



City of  
**Peterborough**

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**TO:** Members of the Accessibility Advisory Committee

**FROM:** Phyllis Hodder, Accessibility Coordinator

**MEETING DATE:** November 6, 2013

**SUBJECT:** Report AAC13-019  
Wayfinding Signs at City Hall

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## **PURPOSE**

A report to the Accessibility Advisory Committee (AAC) to provide information on Wayfinding Signs at City Hall.

## **RECOMMENDATION**

That the Accessibility Advisory Committee approves the recommendation outlined in Report AAC13-019 dated November 6, 2013, of the Accessibility Coordinator as follows:

That the presentation by the Customer Service Coordinator, regarding Wayfinding Signs at City Hall be accepted for information.

## **BUDGET AND FINANCIAL IMPLICATIONS**

There are no budget or financial implications associated with the recommendation.

## BACKGROUND

City Hall is a heritage building that has undergone a number of renovations over decades to accommodate the evolving needs of the municipality. The building is difficult to navigate with multiple levels and wings.

Over the past few years, a consistent effort has been made to encourage visitors to use the main entrance to City Hall to ensure they have the assistance of the Information/Reception Clerk (accessible ramp entrance, additional accessible parking and media communications).

In order to provide additional wayfinding assistance, work is underway to develop new signs. To ensure that it is effective and accessible the proposed signs incorporate:

- simple and uncluttered
- plain language
- high colour contrasts
- sans serif text (upper and lower case)
- specific height and width requirements based on the viewing distance
- Information listed in text and map format to accommodate learning styles.

The City has committed to following the guidelines of the Final Proposed Accessible Built Environment Standard, July 2010 under the **Accessibility for Ontarians with Disabilities Act, 2005** whenever possible. This draft standard addresses signage in Section 6.0 Communication Elements and Facilities.

Temporary wayfinding signs will be posted for public feedback. Feedback will be considered and incorporated into the final signs.

The information provided by Sharron Hayton will allow the AAC to review and make comments on the new signage being considered for City Hall.

Submitted by,

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Accessibility Coordinator

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