



Advisory Committee on Accessibility

Mandate and Composition

Mandate	To provide strategic advice and make recommendations to City Council and City Administration in addressing issues, needs, and services for people with physical, sensory, and cognitive disabilities; including, but not limited to: infrastructure, transportation, technology, communication, affordable/accessibly housing, social and economic accessibility issues in order to provide a high level accessible City services for people with disabilities.
Composition	<ul style="list-style-type: none">• 6 Members with disabilities representing a range of people with physical, sensory and cognitive disorders• 2 Members representing the seniors community• 3 Citizens-at-Large who may or may not have a disability, but who are interested in access issues• 3 Members of City Administration (e.g., Planning and Development, Calgary Transit, and Calgary Recreation)



ADVISORY COMMITTEE ON ACCESSIBILITY

2019 MARCH 4

BOARDS, COMMISSIONS, COMMITTEES PRESENTATION

The **Advisory Committee on Accessibility (ACA)** is an advisory committee of Council that reports through the Standing Policy Committee on Community & Protective Services on issues, needs and services for people with disabilities, with a focus on accessible City services. The ACA consults with City business units, across Service Lines to promote City services and facilities that promote the needs of people with disabilities. ACA's **mission** is to make recommendations on access issues related to municipal properties, information and services for people with disabilities. ACA is a resource to City Council and City Administration.

Advisory Committee on Accessibility members address physical, transportation, communication, social and economic access issues that occur in The City of Calgary. They receive community and organization input on issues and Council requests, and they draw on their own experiences of living with a disability. Fourteen members are appointed by Council for the full complement of the ACA Committee.

The **ACA's Access Design Subcommittee** reviews and makes recommendations on issues and plans that relate to universal design for people with disabilities. These are guided by **The City Access Design Standards** that go above and beyond the minimum standards of the Alberta Building Code. Reviews include, but are not limited to, projects and plans that include physical infrastructure, public realm, parks and playgrounds, affordable accessible housing, pathways, accessible audible signals and cycle tracks. One of members of ACA serves as a liaison with this subcommittee maintaining the lines of communication. Individuals from the community with disabilities, disability serving organizations and key individuals from Administration participate on this subcommittee.

The Advisory Committee on Accessibility and the Access Design Subcommittee advance a coordinated approach for accessibility across The Corporation. The City's commitment in providing programs and services that meet the needs of persons with disabilities is guided by [The Corporate Accessibility Policy](#) and the Advisory Committee on Accessibility 10 Year Strategic Plan (See Attached).

Advancing accessibility includes addressing issues and needs as they relate to physical, sensory and cognitive disabilities. By reducing barriers to City services in infrastructure, transportation, employment, affordable accessible housing and communications, people with disabilities will be able to participate fully as citizens of Calgary and enhance their quality of life.

Both the Advisory Committee on Accessibility and the Access Design Subcommittee meet once per month, except in July and August, with approximately twenty meetings in the last 2 years.

ACTIVITY	IMPACT
1. Implementation of The Access Design Standards	Physical Infrastructure accessible for individuals with cognitive sensory and physical disabilities, universally designed for everyone.
2. Coordination & Implementation of The Serving People with Disabilities Training	Employees provide great customer service for people with disabilities.
3. Snow & Ice Control (SNIC)	Priority 1 -700 bus stops cleared of snow & ice, \$9.5M in 2018 to clear pathways and sidewalks adjacent to City properties. Remove windrows from wheelchair ramps.
4. Wheelchair Accessible Taxi Service	Wheelchair Accessible Taxi Incentive Program and Pilot Central Dispatch Service for more efficient 24/7 on demand service.
5. 4 New Recreation Centres	Pool Pods allow people to safely go into the pool in a water wheelchair. Sledge hockey in Arenas.
6. New Calgary Public Library	Accessible community space.
7. Implementation of Inclusive Play Spaces	Over 30 playgrounds have accessible equipment or ramps, or accessible/aquatic wheelchairs in spray parks.
8. Calgary Transit Access	Provide accessible transportation blank for individuals who cannot use public transit.
9. Captioning of Council Meetings & Public Hearings	People with hearing loss can participate in municipal government in person or online.
10. Bus Rapid Transit Platform Access	Truncated domes at edge of platform and automatic doors to shelters.
11. Accessible Elections	Polling Stations Accessible use of Automark for independent voting for people with vision loss Sipp & Puff & Paddles for people with mobility challenges.
12. Rick Hansen Man in Motion IDPD Dec 3	Messages on the improving of physical Accessibility in work places and communities for people with disabilities would result in a dramatic increase in labour force participation and consumer spending. The Rick Hansen Foundation's Accessible Certification courses at SAIT Fall 2018 and Spring 2019.
<p>The Advisory Committee on Accessibility (ACA) 2019 Workplan is outlined in the Goals & Strategies in the ACA 10 Year Strategic Plan, which focuses on:</p> <ul style="list-style-type: none"> • To continue the implementation of The Corporate Accessibility Policy, through consultations on City-wide projects that further the work of physical, transportation and communication accessibility. • To implement the City's Access Design Standards through the Service Lines that have physical infrastructure projects and public realm in their areas. • To participate in the Serving People with Disabilities Customer Service Training. • To continue to communicate all of the Accessible communication tools, like captioning and sign language interpretation to be used at public meetings and events. • To work with Administration on the Accessibility of the Greenline, projects in the Rivers District, Civic Partners projects and Arts Commons. 	
<p>For ACA to continue to fulfill its mandate the 2016 Access Design Standards need to be updated to align with the new Alberta Building Code. The committee currently is guided by a 2005 Corporate Accessibility Policy that requires a citizen-centric approach to determine how to advance the needs of people with disabilities.</p>	

Advisory Committee on Accessibility (ACA) – Strategic Plan 2017-2026

MISSION

To and make recommendations on access issues related to municipal properties, information and services for persons with disabilities. ACA is a resource to City Council and City Administration.

MANDATE

The City of Calgary Advisory Committee on Accessibility is a resource committee reporting to City Council through the Standing Policy Committee on Community and Protective Services on issues, needs and services for people with disabilities. The ACA consults with City business units to promote City services and facilities that meet the needs of people with disabilities.

FUNCTIONS

Advisory Committee on Accessibility members address physical, transportation, communication, social and economic access issues that occur in The City of Calgary. They receive community and organization input on issues and Council requests, and they draw on their own experiences of living with a disability.

The ACA's **Access Design Subcommittee** reviews and makes recommendations on issues and plans that relate to universal design for people with disabilities. This includes, but is not limited to, the review of public and private projects like properties, buildings, barrier-free walkways, parks, playgrounds and pathways.

ACA GOALS AND STRATEGIES:

GOAL 1. TO HAVE THE PHYSICAL INFRASTRUCTURE OF PUBLIC SPACES BE ACCESSIBLE AND UNIVERSALLY DESIGNED.

Strategy 1.1	ACA will support the implementation of the 2016 Access Design Standards to be used on all City projects by working with the Access Planner in Planning & Development, and create a communication plan that will align with the implementation.
Strategy 1.2	ACA will work closely with the Access Planner in Planning & Development to support City projects from conceptual stage to final completion of City projects and determine a corporate-wide process piece for access reviews.
Strategy 1.3	ACA will continue to provide leadership with NM2015-16 - 'Improving Calgary's Accessibility'
Strategy 1.4	ACA will work with the <u>Building Operations Control Centre</u> on the emergency procedures for persons with disabilities in the Municipal Complex.
Strategy 1.5	ACA will finalize the design for curb cut ramps with and without tactile truncated domes for future installations. Complete
Strategy 1.6	ACA will work with the Seniors Age Friendly Strategy on the creation of an 'Age-Friendly Business Checklist' for Business Revitalization Zones to assist seniors and persons with disabilities to identify businesses that have services and amenities to meet their unique needs. This will allow more independence for people who want to be out in the community. Complete

Strategy 1.7	ACA will provide leadership with NM2017-09 Accessible Playgrounds through collaboration with Calgary Parks. Complete
Strategy 1.8	ACA will provide ongoing Accessibility direction for Resilience and Infrastructure Calgary, Inclusion and Decision-Making.
Strategy 1.9	ACA will work with Calgary 2026 on the Olympic Bid. Complete
Strategy 1.10	ACA will work closely on the ongoing Accessibility of the New Calgary Public Library.
Strategy 1.11	ACA will provide support on the Dog Relief Area outside the Municipal Building.

GOAL 2. TO HAVE TRANSPORTATION SERVICES BE MORE INCLUSIVE FOR CALGARIANS WITH DISABILITIES.

Strategy 2.1	ACA will continue to participate in the Green Line designs discussions to incorporate the Access Design Standards to ensure persons with disabilities are able to access the new stations.
Strategy 2.2	ACA will liaise with Livery Transport Services, who represents people with disabilities, on the Accessible Taxi Strategy.
Strategy 2.3	ACA will continue to receive and review all 311 service requests for accessible/audible pedestrian signals.
Strategy 2.4	ACA will work with Roads on the Accessible/Audible Pedestrian Signal (APS) Strategy and evaluate the new model vibrotactile signals that are being installed.

Strategy 2.5	ACA will continue to work with Transportation Planning on the “ <i>Step Forward</i> ” Pedestrian Strategy that will include barrier-free path of travel, sidewalk hoarding, accessible/audible signals, crosswalk designs and underpass projects.
Strategy 2.6	ACA will continue to collaborate with Calgary Roads, Calgary Transit and Calgary Neighbourhoods on the snow and ice control (SNIC) program that will work towards 700 bus stop locations.
Strategy 2.7	ACA will work with Calgary Roads on increasing the number of accessible parking stalls in the downtown core and collaborate with Calgary Parking Authority on enhancing the provision of information and communication on these stalls in MapApp and on their website.
Strategy 2.8	with Calgary Transit to make all LRT station elevators Accessible and have Accessible parking available.

GOAL 3. TO EDUCATE BUSINESS UNITS AND COUNCIL ON THE IMPORTANCE OF ACCESSIBLE COMMUNICATION TOOLS.

Strategy 3.1	ACA will encourage the provision of accessible tools at engagement sessions, town halls and special events to embed accessible communications work. These may include captioning, sign language, large font, Braille, plain language, narrative descriptions (verbal translations of graphs and pictures).
Strategy 3.2	ACA will continue to support calgary.ca/accessibility , including the 311 service request for event and meeting accommodation, promoting standard accessibility icons and Report to Calgarians.
Strategy 3.3	ACA will support Councillors and Administration with accommodations at meetings, town halls, Councillor Chats and engagement sessions, by providing information on what is required and how to book service providers.
Strategy 3.4	ACA will work on the implementation of Accessible Customer Service training, “Serving Persons with Disabilities” materials.
Strategy 3.5	ACA will work with Web Services on the technology of calgary.ca and myCity to create enhanced site access for people with vision loss and cognitive disabilities.

GOAL 4. TO PROVIDE LEADERSHIP AND ORGANIZATIONAL EXCELLENCE FOR PERSONS WITH DISABILITIES.

Strategy 4.1	ACA will continue to support The Award for Accessibility, as part of the Calgary Awards.
Strategy 4.2	ACA will present their annual Advocacy, Access Recognition and Ella Anderson Accessible Transportation Awards 3 each year, at the International Day of Persons with Disabilities Awards Ceremony in Dec.
Strategy 4.3	ACA, through on-going education and awareness, will increase the knowledge and promote change for inclusive communities. This can be done through the use of the Access Design Standards and associated Checklists.
Strategy 4.4	ACA to work closely with Human Resources and Issue Strategist Access & Disability to implement the 'Accessible Customer Service Training Program-Serving People with Disabilities', e-modules and in class training.
Strategy 4.5	ACA will participate in external training of students and professionals in Calgary about the Access Design Standards and the importance of universal design and their lived disability experience.
Strategy 4.6	ACA will meet annually with City Council to advise them on key work areas and provide knowledge on disability matters.

Strategy 4.7	ACA will be involved in ongoing updates of the Access Design Standards and associated Checklists.
Strategy 4.8	ACA will provide guidance on how The City of Calgary can support the Federal Government Accessibility Legislation and how it will align with the City of Calgary.
Strategy 4.9	ACA will provide direction on the update of the 2005 Corporate Accessibility Policy.
Strategy 4.10	ACA will work closely with the Seniors Age-Friendly Strategy on an Age-Friendly Accessible Business Checklist to develop a program that helps seniors and persons with disabilities identify businesses and organizations with services and amenities that can accommodate their unique needs.
Strategy 4.11	ACA will work with YYC Innovation on the Accessibility Challenge ideas and move them across The Corporation.
Strategy 4.12	ACA will work with the Calgary Local Immigration Partnership (CLIP) on assisting with the integration of immigrants and refugees with disabilities into life in Calgary.
Strategy 4.13	ACA will work with the Smart Cities Challenge to include Accessibility through innovation, data and connected technology for Infrastructure Canada's Smart Cities Challenge.
Strategy 4.14	ACA will participate in Calgary Growth Strategies Accessibility Technical Advisory Committee (TAC) to move it into industry projects

GOAL 5. TO DETERMINE AFFORDABLE AND ACCESSIBLE HOUSING OPTIONS FOR PERSONS WITH DISABILITIES

Strategy 5.1	ACA will participate in the Calgary Housing One Window implementation through engagement with Administration.
Strategy 5.2	ACA will review plans on the City's new affordable housing projects for the inclusion of adaptable dwelling and barrier-free units.
Strategy 5.3	ACA will work with Administration and Council to advocate for Secondary Suites for persons with disabilities through the Affordable Housing Coordinator in Calgary Growth Strategies. Complete
Strategy 5.4	ACA will work with Administration through educating the developers and builders on the need for accessible housing.
Strategy 5.5	ACA will work with Administration on the City Charter process to promote the development of housing that has a zero level entranceway, wider doorways and hallways and a main floor bathroom.
Strategy 5.6	ACA will work with Administration on how to best include the social needs of people with disabilities in the decisions of the Calgary Planning Commission and Corporate Planning Applications Group to increase adaptable and barrier-free units in the development industry.
Strategy 5.7	ACA will work with Intergovernmental Affairs to encourage The Province to increase their level of funding to 20% of adaptable units in City Affordable Housing projects.