

## Advisory Committee on Accessibility (ACA) 2013 Completed Initiatives

### Accessible Transportation

- ACA members participated in the Access Calgary Performance Audit and will be involved with Access Calgary to implement recommendations.
- A significant reduction was made in the number of Access Calgary unaccommodated trips due to a committee request in 2013 for additional funding.
- LRT Audible and Visual Announcements have been integrated onto all trains and platforms to increase communication.
- Rundle LRT Pedestrian Bridge replacement was reviewed for accessibility.
- An Audible Pedestrian Signal (APS) Strategy was approved by Roads to incorporate APS in the Centre City at all moderate-busy intersections.
- The WestLRT, Saddletowne and Martindale LRT Stations all had site access audits performed that led to recommendations on improving these stations for people with disabilities.
- The Chinook LRT Station that opened on September 3, 2013 had an extensive access review before the complete station rebuild.
- The committee participated in the development of an educational video, produced by the Calgary Parking Authority, about the importance of accessible parking stalls. This was completed as part of Disabled Parking Awareness Day in November.
- New accessible parking stall signage was installed at all Calgary Parking Authority accessible parking stalls.
- Taxi & Limousine Advisory Committee (TLAC) continues to have representation from ACA to further disability taxi matters.

## Physical Accessibility/Design of Public Spaces

- 184 Sidewalk Block replacements were confirmed as part of the Local Improvement Sidewalk Construction. This will assist the mobility for all citizens that require a smooth path of travel.
- The Peace Bridge incorporated a contrast colour strip to demarcate grade changes at the north and south approaches to the bridge to assist those with vision loss.
- The Roads sidewalk hoarding report included feedback on design and signage for people with disabilities.
- The committee recommended the updates to the Roads Snow & Ice Control Policy include the access information required at bus stops, LRT Station platforms and parking, sidewalks to the bus stops and stations, along with the snow clearing from wheelchair curb ramps for people with disabilities.
- Universal Design reviews were completed on three of the four new recreation facilities, Quarry Park, Rocky Ridge and Great Plains. Seton will be reviewed in 2014.
- East Bowmont, Bowness, Clearwater Regional Park, Century Gardens and East Victoria Park access reviews were completed for Parks projects.
- Shouldice and New Brighton Athletic Parks' access reviews were incorporated into their plans.
- Inclusionary features for pathways and signage were incorporated into the ImagineParks document.
- Municipal Sustainability Initiatives (MSI) access reviews for Decidedly Jazz Danceworks and King Edward School Arts Incubator resulted in design and signage recommendations.
- A barrier-free design review of The Alexandra Centre new automatic door project was performed, as part of the Capital Conservation Grant process.
- The Community Infrastructure Fund (CIF) Fort Calgary new East Site was reviewed for universal design.
- As part of the Mayor's Awards, Award for Accessibility, six sites were nominated and access reviews were coordinated and performed. Total Cardiology was the successful site.
- The Centre City Civic District Realm project and the Centre City Urban Design Guidelines incorporated universal design into their wayfinding, signage and street furniture sections.
- The 2013 National Building Code and Alberta Building Code Consultation included submissions on barrier-free design.
- The Office of Land Servicing & Housing (OLSH) opening of Lumino South Affordable Housing Development on December 9, 2013, included 11-one bedroom units (eight adaptable units and three fully accessible units) that the committee provided recommendations on.

## Accessible Communication/Information/Customer Services

- 17 - 311 Service Requests for Audible Pedestrian Signals were reviewed for action to Roads.
- The committee continues to liaise with the Calgary Police Service, Chief's Advisory Committee on Persons with Disabilities, on matters involving crime prevention and safety of persons with disabilities. Advice was provided on the inclusion of sign language interpretation, as part of CPS' new language database.
- Public Safety Communications have implemented the Text to 911 service for the deaf, hard of hearing and speech impaired, so that in an emergency situation the 911 centres will have the ability to converse using text messaging. The committee provided guidance and education on this process.
- The Vulnerable Populations Strategy incorporated the needs of people with disabilities in emergency situations, from feedback the committee provided from a cross disability perspective.
- Accessibility was enhanced for the October 13 Municipal Election. A training video for staff on dealing with people with disabilities was created, accessible venues were identified for polling stations and information on mail-in and in-person ballots were promoted, based on the committee's recommendation.
- Customer Service & Communications continued work on the engage! and Plain Language Policies using the disability "lens" for communication. Crisis Communication for individuals with disabilities that require communication access in the event of a city emergency has been identified and strategies outlined.
- Disability Constellation input has become part of the framework for the Calgary Poverty Reduction Initiative (CPRI) moving forward.
- Subject matter expertise was provided into Human Resources' Diversity and Inclusion Framework to support the incorporation of persons with disabilities.
- The ACA participated in Cultural Transformation sessions and highlighted the inclusion of people with disabilities.
- The committee coordinated and participated in the December 3, 2013 International Day of Persons with Disabilities Breakfast with City Council and Senior Management Team.
- The Mayor presented the Advisory Committee on Accessibility Annual Awards for Access Recognition, Accessible Transportation and Advocacy that recognized dedicated Calgarians.