



## Accessibility Update

The City's commitments 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's 10 Year Strategic Plan. Advancing accessibility includes addressing issues and needs as they relate to physical, sensory and cognitive disabilities. By reducing barriers in infrastructure, transportation, and communications, people with physical, sensory and cognitive disabilities have options to participate fully as citizens and ultimately increase the quality of life of all Calgarians.

During the mid-cycle adjustments of Action Plan 2015-2018, one-time funds were allocated to support key activities related to accessibility. Resources were dedicated to the implementation of the Access Design Standards and to develop the Serving People with Disabilities Training. Resources were decentralized across Administration to advance the cultural change required to ensure that accessibility is viewed as a shared responsibility. Creating an improved and coordinated approach among various teams which consider universal design factors at the beginning of projects avoiding costly retro fit changes. As a result of this cultural shift, The City will continue to expand its capacity to provide accessible, inclusive spaces and services for people with a range of disabilities. Although there have been improvements, efforts will be required to ensure that future work, including infrastructure projects, communications and services continue to make accessibility considerations a priority in their decision making.

## Advancing Accessibility

During the 2015-2018 Action Plan period, Administration worked to coordinate and embed accessibility and equity concepts across The Corporation. Significant advancements related to accessibility include:

- Implementing the Access Design Standards on physical infrastructure for approximately 191 capital projects including the New Central Library.
- Increasing awareness of the Access Design Standards with over 7,000 downloads since Q1 2017.
- Enhancing transportation access with the design of the Bus Rapid Transit platforms that align with Step Forward recommendations in the Pedestrian Strategy.
- Advancing the implementation of a variety of inclusive communication tools to be used at public engagement sessions.
- Developing the [Calgary.ca/accessibility](http://Calgary.ca/accessibility) website which hosts a collection of easy-to-find accessibility resources including links to disability serving organizations and services available for persons with disabilities.
- Creating a *Serving People with Disabilities* training program for City staff with options for eLearning and customized in-class sessions.
- Performing an audit of the Municipal Complex collaboratively across business units including the Calgary Parking Authority to ensure compliance with updated Access Design Standards 2016 and the 2014 Alberta Building Code.
- Performing all the accessible upgrades to the Municipal Complex which were deemed "High Impact & Low Cost".



- Working collaboratively to implement the accessibility audit strategy developed for the Municipal Complex as the standard process for auditing other City of Calgary civic facilities in response to LAS2016-76.
- Completing accessibility audits for 10 projects within the City’s Heritage Portfolio using the Accessible Design Standards.
- Initiating a further 30 accessibility audits to corporate facilities. These will be complete by year end as part of the Facility Management Building Condition Assessment process.

## One Calgary 2019-2022

While developing the 2019-2022 service plans and budgets, facilitated workshops with service owners were held to collaborate and identify ways accessibility efforts could continue to improve and advance. There is broad recognition that as the population ages, there will be a greater demand for accessible services and that accessibility is only sustained by understanding it as a shared responsibility for all service owners and project managers.

### Accessibility-related strategies proposed in One Calgary

The following table provides a summary of the accessibility-related strategies presented in the One Calgary Service Plans and Budget. Accessibility consideration are advanced through the below strategies.

SERVICE	STRATEGY
Community Strategies	<ul style="list-style-type: none"> <li>• Support Council advisory committees and community partners to advance strategic plans to increase participation in civic life</li> <li>• Work with community partners to advance key activities within six priority areas of the Seniors Age-Friendly Strategy</li> </ul>
Citizen Engagement & Insights	<ul style="list-style-type: none"> <li>• Provide safe, fair and accessible opportunities for citizens to provide input on City programs, services, and quality of life</li> </ul>
Citizen Information & Services	<ul style="list-style-type: none"> <li>• Continue to provide access to information and services to citizens during crisis/disaster situations</li> <li>• Access to City information and services through 311 and Calgary.ca, 24/7</li> </ul>
Neighbourhood Supports	<ul style="list-style-type: none"> <li>• Work with residents to help them increase their community connections and participation in civic life</li> <li>• Provide support to CAs in being more accessible and reflective of residents of all ages, cultures and stages of life</li> </ul>
Parks & Open Spaces	<ul style="list-style-type: none"> <li>• Provide citizens with safe, fun and accessible parks within both new and established communities</li> <li>• Enhance accessibility on existing playgrounds where feasible</li> </ul>
Recreation opportunities	<ul style="list-style-type: none"> <li>• Provide a range of accessible and affordable recreation programs and opportunities that encourage active daily living</li> </ul>
Sidewalks & Pathways	<ul style="list-style-type: none"> <li>• Make pathways and sidewalks more accessible by removing barriers and adding ramps</li> <li>• Inspect the sidewalk and pathway network, and repair priority locations</li> <li>• Implement improvements that address community traffic, walking and biking concerns</li> </ul>

Specialized Transit	<ul style="list-style-type: none"> <li>• Build missing links in the sidewalk and pathway network</li> <li>• Optimize system of services to consistently maintain directness and on time performance</li> <li>• Evaluate technologies to analyze public and specialized transit trip integration</li> <li>• Invest in service increase</li> </ul>
Streets	<ul style="list-style-type: none"> <li>• Provide snow and ice control in accordance with Council's policy</li> </ul>
Taxi, Limousine & Vehicles-for-Hire	<ul style="list-style-type: none"> <li>• Increase the capabilities of the livery industry to support accessibility for all Calgarians</li> <li>• Deliver the endorsed framework for an Accessible Taxi Incentive Program and monitor the effectiveness</li> <li>• Pilot a centralized dispatch system for on-demand wheelchair accessible taxi service</li> </ul>

## Measuring Accessibility

In order to understand if we are turning the curve on accessibility, Administration will monitor several measures included as part of One Calgary:

- Percentage of Community Strategies' stakeholders who agree the strategy is helping remove barriers to participation in civic life
- Percentage of sidewalks and pathways in good or very good condition
- Percentage of citizens satisfied with level of snow and ice control
- Corporate Employee Survey: Inclusion Index

## Challenges and Next Steps

Through a collaborative model of shared responsibility, Administration has made advancements in how accessibility is addressed. However, challenges persist in ensuring all public spaces and services are accessible. Given the reduced capital availability and aging infrastructure, emphasis will be placed on addressing immediate safety issues so, in some cases, our ability to make incremental accessibility changes may be impacted. In order to address these challenges, Administration is committed to:

1. Advance the Access Design Standards with new projects involving City owned infrastructure. This includes making sure that project managers, consultants and contractors are aware of, and compliant with, the standards.
2. Continue the Serving People with Disabilities training program. This will enable services to better anticipate and respond to the needs of people with disabilities.

According to Statistics Canada's 2012 Canadian Survey on Disability over 90,000 people in Calgary over the age of 15 live with a form of disability. To remain responsive to this growing segment of the population, Administration will continue to work collaboratively across service lines to effectively meet the needs of persons with disabilities in Calgary.