



## Advisory Committee on Accessibility

### MANDATE

The Advisory Committee on Accessibility provides strategic advice to City Council and City Administration to address issues, needs, and services for people with physical, sensory, and cognitive disabilities. This includes but not limited to built environment, accessible transportation and transportation infrastructure, technology, information and communication, goods and services, affordable/accessible housing, social and economic accessibility issues in order to provide high level accessible City services for people with disabilities. ([link](#))

### COMPOSITION

14 Members:

- 11 Public Members
- 3 members of City Administration

### ANNUAL UPDATE & KEY ACCOMPLISHMENTS

In the past year, the Advisory Committee on Accessibility has had impact in the following ways:

Activity completed	Impact
Seasonal Patio Program guidelines	Creation of Accessibility Guidelines for Seasonal Patios and input into the 2022 Seasonal Patio Program and Mobility Network Accessibility Report to ensure safe and clear path of travel for people with disabilities
Clearing discarded electric scooters from path of travel	Input into the Electric Scooter RFP vendor selection regarding the accessibility impacts of scooters being parked on the sidewalk. Ensured that a tactile large print contact number is available on all scooters so that people with vision loss can contact the vendors.
2021 Municipal Election	Review of Accessible Election practices for the October 2021 Municipal election including the Automark Machine for independent voting for people with vision loss and mobility issues
Calgary Event Centre	Recommendations regarding the needs of people with disabilities to improve access to the centre for all Calgarians
Snow and Ice Control	Input into engagement process about the importance of removing barriers to a clear path of travel at crosswalks, lane aprons, and engineered walkways, and the removal of windrows at curb ramps and bus stops
17 Ave Stampede Crossing LRT Station	Input to the new at-grade LRT station, platform and roadway & pathway extension into the Stampede grounds
Single-Use Items Reduction Strategy	Input into the need of single-use plastic straws for some people with disabilities
Wheelchair Accessible Vehicles (WAV)	Support for 24/7 on-demand WAV service for people that use mobility devices. This has moved from a pilot into a regular



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	service with centralized dispatch, driver incentives, and a sustainable funding model.
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The Advisory Committee on Accessibility has several additional projects underway:

Activity underway	Description
Seasonal Patio Program application reviews	Members of the Access Design Committee continue to work with The City of Calgary to review applications for seasonal patios, including a boardwalk design as a transitional option for the 2022 season.
LRT crossings	Working with the LRT Crossing Committee to create a new design for bedsteads that are cane-detectable for people with vision loss.
Green Line	Providing ongoing input to the Green Line team to incorporate universal design at every opportunity at all stages of design
Floating Bus Island design	Providing ongoing input on the accessible design of Floating Bus Islands
Curb cut design	The Access Design subcommittee continues to provide input on curb cut designs used at intersections to make them safer and more functional for all Calgarians.
Arts Commons and Glenbow Revitalization	Providing accessibility reviews and recommendations on the Arts Commons Transformation and the Glenbow Revitalization Project

### CHALLENGES

The City of Calgary has encountered resourcing challenges that have prevented planned updates to the Access Design Standards. Additional resources would also be required to support awareness and use of revised standards within City of Calgary projects. These resources are expected to become available later this year as a result of The City's realignment process. The Advisory Committee on Accessibility also looks forward to updates to the 2005 Corporate Accessibility Policy later this year.

### WORKPLAN FOR THE NEXT YEAR

Please see attached.

### OPERATIONS

Since May 2021, the Advisory Committee on Accessibility and the Access Design subcommittee have met 22 times. Members participated virtually in all meetings except one, which was a hybrid of virtual and in-person attendance. Each Advisory Committee on Accessibility included American Sign Language interpretation and use of the captioning feature on Microsoft Teams. In the future, it may be necessary to continue to host virtual or hybrid meetings to



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accommodate members who are immunocompromised. Large print agendas will be made available for any hybrid or in-person meetings.

### **ATTACHMENTS**

Advisory Committee on Accessibility Workplan 2022

## Advisory Committee on Accessibility Workplan 2022

As a committee of Council, The Advisory Committee on Accessibility (ACA), provides strategic advice to City Council and City Administration to address issues, needs and services for people with physical, sensory and cognitive disabilities in order to provide a high level of accessible City services.

This workplan is intended to support Administration increasing the coordination of accessibility work across The Corporation and to further embed accessibility in The City's planning, policies, practices and systems work, with the result that the city is accessible for everyone.

Elements that have informed this workplan include:

- An internal scan examined how different City of Calgary Business Units (BUs) integrate accessibility into overall work functions, how service lines engage with the Advisory Committee on Accessibility, and how service lines work together to deliver accessibility initiatives (cross corporate alignment). This scan documented current processes used by The City to establish accessibility benchmarks.
- Input from the Advisory Committee on Accessibility and their lived experience
- Cross-Corporate Public Accessibility Advisory Team
- Social Well-Being Policy and Principles
- An annotated bibliography was created to list accessibility related reports and policy documents with key findings on accessibility issues and solutions, and implementation processes to help embed accessibility in government.
- A literature and policy review for embedding accessibility that explored the strategies and solutions for enhancing accessibility used by other Canadian municipalities.
- Disability-specific and relevant measures will inform the work of this strategy.

The updated strategic areas have been combined into five key areas of accessibility for The City of Calgary:

- 1) Physical Infrastructure
- 2) Communication
- 3) Transportation
- 4) Housing
- 5) Emerging Issues

# 1. Physical Infrastructure

**Goal: Public capital projects are reviewed for accessibility so that everyone can access all public spaces.**

<b>Strategy A: Involve the Cross-Corporate Public Accessibility Advisory Team</b>	
<b>Partners</b>	City of Calgary: Planning & Development, Infrastructure Services, Operational Services, Community Services and People, Innovation & Collaboration Services
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Ensure the review and update the Access Design Standards incorporating the new National Building Code 2019 - Alberta Edition, Public Realm information, Rick Hansen Foundation Accessibility Certification Gold Level Requirements and other best practices.</li> <li>• Work to develop mechanisms for liaising with the Advisory Committee on Accessibility (ACA) and the Access Design Sub-committee in providing input into accessibility projects and reports at the earliest stages of capital infrastructure projects.</li> <li>• Improve the access review process and compliance to building code and Access Design Standards for corporate capital projects.</li> <li>• Participate, review and provide recommendations on key infrastructure projects (e.g. BMO, Glenbow Museum, Fort Calgary, Stephen Avenue Mall, Arts Commons, Green Line.)</li> <li>• Promotion of the Cross-Corporate Public Accessibility Advisory Team on an ongoing basis, so City staff and community members are aware of the activities they have been involved with to embed accessibility.</li> </ul>
<b>Strategy B: Integrate the Corporate Accessibility Policy into City practices</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Create policy statements which provide a coordinated approach to the inclusion of persons with disabilities and the accessibility of all City programs and services.</li> <li>• Embed accessibility into decision making processes, using a disability and accessibility perspective through involvement, oversight, participation, awareness and compliance.</li> <li>• Include components of the Accessibility Policy into Service Lines &amp; Budgets, as it pertains to barriers in physical infrastructure.</li> <li>• Create measurement/benchmarking/status updates on Accessibility.</li> <li>• Identify the barriers and focus on effective remedies for people with disabilities in the areas of procurement, elections, emergency management.</li> </ul>

## 2. Communications

**Goal: People with disabilities have equitable access to City communications.**

<b>Strategy A: Advocate for the use of communications access</b>	
<b>Partners</b>	<b>City of Calgary</b>
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Advocate for consistent application of accessible communications across The Corporation (Council, public engagement, elections, emergencies, Calgary.ca website, events and meetings).</li> <li>• Establish education and awareness communications (i.e. promoting National AccessAbility Week activities, International Day of Persons with Disabilities, etc.).</li> <li>• Promotion of plain language, assistive and interpretive communications.</li> </ul>
<b>Strategy B: Provide customer service training activities about visible and invisible disabilities</b>	
	<ul style="list-style-type: none"> <li>• Ensure 'Serving People with Disabilities' training is offered/available to employees.</li> <li>• Support Accessibility Experiential Tours for employees.</li> <li>• Create an accessible environment for communications for Administration, for internal and external events i.e. festival and event checklist.</li> </ul>

## 3. Transportation

**Goal: People with disabilities can move around the city easily.**

<b>Strategy A: Ensure all transportation services are barrier-free.</b>	
<b>Partners</b>	<b>City of Calgary</b>
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Collaborating with Calgary Transit and Calgary Transit Access ensuring availability of accessible services.</li> <li>• Work with Wheelchair Accessible Vehicle (WAV) providers to ensure safe 24/7 on-demand wheelchair taxi service.</li> <li>• Advocate for the pervasive use of audible pedestrian signals and tactile truncated domes in order to make Calgary safer for people with vision loss.</li> <li>• Community Services as Operations to collaborate on the Priority 1 Snow &amp; Ice Control (SNIC) for the clearing of 1200 bus stops, windrows and pathways.</li> <li>• Advocate for adequate and appropriate accessible parking stalls.</li> <li>• Incorporate an accessibility lens in all Urban Strategy, Operations and Transportation Infrastructure initiatives and advocate for the appropriate allocation of funding.</li> </ul>

## 4. Housing

**Goal: People with disabilities have the security of an appropriate home.**

<b>Strategy A: Collaborate with housing providers to meet the accessibility and affordability needs of persons with disabilities.</b>	
<b>Partners</b>	<b>Calgary Housing, Calgary Housing Company</b>
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Leverage the Access Design Sub-committee to review plans and provide recommendations on The City's new affordable housing projects for the inclusion of adaptable dwellings and barrier-free units.</li> <li>• ACA to advocate for the same level (6%) of other major municipalities in affordable and accessible housing stock in Calgary's development and building industry.</li> <li>• ACA to educate the development and building industry to increase available accessible units.</li> <li>• Leverage work being done with the Seniors Age-Friendly Strategy, Social Well-Being, Calgary Aboriginal Urban Affairs Committee and Calgary's Mental Health and Addiction Strategy.</li> <li>• ACA to work with other levels of government to enhance access to programs, grants, and services which improve accessibility to assist citizens to age in place.</li> </ul>

## 5. Emerging Issues

**Goal: Attention is brought to issues related to accessibility and the avoidance of barriers that may impact the quality of life for persons with disabilities.**

<b>Strategy A: Monitor trends/issues in the community that may impact people with disabilities.</b>	
<b>Partners</b>	<b>City of Calgary</b>
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Be aware and informed of current trends, emerging legislation, best practices, and social media concerns for persons with disabilities.</li> <li>• Current issues may include, but is not limited to:             <ul style="list-style-type: none"> <li>○ Accessible Canada Act</li> <li>○ E-scooter and e-Bicycle sharing programs</li> <li>○ Human trafficking of people with disabilities</li> <li>○ Single use plastics</li> <li>○ Accessible elections</li> <li>○ Sidewalk patios</li> <li>○ Social equity, climate leadership and sustainable infrastructure</li> </ul> </li> </ul>