm** — There is a moderate to high risk that the removal of a previously proximate accessible space, combined with the safety issues now occurring, may be perceived publicly as disregard for accessibility needs. The impact is high because reputational harm affects trust in municipal accessibility processes and may increase complaint volume or scrutiny.

Other Risks: No other risks assessed.

FINANCIAL MATTERS:

N/A — any costs associated with potential corrective actions would need to be determined by Operations.

CONSULTATIONS:

N/A

CONCLUSION:

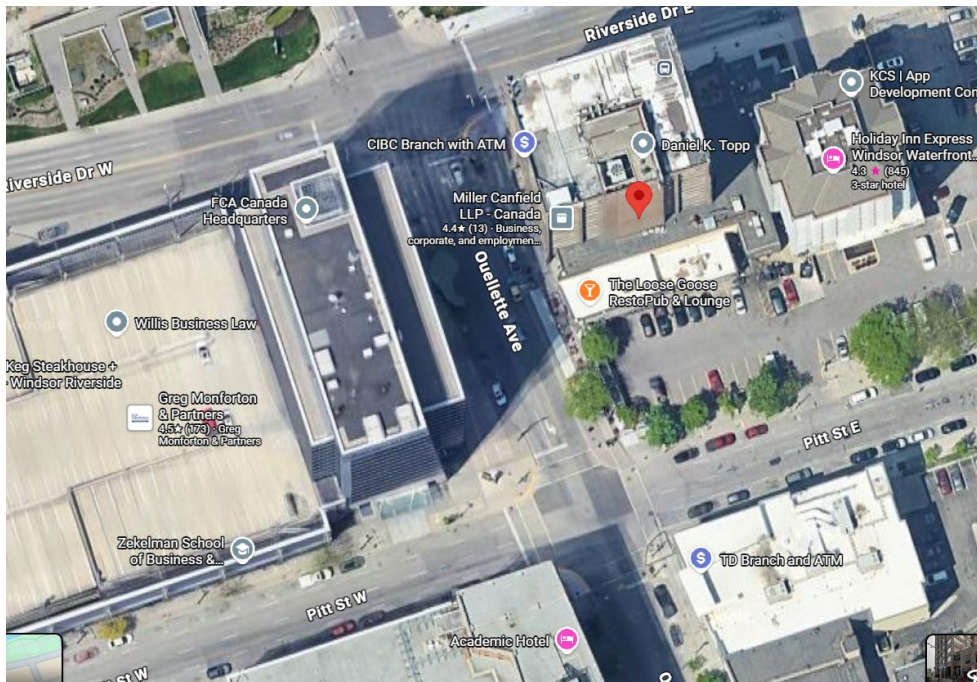
The accessibility, safety, and operational impacts identified in this review show that the angled-parking redesign unintentionally removed proximate access to a federal service point and created functional barriers for residents with significant mobility impairments.

While the project may not have triggered a mandatory consultation requirement, early engagement with WAAC would have identified the need to preserve a shortest-route accessible space at the corner. The findings support a reconsideration of the current stall placement to restore safe, proximate access consistent with FADS principles and practical usability expectations. The recommended actions provide Operations with clear, feasible steps to address the barrier and improve accessibility at this location.

Appendices

- A - Topographical View of 100 Ouellette
- B - Photo of Parking Zone in Front of 100 Ouellette
- C - Photo of Pitt Street Angled Parking – Accessible Space
- D - Photo of Pitt Street and Ouellette Intersection
- E – Redacted Residents Complaint

Appendix A Topographical View of 100 Ouellette (pre-Angled Parking via Google)



Appendix B Photo of Parking Zone in Front of 100 Ouellette



Appendix C Photo of Pitt Street Angled Parking – Accessible Space



Appendix D Photo of Pitt Street and Ouellette Intersection



Appendix E Redacted Resident's Complaint

From: [REDACTED]

Sent: Tuesday, August 25, 2026, 8:57 PM

To: Accessibility <accessibility@citywindsor.ca>

Cc: clerks <clerks@citywindsor.ca>; Mayor's Office <mayoro@citywindsor.ca>; Agostino, Renaldo <ragostino@citywindsor.ca>

Subject: URGENT Accessibility & Safety Complaint: Relocation of Accessible Parking Space Affecting 100 Ouellette Ave (Passport Office)

I am writing to file an urgent, formal accessibility and public safety complaint regarding the recent removal of the dedicated accessible parking space at the corner of Pitt Street East and Ouellette Avenue, which directly serviced the building entrance for the federal Passport Office (100 Ouellette Avenue).

The city's recent angled parking conversion project entirely removed this critical proximate space and shifted the nearest designated handicap parking half a block to the west. I previously submitted a complaint via Windsor 311 and was told that because spaces exist somewhere within the broader project footprint, the city considers the layout acceptable.

This administrative response entirely fails to recognize the real-world danger this layout forces upon disabled residents and their caregivers. Because the designated spaces are now too far for my mother to walk due to her severe mobility impairments, **I am routinely forced to double-park my vehicle illegally on Ouellette Avenue—the main, high-volume multi-lane thoroughfare of downtown Windsor—directly in front of the building's main doors.**

This creates a terrifying and unacceptably dangerous situation:

1. **Live Traffic Exposure:** I must halt traffic on a major downtown artery to assist a vulnerable individual with disabilities out of the passenger side and onto the sidewalk while active traffic passes immediately adjacent to us.
2. **Forced Abandonment:** Because there is no proximate parking or safe loading zone left, **I am then forced to drive away to find a parking space a half-block away, leaving my mother entirely unattended, vulnerable, and alone** in a highly congested downtown environment until I can walk back to her.
- 3.

This design choice fundamentally violates the core intent of the *Accessibility for Ontarians with Disabilities Act* (AODA) regarding proximate, barrier-free access to public and institutional services. The geometric layout of an angled parking project must not take precedence over human safety, traffic flow, and basic civic accessibility.

I request that the Windsor Accessibility Advisory Committee formally place this matter on the agenda for review at its next public meeting. I urge the Committee to advise City Council and the Traffic Operations Division to immediately re-establish a dedicated accessible space or safe loading zone directly servicing the 100 Ouellette Avenue corner.

Sincerely,

[REDACTED]

ATTACHMENT 5.8 WAAC Letter to Council



TO: Mayor and Members of Council

FROM: Windsor Accessibility Advisory Committee 2022-2026

DATE: July 30, 2026

SUBJECT: Windsor Accessibility Advisory Committee (WAAC), 2022-2026 Transition and Future Priorities, 2026-2030

Dear Mayor and Members of Council,

As several longstanding members of WAAC conclude tenure, we wish to reflect on the progress made, express gratitude for the partnerships that have supported this work and share priorities that we believe will ensure continued advancement of accessibility in our community.

We are proud of the structure that has evolved during our term, particularly the development of the Infrastructure Subcommittee. This model enables important work to advance between quarterly meetings, supporting more productivity, efficiency, and strategic decision making at committee meetings.

We are also proud of recent investments in the Riverside Library, All Saints Church, Huron Lodge, and Windsor International Airport, creating much-needed inclusive spaces within our community. These projects affirm our belief that accessibility is not merely compliance, but an investment in community and belonging for all. While much has been accomplished, important work remains.

First, we encourage maintaining and strengthening communication and consultation between the committee and City Administration. Recent consultations have demonstrated the value of early and meaningful engagement. These partnerships have benefited both Administration and the community, resulting in stronger outcomes and broader support for accessibility initiatives.

Second, we encourage continued focus on the sustainability of accessible transportation services. Municipalities across Ontario continue to face challenges in maintaining adequate inventories of accessible taxicabs and other transportation options. We recognize and appreciate the City's efforts to temporarily extend the operational lifespan of accessible vehicles while reducing licensing fees to support operators during this period of transition. We encourage the municipality to continue pursuing long-term solutions that ensure accessible transportation remains reliable and sustainable.

Third, we encourage renewed attention to accessible recreation and community participation. Much of the committee's recent work has appropriately focused on foundational access needs such as transportation, infrastructure, and the built environment. As these efforts continue to mature, we believe there is an opportunity to place greater emphasis on recreation, leisure, and quality-of-life initiatives that enable residents with disabilities to fully participate in community life.

Finally, we wish to express our support for strengthening dedicated accessibility expertise and capacity within City Administration. This recommendation reflects recognition of the excellent work of Mark Keeler, Diversity and Accessibility Officer, and the broad scope of responsibilities assigned to the role. Accessibility is increasingly technical and complex work. Consideration should be given to the role's capacity to foster meaningful relationships with community organizations, individuals with lived experience, and local disability groups, strengthening consultation, knowledge sharing, and responsive decision-making.

As Council prepares to appoint members for the upcoming term, we encourage consideration of candidates whose lived experience, skills, and expertise will contribute to the committee's continued effectiveness.

- Strong administrative and governance experience;
- Openness to diverse perspectives and collaborative decision-making;
- A commitment to advancing accessibility through strong advocacy, persistence, and collaboration;
- Professional expertise in accessibility-related disciplines, including architecture, design, planning, and engineering.

Given the significant turnover anticipated this term, opportunities for knowledge transfer should be considered to support continuity and preserve momentum. Throughout our term, the committee has benefited from the combination of professional expertise, lived experience, and community connections. We believe this balance will remain essential as the municipality continues to advance accessibility and inclusion.

We leave our roles encouraged by the progress made, and optimistic about the opportunities ahead. We thank Council, Administration, and our fellow committee members for their partnership and commitment to building a community where all residents can participate fully and with dignity.

Respectfully submitted,

Councillor Fred Francis, Ward 1

Danica McPhee

Caleb Ray

Sally Bennett Olczak, Co-Chair

Nicholas Petro

Surendra Bagga

Peter Best, Co-Chair

Ricardo Pappini