

STAKEHOLDER ENGAGEMENT

Introduction

The engagement process involved the review of the Access Design Standards (ADS) 2016 in collaboration with City business units and other external groups. The Advisory Committee on Accessibility and its sub-committee on Access Design were also involved. Dialogue and recommendations specific to each stakeholder's area of expertise were encouraged.

Process

Various City of Calgary business units with a vested interest in the design of buildings and facilities participated in reviewing the ADS. Meetings were held to discuss and receive any pertinent recommendations.

The Advisory Committee on Accessibility (ACA) and the Access Design sub-committee provided input on people with mobility, hearing and vision disabilities as well as Universal Design features to be included in the updated document. Accessible Housing provided feedback on access and housing components, affecting all disability groups.

Participants in the engagement process included representatives from the following:

Committees under Calgary Neighbourhoods

- Access Design Sub-Committee
- Advisory Committee on Accessibility

External Stakeholders

- Accessible Housing
- Canadian Hard of Hearing Association
- Canadian National Institute for the Blind (CNIB)
- Deaf & Hear Alberta

Internal Stakeholders

- Calgary Building Services
- Calgary Fire Department
- Calgary Growth Strategies
- Calgary Housing Company
- Calgary Neighbourhoods
- Calgary Parks
- Calgary Police Service
- Calgary Public Library
- Calgary Recreation
- Calgary Roads
- Calgary Transit
- Community Planning
- Corporate Analytics and Innovation
- Engineering and Energy Services
- Facility Management
- Livery Services
- Real Estate & Development Services
- Transportation Infrastructure
- Transportation Planning
- Waste and Recycling Services

Stakeholders were initially contacted in May of 2015 to raise awareness about the upcoming update to the ADS 2010 and were later provided with a first draft of the ADS 2016 in July and August of 2015 for review. Stakeholder comments and suggestions were taken into account and reviewed with the ADS report writers and members of the Access Design sub-committee. Stakeholders were again provided in February of 2016 with the opportunity to review and comment on a second draft of the ADS 2016. The ADS 2016 were distributed a third and final time in May of 2016.

Internal stakeholders who reviewed draft versions of the ADS provided feedback by email. External and some internal stakeholders took part in working group meetings to review proposed changes to the 2010 ADS. The engagement process provided an excellent atmosphere for education and awareness about existing processes and work that is currently completed within The City to further accessible design.

Results

The stakeholder engagement process has been beneficial in a number of ways. First, business units have been reminded of the existence of the ADS and its importance to people with disabilities. Second, the stakeholder business units have had a chance to compare their internal needs and practices with the requirements of the ADS. This was necessary to ensure that there is alignment within the corporation in terms of building and facility design. Finally, the content that was generated from the open discussion about actual technical requirements helped to create a robust, fair and inclusive document.