



What We Heard Report

Access Design Standards Update: Round 2B Technical Feedback Engagement

April 6, 2026

Land acknowledgement

The city of Calgary sits on fertile land where two rivers meet, where Indigenous Peoples have been gathering for thousands of years, sharing knowledge and storytelling, and planning for future generations. The traditional names for this place we know as Calgary are Moh-kins-tsis, Wîchispa Oyade, Otos-kwunee and Guts-ists'i - the land that has given so much to so many. Calgary is located on the traditional territories of the people of the Treaty 7 region in Southern Alberta. This includes the Blackfoot Confederacy, made up of the Siksika, Piikani, and Kainai First Nations; the Îethka Nakoda Wîcastabi First Nations, comprised of the Chiniki, Bearspaw, and Wesley First Nations; and the Tsuut'ina First Nation. Calgary is also homeland to the historic Northwest Métis and to Métis Nation of Alberta, Region 3. We acknowledge all Indigenous urban Calgarians who have made this city their home. Together, their spiritual and practical relationships to the land create rich lessons for our life as a community.

About this document

To ensure this document is easy for everyone to read, we used accessible formatting aligned with the City of Calgary's communication standards. The document features a user-friendly layout with readable sans serif fonts, plain language, and a navigation pane with clear, structured headings. We kept the use of graphics and tables to a minimum, and when they are included, added alternative text. These choices help make the document accessible to all readers, including those who use assistive technologies.

Executive Summary: Round 2B Technical Feedback

The City of Calgary is updating its Access Design Standards (ADS) with the aim to enhance accessibility across all City-owned infrastructure. These standards are intended to ensure accessibly designed environments for people with physical, sensory, and cognitive disabilities. Engagement on the Access Design Standards Update is an important step in ensuring the standards reflect the accessibility needs of its users.

Engagement purpose

Following engagement with members of the disability community in Round 2A, the project team analyzed the feedback and developed a draft ADS. Round 2A was conducted in the Spring of 2025 and focused on understanding experiences with the built environment from individuals with lived experience within the disability community. Round 2B is a continuation of the targeted engagement from Round 2A but with the focus on understanding the perspectives of industry experts with the technical expertise to review the draft ADS for clarity, feasibility and compliance with existing codes.

Engagement tactics

Tactics for Round 2B involved the online engagement portal where participants were able to download and review the entire draft ADS and provide their comments via a supplementary feedback form. The project team also hosted information sessions for any interested parties to learn about the key proposed revisions and to ask questions to supplement their review. Accessibility accommodations were also provided upon request.

What we heard: key themes

Overall, participants placed significant importance on ensuring the Access Design Standards were aligned with other standards, codes, and bylaws applicable to The City of Calgary such as the Street Manual and [City of Calgary Standard Specifications - Road Construction](#) and the [Calgary Parks and Open Spaces – Development Guidelines and Standard Specifications: Landscape Construction](#). Participants recurrently asked for further clarification of technical requirements, the addition of illustrations to help understand concepts, and clearer explanations around the intent of

the standards. There were also recommendations to have a more consistent formatting approach throughout the document including consistent and accurate spelling and grammar. Some of the themes that emerged for sections in the draft were as follows:

- **Vehicular access:** Ensure alignment with other existing bylaws and City standards for accessible parking, curb ramps, drop-off zones, and signage requirements, along with clearer explanations of intent behind requirements and more illustrations of concepts.
- **Pedestrian crossings and signals:** Provide more detail on when and how features such as pedestrian signals, raised crossings, and tactile indicators should be applied while considering site-specific design and maintenance constraints.
- **Exterior areas and features:** Make the requirements for accessible play spaces more inclusive, provide more technical detail for service dog relief areas, outdoor seating, and outdoor patios and refine language and consistency within clauses.
- **Ramps, stairs, elevators, and lifts:** Distinguish between the requirements for exterior stairs associated with buildings and steps in landscaped areas and trails, provide a formula for colour contrast, and provide more coordinated guidance on product selection and application for tactile indicators across City departments.
- **Sanitary facilities:** Revise requirements related to the placement of toilet fixtures (e.g. soap dispenser, dryer) in washrooms to include mounting heights, allow for flexible placement when space is limited, and improve universal washroom occupancy indicators and emergency features, adding clearer illustrations for accessible showers.

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1.0 Project background

The City of Calgary (the City) is updating its Access Design Standards (ADS), a policy document that guides project managers and external consultants on design and construction requirements for capital project for new builds or renovations of existing infrastructure.

The City is committed to removing barriers that prevent people with disabilities from fully participating in employment and in all City programs and services. The ADS outline the City's requirements for designing accessible infrastructure. These standards apply to new and renovated City-built infrastructure including buildings, sidewalks, parks, transit facilities, and more, as well as to City-leased facilities, and any facilities located on City-owned land. The standards enhance accessibility by mandating design measures that exceed the National Building Code – 2023 Edition. This update supports greater alignment with national and international best practices and helps ensure City spaces are accessible to people of all abilities.

2.0 Engagement overview

Engagement on the Access Design Standards Update is an important step in ensuring the standards reflect the accessibility needs of its users. In previous rounds of engagement (Round 1 and Round 2A), the project team focused on understanding experiences with accessibility, including needs and challenges from groups with lived experience and subject matter experts in Calgary's disability community. The goal of these rounds was to learn more about people's priorities and day-to-day experiences, so that the updated Access Design Standards (ADS) better reflect what the community needs. Engagement activities included in-person workshops, online participation, and meetings with City of Calgary committees. To read the **What We Heard Reports** from Round 1 and Round 2A visit <https://engage.calgary.ca/ADSU>.

The project team reviewed and analyzed all participant feedback from Round 1 and Round 2A and used these insights to update the draft Access Design Standards. These revisions were directly informed by lived experience and ensure that the draft standards reflected the accessibility needs of its end users and reflect community priorities.

Round 2B: Technical Feedback

Before finalizing these updates, it was important to ensure the proposed updates to the draft ADS were technically sound, feasible and aligned with current codes and construction considerations. Round 2B is a continuation of the targeted engagement from Round 2A but with the focus on collecting feedback on the technical elements of the draft ADS including the accuracy, clarity, feasibility and compliance with existing codes. The technical review of the draft standards in Round 2B ensures the draft ADS not only reflects the perspectives of the individuals that are the most impacted by them but also ensures they are technically feasible and can be implemented by the parties responsible for building and maintaining these standards.

2.1 Audience

The impacted and interested parties for Round 2B were professionals who had the technical expertise to review the draft and evaluate it for accuracy, clarity, feasibility, and compliance with legal and regulatory requirements and included architects, landscape architects, engineers, designers, developers etc. The project team invited the following organizations as well any of their members and participating organizations to provide feedback to the engagement:

- Access Design Standards Technical Subcommittee, Advisory Committee of Accessibility, City of Calgary
- Building Industry and Land Development Association – Calgary Region
- Alberta Association of Landscape Architects
- Alberta Professional Planning Institute
- Consulting Architects of Alberta
- Consulting Engineers of Alberta
- Interior Designers of Alberta
- Calgary Construction Association

- Alberta Roadbuilders and Heavy Construction Association

2.2 Tactics

During Round 2B, the impacted and interested parties identified above were notified of the launch of the Round 2B of engagement through email to the respective organization's representatives. Organization representatives were then asked to distribute information about the engagement to their members. Interested participants were invited to download and review the draft ADS (available on the Engage portal) in its entirety and provide feedback by uploading their comments via a supplementary feedback form on the same Engage portal page or by sending their feedback through email. Accommodations were provided upon request including time extensions for providing feedback.

Engage portal page address: <https://engage.calgary.ca/adsu/technicalfeedback>.

The use of an online platform provided the most flexibility and ease of review given the technical nature of the feedback required for this document as well as the length of the draft ADS which totalled 157 pages.

Additionally, three open-invite virtual information sessions were held in November of 2025. In these sessions, the project team presented the key proposed changes to the draft ADS, provided an opportunity for interested parties to ask questions about the proposed changes, and provided information on how participants could provide feedback. Upon request, the project team also held additional follow-up sessions with participants and organizations to help further clarify any questions and collect feedback.

The engagement period ran from **November 3, 2025, to November 25, 2025**, during which the submission tool was open on the Engage portal page. However, accommodations were made to extend the deadline for providing feedback until **January 15, 2026**, upon request.

Session date	Session type	Est. attendance
Wednesday, November 5, 2025	Information session: Access Design Sub-Committee	11
Friday, November 7, 2025	Information session: All interested	22

Tuesday, November 18, 2025	Information session: All interested	17
Wednesday, November 19, 2025	Information session: Access Design Sub-Committee (individual request)	1
Friday, December 5, 2025	Follow-up session 1: BILD Calgary (organization request)	42
Thursday, January 15, 2026	Follow-up session 2: BILD Calgary (organization request)	9
Total		102

A total of **seven** submissions were received with comments on the ADS Draft with some of the submissions including comments on behalf of multiple organizations.

2.3 Timeline

The timeline for engagement rounds and tactics for this project is as follows:

November 2024 – January 2025

Round 1: General outreach and engagement

- Conduct outreach and engagement activities within Calgary's disability community.

March – May 2025

Round 2A: Lived experience outreach and engagement

- Focus on key sections and engage specific groups with lived experience and subject matter experts within Calgary's disability community.

November 2024 – January 2026

Round 2B: Industry outreach and engagement

- Meet with industry and technical experts to build on the feedback from Round 1 and 2A.

Spring 2026

Round 3: Report back and finalization

- The What We Heard Report for Round 2B is published and draft ADS moves forward for approvals.

3.0 What we heard

The key themes and considerations from feedback provided by participants according to sections within the draft ADS are summarized below. For verbatim comments please see **Appendix A: Verbatim comments**. The Calgary Draft Access Design Standards document that was distributed to participants of this round can also be found on The City of Calgary Engage portal at <https://engage.calgary.ca/ADSU/technicalfeedback>.

Note: This feedback is not statistically representative of all Calgarians, and therefore in this report, people who provided feedback will be referred to as participants or respondents and not Calgarians.

3.1 What we asked

Participants were asked to review the draft ADS and provide technical feedback on the standards. Technical feedback referred to structured, evidence-based input that is aimed at ensuring accuracy, clarity, feasibility, and compliance with legal and regulatory requirements. Feedback could also include but was not limited to:

- limitations related to products, supplies, or construction methods (e.g., unavailable sizes, structural impossibilities),
- identification of gaps or inconsistencies,
- recommendations for improvement based on accessibility best practices and relevant legislation,
- evaluation of technical feasibility, and
- clarification of terminology or formatting to ensure the standards are easily understood and actionable.

3.2 General comments on the draft ADS

Overall, participants placed significant value on ensuring the ADS is aligned with other existing standards and guidelines. They asked for information on standards employed by other accessibility organizations or municipalities within Canada, more detailed explanations on how certain standards align with other referenced documents, and on any areas of non-compliance with other guidelines, if they exist. The current City standards, policies and bylaws most frequently referenced in feedback include the:

- [City of Calgary Standard Specifications - Road Construction](#)
- [Calgary Parks and Open Spaces – Development Guidelines and Standard Specifications: Landscape Construction](#)
- [City of Calgary Street Manual](#)
- [Calgary Land Use Bylaw](#)
- [National Building Code – Alberta Edition](#)
- [Temporary Traffic Planning \(TCP\)](#)
- [The Alberta Highway and Rules of the Road Regulation 304/2002](#)
- [Accessible design for the built environment \(CSA B651- 23\)](#)
- [Assistive products for blind and vision-impaired persons – tactile walking surface indicators \(ISO 23599:2019\)](#)
- [Building Construction — Accessibility and usability of the built environment \(ISO 21542:2021\)](#)

There was also an emphasis on the importance of clearly explaining the intent behind standards so that they can be consistently applied in various public infrastructure settings and clearly explaining the process for review, consultation and approval of the ADS. Participants also highlighted a need

for greater consistency within the formatting of the document itself, particularly the layout of section components such as the explanations, scenarios, illustrations, etc.

There were multiple recommendations to consistently use Canadian English spelling instead of American English throughout the document, with the most common critique being the use of color instead of *colour*. There was also a desire to have clearer definitions of accessibility-related terms, particularly for the words accessible, barrier-free, and inclusive so that the intent behind a standard is clear, and for the use of these terms to be consistent throughout the document.

3.3 Section A: Accessible spatial planning

Participants noted the need for consistency in measurement for turning circles, highlighting that the same measurement for the turning circle radius, should be maintained through the remainder of the document. In the draft document, there were different turning circle radii if other clearance spacing was acceptable. In reference to illustrations depicting various spatial clearances, participants requested additional illustrations for other scenarios like for a person with a service dog, a child with an adult, or people with other diverse cognitive abilities if applicable, and to add requirements for sight elevations.

3.4 Section B: Vehicular access

Designated accessible parking stalls: Participants emphasized that many of the dimensions for accessible parking stalls are supported by the guidelines within the Land Use Bylaw and recommend including those references within the ADS. Where the dimensions do deviate, such as the 2600 mm stall width requirement in the draft ADS versus the 2400 mm stall width requirement in the Alberta Building Code, participants suggest providing an explanation for the deviance.

Referring to the requirement that a curb ramp be installed within an access aisle when there is an accessible parking stall next to a sidewalk, participants requested more detailed illustrations of curb ramps including the various types and their accessibility applications. Comments specifically note that curb ramps are currently only required when there is a grade change between sidewalks and parking stalls, and flag that detail on wheelchair ramps is not provided. Curb ramps and on-street parking stalls are also approved according to the TCP and City Road Specifications, so participants emphasize the need to ensure alignment within these City standards for parking stalls.

Passenger drop-off and pick-up zones: Participants wanted more information on where the requirements for these zones apply, for example whether they apply to non-City owned buildings and asked for examples of the types of infrastructure (e.g. event centres, LRT stations, arenas, etc.) that need to have these zones. This was followed by requests to provide more illustrations with technical details on various configurations of pick-up and drop-off zones.

When referring to parking signage, participants suggested the following:

- adding a requirement to provide signage for virtual payment information to keep up to date with modern methods.
- referring to other traffic standards for road marking materials.
- adding guidance for vertically mounted signage to avoiding impeding mobility in paths of travel.

Finally, participants notably highlighted the need for clearer explanations behind the intent of requirements and requested more detail be given on the performance expectations rather than specifying details that may limit application. For example, instead of saying that an accessible parking stall should be paved on a concrete hard surface, say instead that it should have a stable, firm, and slip-resistant surface.

3.5 Section C: Pedestrian crossings and signals

Accessible Pedestrian Signals: Participants identified several issues including:

- whether the standard to include signals at all new signalized intersections for pedestrians will be communicated to industry developers and City departments.
- the placement of push buttons and signal poles being a concern due to constraints in where these features can naturally be placed, and because they may unintentionally hinder accessibility by having push buttons out of reach; participants also suggest providing illustrations with descriptions for more guidance.
- confusion about what tactile directional arrows are when referring to the requirement to have these arrows near push buttons at crosswalks.

Raised pedestrian crossings: Participants primarily wanted more clarity on technical details such as when raised crossings are required, how wide a raised crossing should be, what is considered a safe crossing point and how crossings need to be marked for tactile users. Suggested revisions were to distinguish between fully raised and partially raised crossings and have a better introduction to this section.

Curb ramps: Participants also identified areas where the standards may conflict with construction realities including:

- the requirement to have curb ramps align with the direction of travel is not always possible due to curb geometry, maintaining vehicle movement and design safety.
- the requirement to have drainage prevent water and snow build up at the bottom of ramps because preventing accumulation is also tied to snow maintenance which is an operational element.

Suggested revisions to the clauses include adding catch basins behind curb ramps and aligning the dimensions provided for a level surface on a sidewalk behind a curb ramp with the *City of Calgary Standard Specifications - Road Construction*. Other notable comments include maintaining separation between bike and pedestrian pathways and crossings because people who use canes can't detect mixing zones or shared crossings and need clear, tactile cues like curbs and steeper slopes.

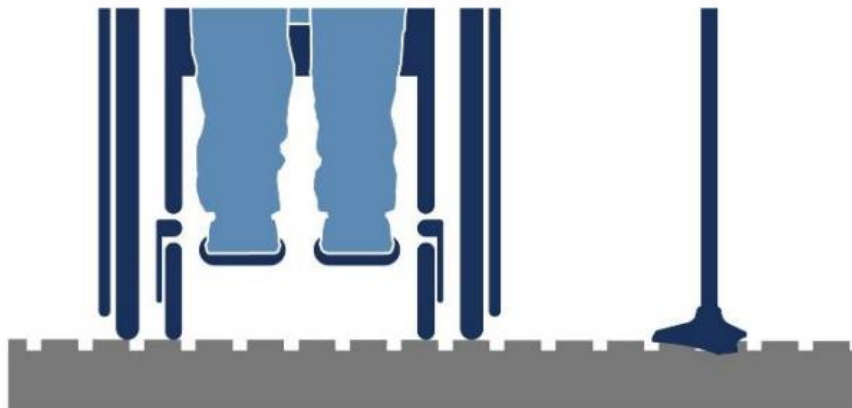
3.6 Section D: Exterior paths of travel

Exterior accessible path of travel: Participants primarily asked for more descriptive and quantifiable explanations of terms. Specifically, comments asked to describe the following terms: level or gently sloped, well-drained, firm, stable, and non-slip surfaces which were descriptors for designing paths of travel in the draft ADS. Participants also wanted to understand more about paths of travel that go behind a loading or garbage pick-up area and suggested adding an illustration for what setting this is describing and explaining why back lanes were mentioned as an exception to this standard.

Obstructions and clearance: In reference to the requirement to keep pathways clear of obstructions, participants recommended adding light poles and traffic signal poles to the list of

obstructions. Participants want to see more details in explanations for items that may need to be placed adjacent to or along paths of travel due to site constraints including manhole covers, bollards and posts. Comments also highlighted discrepancies in **Figure 15.1 Grate Opening Width** – the figure shows the grate opening as parallel rather than perpendicular as is the requirement.

Figure D15.1 – Grate Opening Width



Parks and trails: Participants overall recommend revising the clauses in this section to clarify the intent of inclusive access without implying that every amenity or experience must be available to every person, which is neither practical nor desirable when designing for a diverse range of experiences, abilities, and preferences. They also asked for more detail on dimensions for park and trail signage and to clarify whether these signage requirements are applicable outside of parks.

Overall, participants asked for descriptions of terms used in this section including colour contrast, slip resistant, and pathways, including definitions of regional and local pathways, and recommended revising language to consider site-specific and context-specific variability while clarifying intent.

3.7 Section E: Exterior areas and features

Accessible play spaces: Participants recommended the clauses related to accessible play spaces be more inclusive. Suggestions include recognizing not just parents but also caregivers, families, and friends in explanations and integrating requirements around the inclusivity of these spaces, especially for people with cognitive disabilities. Similarly, there were also requests to clearly define descriptors such as accessible, inclusive, and provide more examples of accessible playground equipment.

Service dog relief areas: Participants were confused on whether these requirements apply to exterior areas only or to both exterior and interior relief areas in high-use buildings and asked for more clarification. They also flagged sand, which was preferred surface for relief areas in the draft, as one that would not meet the criteria for firm and slip resistant.

Outdoor tables and seating areas: Participants wanted more explanation on where seating should be placed along pathways and particularly on why seating was required at 30 metre intervals along pathways, referring to other standards that recommend 50 metres. They also noted that clauses had contradicting statements for whether armrests and back support were necessary for all seating. Participants also highlighted that requiring colour contrast for seating areas may limit product choice. For example, wood seating, which is frequently used, may not meet the criteria for colour contrast according to the ADS. They recommended further reviewing material and product applications in this context.

Outdoor patios and balconies: Participants primarily identified confusing language within the clauses such as duplicate standards and inaccurate references to other codes. One comment also highlighted that percentage requirements for accessibility, such as the requirement to have 20% of seating be accessible, should be rectified to say a “minimum of 20%.”

Other general comments expressed a desire for more clear definitions for the following terms: accessible, inclusive, transition point, and outdoor patio. Some recommended refining the clauses so that language like, “Service dog relief areas should be accessible...” in the draft ADS, is made into a formal clause rather than used in introductory text. More information on colour contrast as well as a list of approved surfaces for different areas were also requested.

3.8 Section F: Entrances, exits, doors and doorways

Entry seating: Participants requested more details on how far a seat can be located from the entrance of a building that has a passenger pick-up and drop-off area – noting that in some locations, buildings can be situated against a property line or loading zone causing spatial constraints. Participants requested additional detail on where a seat could be realistically placed in situations with limited space. In reference to the direction to provide signage for building main entrances that cannot be easily found, participants also requested more clarification on what constitutes a building entrance that is not easily identifiable and how much additional signage needs to be present.

Doors and doorways: Comments on doors and doorways in this section were primarily requesting clearer explanations and visuals for door layouts. The language used to describe power doors was confusing and more detail is needed for each type of door and its application, along with diagrams and references to any existing codes (e.g., codes for color contrast) to support understanding. Comments specifically noted awkward phrasing in the language used to explain why power operated doors are important, inconsistencies in the requirement for glazed doors between this section and **Section H: Interior circulation**, as well as minor spelling errors such as writing powder door instead of power door.

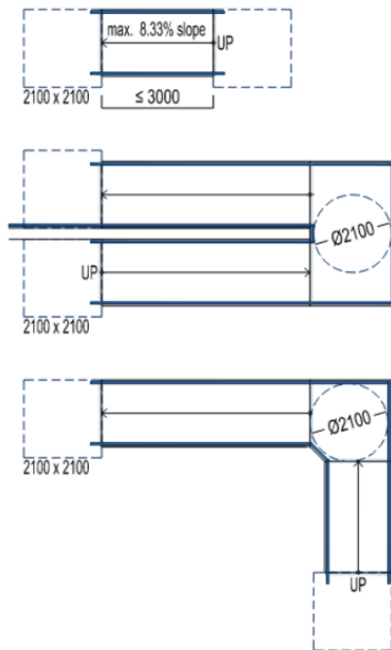
3.9 Section G: Ramps, stairs, elevators, and lifts

Exterior stairs: Participants requested clarification on whether the technical requirements for exterior stairs apply for stairways of buildings, or whether they also extend to landscape “steps” commonly used in parks, plazas, and other public amenity settings. They note that steps can be designed through an accessibility lens but may not meet the same requirements as built-up stairs. The feedback highlights a need to clearly distinguish and define a stair versus a step and the requirements for each. Participants also requested a formula for colour contrast be provided where it is required, such as in the requirement for a 50% minimum colour contrast between a stair tread and riser.

Section figures: Participants highlighted issues with the below illustrative figures:

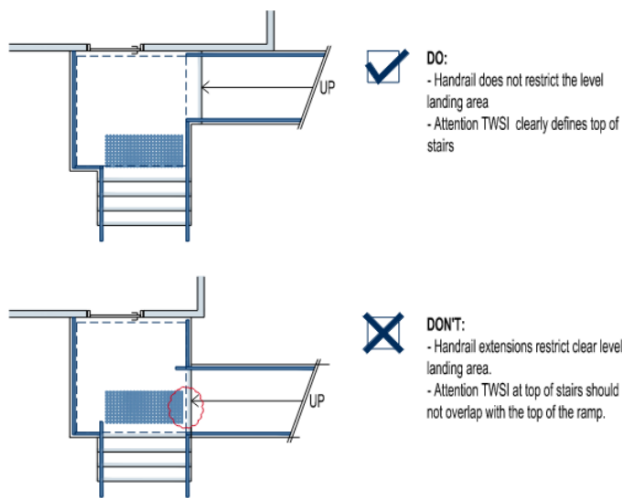
- **Figure G4** showed Ramp Configurations and Landing Size but the slope percentages were not shown and there is a desire to see a slope percentage for each scenario illustration in this figure.

Figure G4 – Ramp Configurations and Landing Size



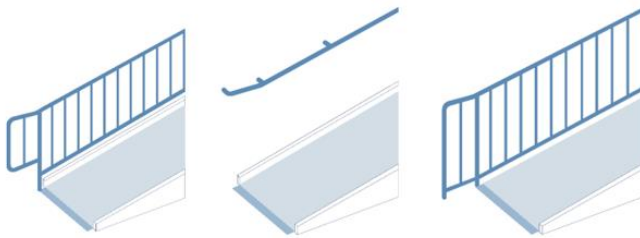
- **Figure G19** showed Handrail Extensions & Attention (tactile walking surface indicators) TWSI, however, Clause G19 in the draft ADS referred to colour contrasted cane-detectable barriers and cantilevered staircases, which appears to be a discrepancy between the two.

Figure G19 – Handrail Extensions & Attention TWSI



- **Figure G25** showed Examples of Handrail Termination to Post, Wall, and Floor but participants want to see additional detail where the path of travel runs relative to the rail extension.

Figure G25 – Examples of Handrail Termination to Post, Wall, and Floor



Additionally, there is a desire for more detail on the required standards for the materials, colour, and dimensions that should be applied for exterior tactile warning plates installed in wheelchair ramps or at curb edges. Participants note there is currently a lack of guidance from The City of Calgary on the approach for product selection and application (e.g., when to use a cast iron tactile plates verses a plastic yellow plate) and want to see some consistent guidance between City departments on this topic.

Finally, minor spelling and grammatical errors were identified and need to be rectified, including incomplete sentences (e.g. "...sentence ends with 'and' but nothing follows") duplicated explanations for requirements, and the lack of Canadian spelling (e.g., using multi-story instead of Canadian English multi-storey).

3.10 Section H: Interior circulation

Participants primarily highlighted discrepancies in figures in this section:

- There are two figures labeled as H4, **H4 – Protruding Objects** and **H4 – Flooring Surfaces**, resulting in duplicate numbering.

Figure H4 – Protruding Objects

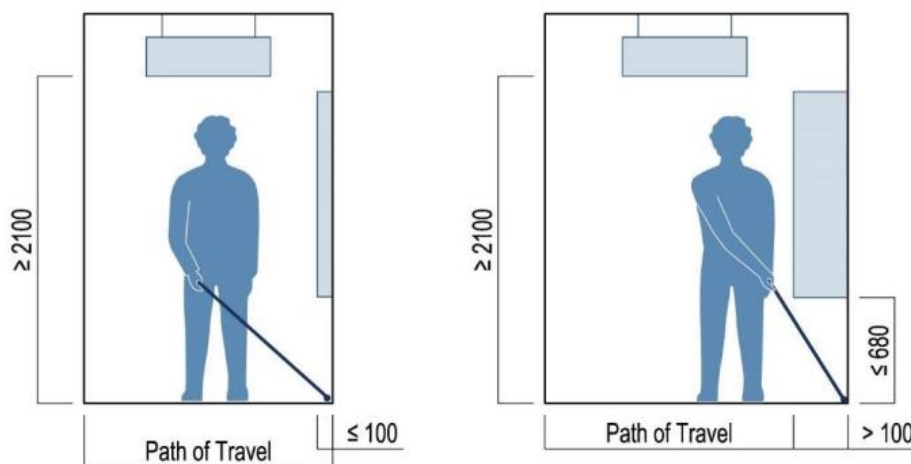
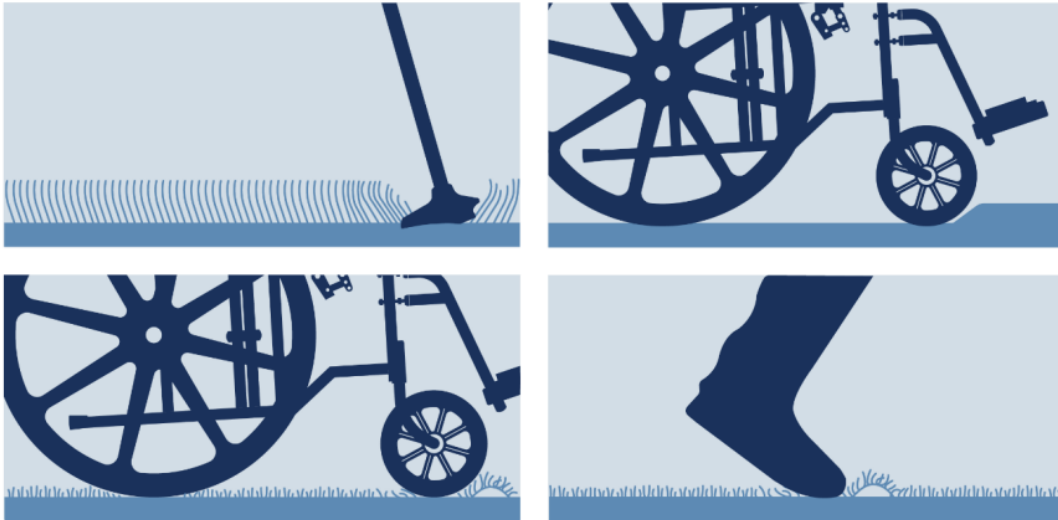
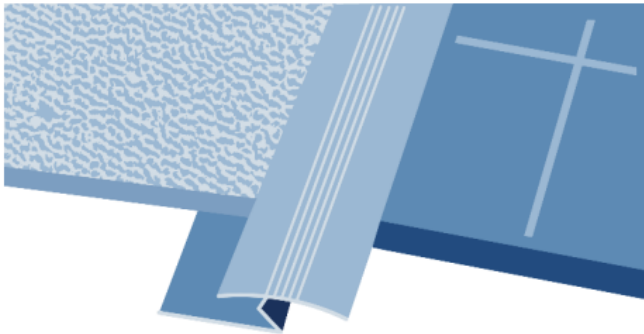


Figure H4 – Flooring Surfaces



- **Figure H5 – Beveled Floor Transitions Between Different Flooring** does not appear to refer to any of the clauses in the section and requires further clarification.

Figure H5 – Beveled Floor Transitions Between Different Flooring



3.11 Section I: Interior rooms and services

Mobility device storage areas: In reference to the requirement that each storage space within a mobility device storage area needs to have a clear floor area of at least 900 mm by 1500 mm, participants noted that not all mobility devices require the same storage space as a wheelchair and therefore that not every storage space may need to meet that requirement. They propose that the requirement be revised so that at least one mobility device storage space meets the 900 mm by 1500 mm clear floor area requirement, while allowing flexibility for other storage space dimensions

within the mobility device storage area. One grammatical error was also highlighted where the phrase mobility storage area was used when it should say mobility device storage area.

Participants also recommend the following revisions:

- **Meeting rooms:** In reference to the requirement that tables should not be used on raised platforms because they present barriers to access for people with mobility challenges, participants proposed the requirement also apply to chairs as well – so neither tables nor chairs should be used on raised platforms.
- **Exhibit and display spaces:** In reference to the requirement that table displays need to be located between 1100 mm and 1200 mm above the floor or ground level, participants noted that this range is not aligned with other accessibility standards including the CSA B651-18, the ISO 21542:202, and the ISO 23599:2019. Participants recommended that the range be revised to 740–860 mm to align with the other standards.
- **Assembly Areas:** In reference to the requirement that lighting strips need to be provided on steps and accessible paths of travel, participants said that some areas such as arenas and other public buildings may have adequate lighting on paths of travel already and therefore do not require lighting strips. Participants recommended the requirement be revised so that lighting strips be used in areas where there is inadequate lighting.

3.12 Section J: Interior features

Participants specifically wanted greater clarification on where water-bottle filling stations need to be located, for example whether they need to be located on each storey or level of a building.

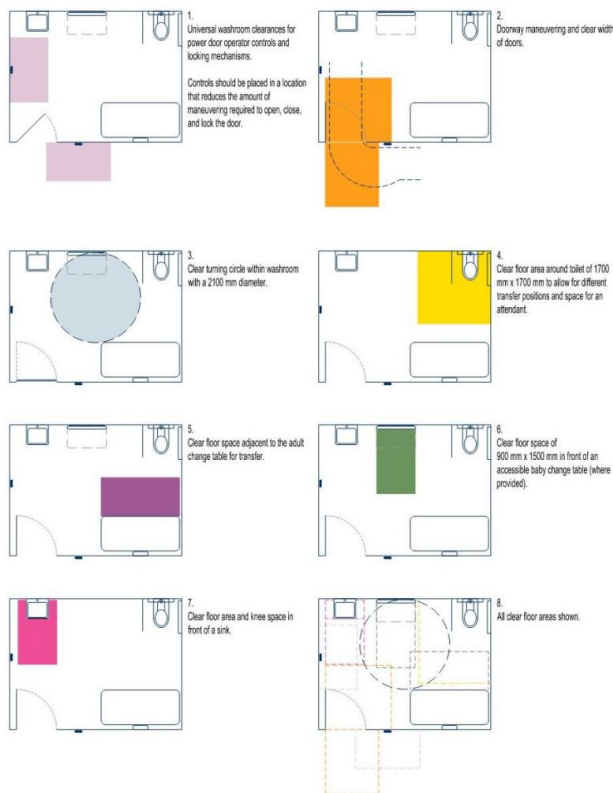
3.13 Section K: Sanitary facilities

Toilet Fixtures: Participants asked for more clarity and detail on specific requirements for toilet fixtures including the height from the floor that fixtures need to be mounted, as well as recommended that sanitary napkin disposal bins be placed next to every toilet regardless of the gender the washroom is designated for. There were also some concerns that there would not be enough space to include all mounting fixtures (soap and paper towel dispensers, sharps disposal

container, shelf, coat hook, hand sanitizer, dryer) next to the sink and recommended clarifying whether these fixtures can be placed elsewhere.

Universal washrooms: Participants primarily commented on occupancy indicators in universal washrooms. Specifically, they want to emphasize that indicators should clearly communicate when a washroom is in use and recommended removing the 15-minute time recommendation for the indicator to be left on once activated – instead the indicator should be on for the entire time of use.

Additional comments recommended considering locks that can be released from the outside for accessible shower stalls in case of emergencies as well as adding an illustration of an accessible shower stall as a visual support for what they should look like. Finally, participants identified a figure that had no heading or figure number assigned to it, which needs to be addressed for understanding of the requirements.



3.14 Section L: Signage and wayfinding

Overall, participants wanted to confirm that the signage standards within the draft ADS are in alignment with national organization standards including the ISO 7001, which outlines the international standards for public information symbols.

3.15 Section M: Recreation facilities

Exercise and fitness areas: In reference to the requirement that raised stretching mats be available as an alternative to stretching on the floor, participants wanted more detail on minimum overall size of the stretching mat that needs to be provided. One comment highlighted a spelling error where the word shall was used instead of shallow in the All-Pools Basin clause.

3.16 Section N: Calgary transit facilities

Participants specifically asked for more clarification on the requirements for transit shelters at bus stops and on who has the responsibility for the installation of transit shelters (i.e. whether it is Calgary Transit or another party).

4.0 Conclusion and next steps

Feedback from Round 1 and Round 2A was used to draft the proposed updates to the Access Design Standards, ensuring that the update to this document considers the lived experience of members of the disability community.

Round 2B then focused on engaging with industry and technical experts to understand whether the proposed revisions and the draft ADS in its entirety had gaps or inconsistencies and if the standards were clear, technically feasible, and robust.

The feedback from Round 2B primarily focused on the need to provide more explanation behind the intent of the standards to allow for consistent application of requirements and ensure intent-driven outcomes for accessibility. Participants requested more detail where necessary, outlined any concerns that may arise due to site-specific context or variability, and overall emphasized the need to align with other existing codes and standards applicable to The City of Calgary.

Together, these two perspectives ensure the final standards are both user-informed and technically achievable, resulting in updates that are meaningful, implementable, and effective so that the standards can work in principle as well as in practice.

The project team will integrate community, industry, and technical insights into a complete final version of the Access Design Standards that will move forward for approvals in spring of 2026.

Appendix A: Verbatim comments

Verbatim comments and quotes, including all feedback, suggestions, comments and messages that were collected online and in-person through the engagement, were presented in their entirety in this verbatim report. All input has been reviewed and provided to Project Teams to be considered in decision making for the project.

Any personal identifying information has been removed from the verbatim comments presented here. Comments or portions of comments that contain profanity, or that are not in compliance with The [City's Respectful Workplace Policy](#) or [Online Tool Moderation Practice](#), have also been removed from participant submissions.

Wherever possible the remainder of the submissions remains. No other edits to the feedback have been made, and the verbatim comments are as received. As a result, some of the content in this verbatim record may still be considered offensive or distasteful to some readers.

Section	Detail	Feedback	Proposed Revision
General	General	Use Canadian spelling.	"colour" (not "color")
General	General	Consistent use of "accessible", "barrier-free" and "inclusive", in alignment with provided definitions.	For many of the exterior standards, "accessible" is the term used, however in most cases "barrier-free" is the intent.
General	General	Avoid use of terms which are open to interpretation and/or are context-dependent. Greater specificity, if appropriate OR include as intent or recommendation, not requirement.	eg: Minimal
General	General	Avoid providing very specific dimensional information where a range would be more appropriate for meeting the intent, unless there is an established/accepted standard that the ADS are aligning with (and then provide the reference)	

General	General	Highlight the review/approval and consultation process so it is clear and consistently applied.	
General	General	Appreciate the additional "elements" that are used to explain intent, etc. however, there are too many kinds of elements, and they are not consistently applied throughout the document. Recommend clause specific elements - explanations, notes, scenarios, exceptions. Differentiate/separate these within the clauses. (graphic examples can be useful to illustrate scenarios and/or best practices) Include references and best practices as part of the broader sections, and include references notes as needed. This will also avoid duplication.	B1 Explanation: This design increases the safety of all parking facility users including people who use wheeled or other mobility devices including canes, crutches, braces, and artificial limbs. Scenarios: One way to achieve this is to have the accessible parking stalls located adjacent to the 'building side' of the parking lot with a walkway that leads directly to the accessible entrance to eliminate the need to cross any parking drive aisles.
General	General	For 'Referenced Documents", include brief notes about what they were references for.	This could be provided as a matrix of information, including links, if available, for the reference material.
General	Tactile Attention Indicators	Tactile Attention Indicators Because these are references throughout, suggest including earlier. "... distinct underfoot textures." - "... distinct, detectable textures." Provide an inventory of types and appropriate applications.	
General		There is value in establishing a consistent form of applying accessibility standards for new	

		infrastructure. This should allow consistency in application, material use, predictability, etc.	
General		What recognition has the CofC achieved with national bodies in this field? And with formal publications like the National Building Code?	
General		Are there instances where the CofC know that they are non-compliant or suggesting alternate products or applications when compared to other Accessibility Groups in Canada?	
General		Does the Advisory Committee on Accessibility have national recognition? Or some form of Professional recognition? (question applies to its subsidiaries as well)	
General		Has ADS identified similar organizations in Canada that have produced similar products to this technical document? If so, what are they? And why is this standard not being issued in collaboration with those organizations?	
General		This document should consider being organized by location or form of public infrastructure. For example, should sections be identified by that applicable to Public Road Rights-Of-Ways, Public Municipal Reserves, Public Buildings, etc? This could encourage cleaner collaboration between other City issued design specifications and documents.	
General		Spelling of numerous words are incorrect (American rather than	

		Canadian English). For example, metre (including diameter) and colour. Note, some sections are correct.	
General		Provide a formula (e.g. WCAG or Weber) and value (e.g. ratio or percentage) to the colour contrast. Many specifications require colour contrast but does not provide a quantifiable metric. An overarching value and formula for all specifications, unless otherwise noted, would provide support designers and building inspectors to ensure consistency and compliance.	
General		Has the project team considered making external standards generic as to ensure continued accuracy in between ADS updates? For example: a. Multiple sections: The Street Manual, notably that it is not yet released and delayed (may impact release of the ADS). b. D18: Details in the Landscape DGSS	
General		Bikes should remain on-street wherever possible. Having a MUP beside a sidewalk with no barrier/curb to act as detectable delineation is of no value to a cane user.	
General		A cane user cannot tell if there is a mixing zone or not, where it is/extends/starts/ends or how it is to function for other users, so it is of little value.	
General		The WCR slope is important at >6%, same with the cross-slope on a sidewalk extending to the	

		curb. These features are detectable under foot and are generally expected by cane users.	
General		for MUP/raised cycletrack alignment: Place ramps and intersection crossings in straight lines with how the paths are aligned exiting and approaching any mixing zone. Especially for winter, with how snow removal is done, a cyclist will ignore any mixing zone and follow the clearest path and with any windrows. a. The bike crossing distance at intersections is different than any pedestrian requirement, so shared crosswalk and Elephant Feet crossings should be discouraged/avoided. b. A cane user cannot tell if there are Elephant's Feet or if there is a shared crossing. All they sense is that a cyclist is somehow present, which is a safety concern for them, so the users should be separated at crossings.	
General	Various item numbers starting at B10	Use Canadian spelling throughout (i.e. colour vs. color)	Explanation: <i>Colour contrasted parking payment machines help ensure that everyone can pay for parking easily and conveniently.</i>
A1, Accessible Spatial Planning	A1,	The 2100mm turning circle This is a logic question: If the 2100mm dimension is what it is, why can't that measurement follow-through and proliferate in the rest of the narratives and we only see "one" minimum?	

General, Accessible Space Planning	A4	Spatial Planning additions.	Add person with service dog. Add child with adult. Other helpful standards include sight elevations. Are there spatial standards available for those with diverse cognitive abilities?
Compliance and Regulatory Requirements Vehicular Access	A B	The Alberta Highway and Rules of the, Road Regulation, 304/2002 should also be referenced as it is the preeminent document for operations in the public right of way. Include reference that this document is also in-play for Mobility when they are involved.	
Vehicular Access	B4	Comment is general - Expansion joints are required on exterior concrete walks per City Road Specifications.	Please be more specific - remove "minimal" and include maximum joint depth/width or defer to the City of Calgary Roads Specifications.
Vehicular Access	B4	General, with specific example. Avoid specifying or prescribing materials. Focus on the intent and performance requirements.	eg: instead of: Designated accessible parking stalls and the adjacent access aisle shall be paved or concrete hard surface. try: Designated accessible parking stalls and the adjacent access aisle shall have a stable, firm, and slip-resistant surface.

Designated Accessible Parking Spaces,	B5	"...a ramp shall be installed..." Mobility (TCP) approves on-street accessible parking according to an established policy/practice. Current policy is that these on-street spaces are registered with the adjacent parcel, and preferably a residential parcel as the sign installation policy needs to connect to the handicap placard and mailing address. There several thousand disabled sign installations, so if it is a 100% requirement to have a ramp in these locations, what is the funding source, timing and obligation associated with these installations? Right now the DZ sign installation is free-of-charge to the applicant and a ramp represents several thousand dollars in new assets.	
Vehicular Access	B5	Wheel Chair Ramp detail not provided	Ensure it fits the sidewalk dimensions and is in alignment with the detail provided in the City Road Specifications
Vehicular Access	B6	The dimensions of parking stalls (2,600mm) aligns with the Part 3, Division 6, Section 122 (1) of the Land Use Bylaw.	Consider the need to include in the ADS.
Vehicular Access	B6	Part 3, Division 6, Section 122 (13) of the Land Use Bylaw defines the maximum slope for parking stalls.	Consider the need to include in the ADS.
Vehicular Access - Designated Accessible Parking Stall	B6a	The explanation provided does not specifically address why the parking stall is 2600mm which deviates from the Alberta Building Code requirement of 2400mm.	Explanation: The parking stall width as per NBC(AE) 3.8.3.22 <i>has been increased in size. Wider parking stalls and adjacent access aisles are needed because ...</i>

Vehicular Access	B7	The dimensions of parking stalls abutting a wall (2,850mm) aligns with the Part 3, Division 6, 122 (1.1) of the Land Use Bylaw.	Consider the need to include in the ADS.
Vehicular Access	B8	Part 3, Division 6, Section 122 (11) of the Land Use Bylaw defines the maximum column encroachment into parking stalls.	Consider the need to include in the ADS. In parking structures where there are a number of accessible stalls grouped together, it is not feasible to have no structural columns.
Passenger Drop-off and Pick-up Zones	B14	Any TWSI in the right-of-way These features need to be accepted by Mobility prior to installation	
Passenger Drop-off and Pick-up Zones	B14	The diagrams show that the minimum length of the accessible passenger drop-off and pick-up stall is 9m on the curb side however they do not indicate a minimum length on the drive aisle side, nor do they show the minimum angle required at the front and/or back of the stall. The stall looks to be approximately 11m long on the drive aisle side and fifteen to twenty degrees at either end, but it would be clearer if there was a minimum dimension or specific angle provided.	TBD
Passenger Drop-off and Pick-up Zones	B16	The stated minimum height is 3.1m which is taller than the maximum height of Calgary Transit Access Vehicle which is 2.9m (TBC). This +/-200mm difference represents significant design tolerance which may not be intended or required.	TBD

Parking Signage	B18	Road marking paint in the ROW Mobility uses two (2) types of paint for road marking; generic road marking (MMA) paint, and then durable markings (epoxy) that conforms with TAC and MUTCDC requirements.	
Vehicular Access	B5	Only required when there is a grade change between sidewalk and parking stalls.	B5. Where designated accessible parking stalls are located adjacent to a grade-separated sidewalk with curb (type XXX), a curb ramp shall be installed within the access aisle.
Vehicular Access		Curb Ramps Provide acceptable design options - including options without the traditional flare (bounded by curbs/softscape) and to suit variety of curb options that are being used OR provide an updated design bulletin that includes all "standard" options - currently they are hard to track down.	
		Provide performance criteria for tactile indicators - ie: fibreglass options do not tend to hold up well in our climate / snow removal equipment...	
Vehicular Access	General		Provide diagrams and/or detail references to range of "typical" curbs and include information regarding their accessibility (or non-accessibility in most cases) as well as the associated requirements for accessible transitions.
Vehicular Access	General		Provide diagrams and/or detail references to range of curb ramps - a variety are utilized,

			depending on the context, and the current standard details may not be up-to-date.
Vehicular Access	Figure B6		Designated Accessible Parking Stall - include curb in detail to designate a grade change between parking and sidewalk
Vehicular Access	B9	Intent: Provide adequate parking stalls for both staff and visitors. Alternate solution could be that all assigned stalls (of either or both category) could be designed to accessible standards without specifically designating a certain number of stalls as "accessible".	
Vehicular Access	B11	Allow for virtual payment signage.	Parking payment machines or signage providing virtual parking payment information shall:
Vehicular Access	B12	Passenger Drop Off-Zones are required at public facilities. Is this now part of CofC Design Specifications? How will this impact other non-CofC DPs?	
Vehicular Access	B12	Separate specifics from the primary clause. Provide more specifics?	Accessible passenger drop-off and pick-up stalls should be provided at key public facilities. Notes: Key public facilities could include recreation facilities, public libraries, LRT/BRT stations, event centres, hospitals, shopping centres, etc.

Vehicular Access	B13	Limited application; intent is applicable more broadly.	An accessible passenger drop-off and pick-up shall be provided within 50m of the building entrance or primary destination (if not a building) where it is not feasible to position all designated accessible parking stalls within 50m of entrances. Note: This requirement also applies where additional accessible stalls are desired to support a facility's function and cannot be located within the required 50m of an entrance or key destination.
Vehicular Access	B14	This clause is specifically assuming that the stalls are parallel (as illustrated in the diagram). Perhaps this could be rephrased to provide the intent, with illustrations for a couple of different configurations, including a perpendicular option? Or be specific about the parallel nature and suggest that alternative configurations that meet the intent may also be acceptable. B14 c) assumes a grade change / curb exists as separator	An accessible passenger drop-off and pick-up stall adjacent and parallel to the roadway shall provide a side access aisle on the road surface that is: a) adjacent and parallel to the accessible path of travel; b) at least 3100mm wide by 9000 mm long; and c) connected to the accessible travel by a curb ramp, in accordance with Section C - Pedestrian Crossings and Intersections, where a curb separates the accessible path of travel from the roadway. For all illustrations that include curb ramps, show the curb.
Vehicular Access	B15	Suggest providing details/illustrations of all relevant curb types, identify levels of accessibility and accessible requirements associated with	

		each (eg: curb ramps, tactile attention indicators, etc.)	
Vehicular Access	B18	Suggest including guidance for vertically mounted signs to avoiding mounting within the path of travel, and to mount in locations that will not impede pedestrian/wheeled user movement as they transition from parking to path of travel.	
Accessible Pedestrian Signals	C1	Who determines accessible pedestrian signals are required as part of intersection construction or improvement? Item C-1 indicates that they are now required at ALL signalized intersections. Is this the case or does Mobility determine the location? How is this design standard being communicated to industry? For greenfield development, how is this new signal requirement being addressed into offsite levies? (OSL covers the costs of all signals for GF development).	
Raised Pedestrian Crossings	C10	When are these required? Is there a standard for application? From past project experience, raised crossings have been communicated as a hinderance to the visually impaired because they do have the ability to “feel” where the crosswalk is. Do you have information otherwise to support this criteria?	
Raised Pedestrian Crossings	C11.b	What constitutes a “safe crossing point”?	
Curb Ramps	C12	Recommend stating requirements and minimums	

		(width, depth, offset) for TAls. The 2021 Roads Spec is silent about TAls in its body, with the only references being in some of its figures (454.1013.001/.012/.017, but not in 454.1001.023).	
Curb Ramps	C12	Should the wording be "...and design bulletins..."? The bulletins are typically additions/amendments rather than replacements.	
Curb Ramps	C14	Will the ramp portion itself need to be in line with the direction of travel?	
Curb Ramps	C14	Explanation: Has the project team considered maximum offsets between curb ramp from the path of travel? See image below for visualization.	
Curb Ramps	C14	This design parameter is rarely able to be achieved as part of typical intersection development. Does the ADS appreciate this reality? Should this criterial be re-worded?	
Pedestrian Crossings & Signals - Curb Ramps	C15	The note for 1500mm behind the WCR doesn't align with the current City Road specification for WCR's.	Suggest revision to align with Road Spec 454.1013.012).
Curb Ramps	C16	Water will always be flowing along curbs. Does the ADS appreciate this reality?	
Pedestrian Crossings & Signals	C16	Clarification required.	Specify the design requirement - snow accumulation is a maintenance and operational consideration, it needs cleared to maintain clear paths.

Pedestrian Crossings and Signals	C6	Placement of signal poles and pedestrian push buttons is a significant issue! Because of the variability of conditions - ie: pole locations that can't be moved - this clause might benefit from a description/illustration of intent, along with a combination of required parameter, and suggestions.	Pedestrian push buttons shall be: a) adjacent to the accessible path of travel without obstructing it; b) located on a pole 950 mm to 1250 mm above the ground; c) located parallel to the path of travel; d) have a clear area of minimum 900 mm by 1500 mm adjacent to or overlapping the accessible path of travel; e) able to be activated using any part of the arm or hand (refer to A3 - Reach Range); and f) colour-contrasted to the pole material. Other considerations (expand on Note that is included in C7): - Consider natural and desired pedestrian movements when co-locating paths of travel with poles (traffic signals, lights, and/or pedestrian crossing infrastructure). This may require larger than typical paved areas to accommodate all requirements. - Limit overall quantity of pole infrastructure at crossing locations.
Pedestrian Crossings and Signals	C7	Unclear what "tactile directional arrows" are. Provide an illustration of the "kit of parts" that form the tactile language within the urban environment, their intended purpose, and range of	

		appropriate (and inappropriate) application.	
Pedestrian Crossings and Signals	C7	Note - applies more to C6, not C7. Could Note (2) prevent the button from being "accessible" and within reach? Could the button be located within the flare of a "traditional curb ramp" and not in the path of travel portion of the curb ramp?	
Pedestrian Crossings and Signals	C10	Recommend that this is the introduction to the Raised Pedestrian Crossings, and not a clause. Recommend separating out the fully raised and partially raised, as they have different requirements.	
Pedestrian Crossings and Signals		All Raised Pedestrian Crossings How wide should the raised section be? Should it be wider than the path of travel, so the vehicles mount further away from the actual crossing section? How is the path of travel marked for all users across the drive aisles? (tactile indicators)?	
Pedestrian Crossings and Signals	C12	Remove explanation from this clause and include within an overall section on tactile indicators	
Pedestrian Crossings and Signals	C14	Recommend expanding to specify that the "path of travel" width should be the full width of the corresponding path of travel.	
Pedestrian Crossings and Signals	C17	(add)	No catch basins shall be permitted within X distance of curb ramps.

Pedestrian Crossings and Signals - Curb Ramps	C14	"...shall be installed to align with the direction of travel..." is not always possible given curb geometry and accommodating the design vehicle turning movements, vehicle stopping/yielding locations and overall user/driver conspicuity/safety as eluded to in the Explanation section. Revise wording to be more descriptive and not prescriptive? Consider "Curb ramps are to be installed in the direction of travel with as little deviation from the overall sidewalk alignment outside of the crossing location wherever practicable."	
Exterior Paths of Travel	D	Define "level or gently sloped"	Revise to: a maximum slope of 5% as indicated elsewhere in the ADS.
Exterior Paths of Travel	D1	"ALL" may not always be appropriate/desired, when considering other factors - providing for diversity of experience, site conditions, etc. Recommend providing more guidance for when/where "exterior accessible path of travel" is REQUIRED, recommended, or suggested for consideration.	
Exterior Paths of Travel	D3	Provide criteria or quantifiable values to evaluate firm, stable, and non-slip surfaces. Current requirements appears subjective.	
Exterior Paths of Travel	D5	Unclear why back lanes are an exception... If the exterior path of travel passes through a back lane, shouldn't some level of guidance for visually impaired users be required? This	

		exception may require more specific criteria.	
Exterior Paths of Travel	D5	Explanation mentions driveways, parkades, and general vehicle crossings, but standard only refers to loading and garbage areas. Expand the standard or revise the explanation.	
Exterior Paths of Travel	D5	Provide more details or a graphic to describe what constitutes as "behind" and from what frame of reference.	
Exterior Paths of Travel	D6.a	What constitutes as "well-drained"? How can a well-drained sidewalk prevent the accumulation of snow?	
Exterior Paths of Travel	D6 (a)	Define "well-drained"	Define "well-drained" i.e. minimum 2% slope.
Exterior Paths of Travel	D6 (b)	Often buildings have landscape strips between buildings and walkways, these typically sheet drain across walkways towards the road.	Revise this text (grammar as well).
Exterior Paths of Travel	D7	The adjacent sloped walk or accessible ramp would then BE the accessible path of travel. This is redundant.	Abrupt grade changes, including stairs, steps, standard curbs, are not permitted on an accessible path of travel.
Exterior Paths of Travel - Exterior Accessible Path of Travel	D9b	If edge protection is not required for a standard road curb height of +/-150mm (as per D9a), then it would follow that that same measurement should be the determining factor/consideration for when edge protection is required.	b) provide an edge barrier of at least 75 mm where the vertical drop ranges from 150 mm to 600 mm.
Exterior Paths of Travel	D11	Including light poles, traffic signal poles	

Exterior Paths of Travel	D14	D14 Guy wires within X distance of path of travel (more specific than "along")	
Exterior Paths of Travel	D15	Manhole covers are noted here, however, the City specification for a grated manhole cover has an opening wide of 19mm. Best design practice is to keep these out of walks, but that is not always feasible.	Update/clarify this section.
Exterior Paths of Travel	D15.1	Figure D15.1 - opening are shown parallel to path of travel, not perpendicular as required	
Exterior Paths of Travel	D16	D16 - covers bollard/post placement WITHIN an accessible path of travel (ie: at a pathway entrance) Add clause to cover bollard/post placement between vehicular zones (parking and/or pickup/dropoff) and accessible paths of travel. suggest aligning bollards to fronts and backs of stalls, avoiding "paths" when moving to/from vehicular area.	
Exterior Paths of Travel / General	D17 / General	General note re: colour-contrast How is contrast assessed? Summer vs winter conditions, wet vs dry conditions, day vs night, changing context over time? Is it possible to address visibility without prescribing colour contrast as a criteria?	
Exterior Paths of Travel	D18	suggest including specific references and/or details to other details, standards, documentation as an aside or callout, not as one of the ADS clauses	

Exterior Paths of Travel	D21	D21 if the intent is to provide visibly differentiated paved areas to accommodate vertical elements, the clause should reflect this general intent, not specifically bike racks/parking if this is outside the accessible path of travel, is this really required? if so, this should apply to ALL vertical elements with X distance of the accessible path of travel, which isn't likely always going to be appropriate.	
Exterior Paths of Travel	D21	Parks, Pathways, Trails, and Boardwalks Include terminology definitions as part of the introduction. Make sure to be consistent with use of "Pathways" as a defined term and not use this same language for paths in the general sense.	
Exterior Paths of Travel	D21	Define what colour contrast means	Provide clarity.
Exterior Paths of Travel	D21	Amend the wording to be "should" or "may" for this requirement as using "shall" is excessive given the broad implications and generic wording. How does defining the parking area support pathway users? There would already be a parking device and either a bike parked or not, no different than a garbage area or a bench area. Moreover, bike parking would already be outside of the travelled path as per §D20. Also, there isn't clear denotation of what constitutes the bike parking area: does it also include the aisles and set backs? Would it	

		still need to apply to sheltered or fenced bike cages? Would it apply to bike parking within City ROW (alleys or boulevards) for multiresidential buildings?	
Exterior Paths of Travel	D22	D22 Recommend revising to suit the intent. This, in and of itself, suggests that every amenity and every experience needs to be available and accessible to everyone. This isn't practical, nor often desirable when we try to provide a diverse range of experiences to accommodate a wide range of ages, abilities, skills, and preferences - there should be something for everyone, but not everything for everyone that is not great for anyone. The intent is currently embedded in the Exception. Recommend being more intentional in the actual clause, and including the general parameters within the introduction.	
Exterior Paths of Travel	D23,24,25	Would these specifications apply to areas outside of parks? For example, plaques on bridges or wayfinding signage downtown? Consider expanding specification to all public areas.	
Exterior Paths of Travel	D25	Provide more clarity. Is it at a minimum or maximum 860mm above the ground? Is the last or first line of text/top or bottom of the plaque that has to be at 860 mm? Tilted which way? How much should it be tilted: 1°, 30°, 88°? Is there a range? Is it measured from vertical or horizontal?	

Exterior Paths of Travel	D25	is a range more appropriate? tied to the comfortable sight range for someone in a wheelchair? to the top, bottom, centre? Explanation: may not be necessary, depending on the content. this is highly variable / context-sensitive and should not be part part of the clause	
Exterior Paths of Travel		Consider changing "Pathways" to Regional and Local Pathways As defined - ie: regional and local pathways - clarify if these path types MUST always be universally accessible. if so: Include slope requirements - longitudinal and cross slopes Include minimum widths for various typologies? Remove material from within the general definition and include as a secondary descriptor instead pathways can sometimes be concrete, and occasionally bound granular, boardwalk, etc.	
Exterior Paths of Travel	D26 / D32	Providing reference to the DGSS makes sense, but for the accessibility design standards, it doesn't make sense to include a statutory requirement - there are often site/context-specific variability, and this creates conflict when the requirement is in multiple places with multiple approving bodies	

Exterior Paths of Travel	D33	Suggestion: Summarize accessible design criteria (incl. dimensions, slopes, surfaces) in a table; within each typology, clearly indicate if all, some, or portions of the routes MUST meet listed criteria.	
Exterior Paths of Travel	D34	Coordinate with general signage section to avoid duplication.	
Exterior Paths of Travel	D34	Should these requirements also be applied to signage in parks (§D23,24,25). Be mindful to ensure requirements allow for designs that blend with natural areas, rather than harsh, utilitarian solutions.	
Exterior Paths of Travel	D35	What constitutes as slip resistant? Is there a standard referenced? Consider how engineers during design and lawyers during legal claims will need to interpret this requirement.	
Exterior Paths of Travel	D35.b	How will boardwalk intersections/crossings be managed? Also, sentence structure needs to be revise “surface openings shall any elongated...”	
Exterior Paths of Travel	E	5A Network.... I believe this name is changing / has changed	

Exterior Paths of Travel	E	Trails Coordinate definition with Regional and Local Pathways eg: all asphalt or concrete paths should not be considered "primary routes" ... would they be considered "pathways" or "trails"? "exterior pathways" - differentiate between "pathways" and "Regional or Local Pathways", for clarity	
Exterior Paths of Travel	E	Trails Note This is a lot of information to be providing in all cases - it would be more feasible / appropriate to include this information as part of a "guide" (online, kiosk, etc), with more limited information at the trail itself	
Exterior Areas and Features	E	Accessible Play Spaces in addition to "parents", more inclusive suggestion: parents, caregivers, families, and friends.	
Exterior Areas and Features	E	Throughout E: "... shall be accessible." - is the intent "physically accessible"? If so, use the specific defined terminology.	
Exterior Areas and Features	E2	Suggest a list of common, approved surfaces	
Exterior Areas and Features	E3	This is one of the opportunities for integrating requirements specifically for "inclusivity" - including cognitive. Even if it is an expanded description of intent, and a list of reference standards / recommendations.	

Exterior Areas and Features	E3	Suggest including the note content in the preamble, instead of the clause. Clearly define "accessible" in this context, as well as "inclusive".	
Exterior Areas and Features	E3	Figure E3 - suggest including a variety of examples or none.	
Exterior Areas and Features	E	Service Dog Relief Areas "Service dog relief areas should be accessible..." - this belongs as a clause, not as introduction content. "This section applies to exterior..." - Does this mean "This Section applies to exterior service dog relief areas as well as interior service dog relief areas within high-use and/or high-occupancy buildings."? Note: Examples of public facilities include: recreation facilities, public libraries.... and other facilities without nearby landscaping. Examples of facilities where interior service dog relief areas should be considered include: ...	
Exterior Areas and Features	E6	Sand would not be considered a firm, stable surface.... artificial turf likely should be included here as it is a common surface material.	
Exterior Areas and Features	E9	Implies that this sign would contain ONLY tactile information...	
Exterior Areas and Features	E12	is colour contrast always appropriate? A requirement or a recommendation, with consideration of the context?	

Exterior Areas and Features		Outdoor Seating Areas "Where outdoor seating is provided..." - this should be a clause, not introductory description. 50m is referred to elsewhere as the distance that can be traveled unassisted. Consistency and/or rationale for 30m. Should frequency / interval of seating opportunities be contextual? ie: library facility is different than a Regional Park This has both design and project budget implications if applies to all pathways	
Exterior Areas & Features	E14	Clarify, benches and seating are typically located on or adjacent to pathways. Where does this water go if not to the adjacent surface.	Provide clarity.
Exterior Areas & Features - Outdoor Seating Areas	E14.c	How will this requirement be measured or evaluated? Provide examples of surfaces that avoid accumulating snow.	
Exterior Areas and Features	E14	h) Provide colour contrast... Differentiate shall from recommendation; colour for furnishings has major design implications; material and colour should be considered as part of broader considerations. For example, requiring colour contrast would largely prevent wood from being used as a seating material, which is often highly desirable for its other attributes	

Exterior Areas and Features		Outdoor Patios and Balconies... "Enclosed Seating Areas: Outdoor Patios and Balconies" to outdoor patios and balconies designated as publicly-accessible outdoor seating areas.	
Exterior Areas & Features - Outdoor Seating Areas	E15	Contradictory requirement to previous as §E14 requires all seats to provide back support and arm rests while this says not to for some. Consider combining requirements and providing clarity.	
Exterior Areas and Features	E16	Recommend avoiding "all" unless "outdoor patio is very clearly (and somewhat narrowly" defined. "... to outdoor patios and balconies." - "to outdoor patios and balconies designated as publicly-accessible outdoor seating areas."	
Exterior Areas & Features - Outdoor Patios and Balconies	E17	The statement "Exterior patios and balconies shall connect to an accessible path of travel" could be interpreted that all exterior patios and balconies need to connect to an exterior path of travel in addition to the interior access point.	Exterior patios and balconies shall connect to either an interior or exterior (or both) accessible path of travel.
Exterior Areas & Features - Outdoor Patios and Balconies	E19	Code sections are not listed sequentially should be re-ordered numerically based on NBC(AE) and there is no clause (d) from 3.8.3.6.(17)(d). Note: this items is also addressed in item F13 so 3.8.3.6.(17) could potentially be dropped from this section.	Where there is a threshold at a patio or balcony, it shall conform to the NBC(AE) 3.8.3.2.(3)(e) and 3.8.3.6.(17). Explanation: Level thresholds are preferred; however, where the threshold is between 6 to 13 mm, it shall be beveled at a slope not steeper than a ratio of 1:2 (50%). Colour contrasted doorways and doors enhance the visibility of the entrance for all building

			users and especially people with vision loss.
Exterior Areas & Features - Outdoor Patios and Balconies	E20	The provided explanatory note of a “transition point” is lacking clarity and is potentially confusing interior with exterior/outdoor spaces.	Note: A transition point refers to any location where a change in direction occurs. Examples of transition points include intersections or junctions as well as entry or exit points along exterior pathways.”
Exterior Areas and Features	E21	minimum 20%	
Entry Seating	F4	How far can the seat be from the area? For constrained areas with buildings against the property line and a 1.6 m monowalk against the curb of the loading zone, where could the seat realistically go?	
Entry Seating	F5	What constitutes as easily identifiable? If so, to what extent must signage be provided, e.g. around the whole building?	
Doors and Doorways	F11	Because this item is directly after vestibule section (F10) and accompanying diagrams, it is unclear that F11 is addressing scenarios that have at least one set of double doors in addition to other doors. Provide diagram(s) to enhance clarity.	TBD
Doors and Doorways	F13	Add code reference to explanation for clarity	Explanation: <i>Colour contrasted doorways and doors enhance the visibility of the entrance for all building users and especially people with vision loss. See NBC(AE) 3.8.3.6.(17)</i>
F. Entrances, Exits, Doors and Doorways	F15	The glazed door section differs from section H Interior Circulation. F15 indicates a min.	Clarify the requirement between the two different sections.

		of 100mm wide markings and H8 indicates 2 x 50mm wide markings	
Power Operated Doors	F18	Awkward phrasing/wording: <i>“enhance the usability of doors for all individuals to navigate...”</i>	Explanation: <i>Door controls and devices including control for power door operators and door opening devices (hardware) enhance the ability for all individuals to navigate through a building...</i>
F. Entrances, Exits, Doors and Doorways	F23	Power doors are described in such a way that makes it very confusing to the reader.	Clearly identify what each type is and its application. Add diagrams to clarify as needed.
Door Security and Entry Systems	F24	Typo: “ powder door operator” vs “power door operator”	Explanation: <i>Door security and entrance systems such as card readers, should be conveniently located next to power door operator controls</i>
Entrances, Exits, Doors and Doorways	G	Exterior Stairs Clarify if this applies to exterior stairs in association with a building; in some public realm / park contexts, it can be desirable to include "steps" in association with amenities, plaza spaces, etc, which can be designed with accessibility in mind, should not require the same design criteria/parameters as flights of stairs le: define 'stairs' vs 'steps'	
All Handrails	G	Figure G19 is addressing “Handrail Extensions & Attention TWSI” however Item G19 is addressing color contrasted cane-detectable barrier and cantilevered staircases.	TBD
Elevators Preamble	G	Canadian spelling of the word “multi-story” and missing word after “audible”.	...vertical transportation in multi-storey buildings...It is also important that elevators include visual, tactile and

			audible indicators to ensure that elevators are accessible to people with low vision and hearing loss.”
Ramps, Stairs, Elevators, and Lifts	G	General Comment for this section.	Provide a standard detail for the material, colour and dimensions for exterior tactile warning plates installed in wheel chair ramps or at curb edges. (i.e. cast iron vs plastic, painted colour, etc.). Currently not articulated in City specs.
Ramps, Stairs, Elevators, and Lifts	G. Figure G4	Slope percentage not shown	Add slope percentage to each example (1:20)
Ramps, Stairs, Elevators, and Lifts	G14.e.i	provides a value of “at least 50%” but does not indicate which formula to use.	
Entrances, Exits, Doors and Doorways	Figure G25	Show where the path of travel runs relative to the rail extension	
Ramps, Stairs, Elevators, and Lifts -Tactile Attention Indicators	G35	Revise for clarity	a) at the top of all stairs, including both open-riser and closed-riser stairways b) at all landings that serve as entry points into stair systems
G. Ramps, Stairs, Elevators, and Lifts	G36	Item b) sentence ends with “and” but nothing follows	Complete sentence.
Entrances, Exits, Doors and Doorways	G34	Explanation Duplicated from introduction.	
Entrances, Exits, Doors and Doorways	G36	Explanation A general note that belongs in introduction. Expand to provide several scenarios.	
Interior Circulation -	H	There are two Figure H4s on page 74:	TBD

Paths of Travel		Figure H4 – Protruding Objects and Figure H4 – Flooring Surfaces	
Paths of Travel	H	Figure H5 – Beveled Floor Transitions Between Different Flooring on page 75 does not appear to correspond with any of the items in this section.	TBD
Interior Rooms and Services - Mobility Device Storage Areas	I12	Storage space for some mobility devices is smaller than that for a wheelchair and so not all storage spaces need 900mm by 1500mm.	A mobility device storage area shall accommodate at least one mobility storage space with a clear floor area of at least 900mm by 1500mm.
Mobility Device Storage Areas	I13	Missing the word “device”: “...designated space of the mobility storage area.”	Mobility device storage spaces shall be accompanied by signage that identifies the use and designated space of the mobility device storage area.
Meeting Rooms	I24	Add “chairs” to the description and explanation	I24. Tables and chairs on raised platforms shall not be used. Explanation: Tables and chairs on raised platform...
Exhibit and Display Spaces	I31	CSA B651-18 recommends a maximum counter/display surface height of 865 mm above finished floor and ISO 21542 / ISO 23599 suggests a typical accessible display surface height of 750–850 mm above floor	Table displays shall be located between 740–860 mm above the finished floor or ground level.
Assembly Areas	I36	Adequate lighting could be provided along paths of travel that do not require strip lighting (i.e. in arenas).	Lighting strips shall be provided on steps and accessible paths of travel that do not have adequate overhead or other means of lighting.
Water Bottle Filling Stations	J11	Spelling and/or clarification.	Water-bottle filling stations located in a storey (or on every level) where a barrier-free path of travel is required.

Adult Change Table	K	The figure on page 113 does not have a Figure # assigned to it, nor is it specifically referenced.	
Sanitary Facilities - Toilet Fixtures	K	Toilet fixtures – the mounting requirements are not identified. What is the min and max height from the floor to the top of the toilet seat?	Add additional clarifications and dimensions to figures
Washroom Entrances	K8	“occupied” indicators are typically triggered when a door is locked so this requirement could be interpreted as being redundant.	To support ease of use for people with cognitive, sensory, and mobility disabilities, washroom enclosures and stall doors should incorporate occupancy indicators that clearly communicate whether the space is in use.
Sanitary Facilities	K20	Further clarify that sanitary napkin disposals are required adjacent to every toilet regardless of gender.	Clarify the requirement.
Universal Washroom	K30	The occupancy sensor should remain on the entire time while the washroom is occupied and not be limited to 15 minutes.	All universal washrooms shall have an occupancy or vacancy sensor. ~~Once activated, it shall remain on for a least 15 minutes.~~
Universal Washroom	K13, K14, K32, K33, K34	The guidelines suggest that the seven items listed below are all to be mounted adjacent to the sink which creates challenges as there is typically not enough physical space to do so. Soap Dispenser (K13) Paper Towel Dispenser (K14); Sharps Disposal Container (K32); Shelf (K33); Coat Hook (K34); Hand Sanitizer and Hand Dryer are not listed in the requirements but are shown in Figure K15 and are also often part of the bathroom accessories.	TBD - Perhaps consider including a note for mounting bathroom accessories which allows for accessories to be mounted near to the sink (i.e. opposite wall) if necessary.

Universal Washroom Emergency Call Buttons	K35	Should a statement such as the following be included somewhere in this section: “have a door capable of being locked from the inside and released from the outside in the event of an emergency”	
Sanitary Facilities	K46	An accessible shower stall figure/sketch would be beneficial to understand the requirements	Add a figure/sketch
Signage	L	Signage – are the provided signage standard supported by National Organizations or standards?	
Signage	L1.1	Confirm that omission of the International Symbol of Access PI AC 001 does not impact the City’s conformance with ISO and standard 7001 nor results in judicial actions.	
Exercise and Fitness Areas	M5	Specify a minimum overall size (i.e. 900mm x 1800mm) of the stretching mat.	TBD
All Pool Basins	M9.e)	Replace the word “shall” with “shallow”.	d) extend fully to the bottom of the shallow end, without steps or ledges,
Bus Stops	N14	What is ADS XX for bus shelters? Does Calgary Transit maintain responsibility for the installation of bus shelters?	