

Access Design Standards Update

What We Heard Report

Round One: November 2024 – January 2025



Access Design Standards Update

What We Heard Report (Round 1)
Nov. 2024 – Jan. 2025

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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.

Access Design Standards

The City of Calgary is committed to removing barriers that might prevent people with disabilities from fully participating in employment and all City programs and services. The [Access Design Standards](#) are The City's standards are intended for designing accessible City of Calgary built infrastructure, this includes but is not limited to buildings, sidewalks, pathways, parks, etc. These standards enhance accessibility by mandating design measures that exceed the National Building Code, Alberta Edition (2023) requirements. The update will help to align with other national and international standards and improve accessibility for all.

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1.0 Project Overview

This project aims to update the City’s 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 Standards apply to all City facilities and other public spaces on City-owned land: facilities, roads, sidewalks, pathways, parks, pedestrian crossings, parking lots, bus stops, transit stations and more. These standards emphasize universal design and accessibility for people with physical, sensory and cognitive disabilities.



Figure 1: Circle of accessibility icons

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Goals and Objectives

Goals

1. To understand how familiar participants are with the Access Design Standards using the current document, identify any gaps in its usage and provide clarity in how the standards are applied.
2. Identify gaps and barriers to accessing City infrastructure, with the goal of improving inclusivity.
3. Promote awareness and understanding of the Access Design Standards.

Objectives

1. Inclusion of Diverse Perspectives: Gather a broad spectrum of insights and experiences from people with disabilities and their caregivers, aiming to ensure that the updates align as closely as possible with their actual needs and preferences.
2. Identification of Key Issues: Understanding the most pressing accessibility issues for people with disabilities from the outset helps prioritize the most impactful changes.
3. Build Trust and Buy-In: Foster a sense of collaboration and trust, making participants feel valued and heard. This can lead to greater acceptance and support for the final revisions.
4. Avoid Redundancies: By identifying potential issues and solutions early, we avoid making changes that might need further revision later, saving time and resources.

Outcomes

1. The updated Access Design Standards (ADS) will reflect best practices in accessible and universal design.
2. The updated ADS will provide clear explanations and direction for meeting the Standards.
3. The updated ADS document will be clear, user friendly and accessible.

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Engagement Timeline

Q4 2024 – Q1 2025 (November – January): Round 1 - General Outreach and Engagement

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

Q1 2025 (March – April): Round 2 - Targeted Outreach and Engagement

Focus on key sections and engage specific groups with lived experience and subject matter experts.

2026: Round 3 - Completion and Report Back

Share the updated Access Design Standards with the community.

2.0 Engagement Overview

International Day of Persons with Disabilities

Tuesday, December 3, 2024

University of Calgary



The Access Design Standards Team connected with approximately 75 members of the public and more than 18 agencies, organizations and independent consultants. For a complete listing of agencies and organizations please refer to [Appendix A - Participant Register](#)

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Committees

The Access Design Standards Update project team presented and engaged at the following committee meetings.

Advisory Committee on Accessibility: September 19, 2024, October 24, 2024, November 21, 2024,

Access Design Subcommittee: September 4, 2024, October 2, 2024, November 6, 2024.

Social Well Being Committee: October 16, 2024

Participant Register

We reached out to more than 100 impacted and interested parties via email, phone calls and other methods of communications. A complete list of participants can be found in [Appendix A](#).

City Hall School

We attended two City Hall School sessions that included 60 grade 6 students and 8 teachers.

December 5, 2024

December 12, 2024

The activity was ‘Designing an Accessible City’. Students learned about accessibility and the importance of designing municipal infrastructure that everyone can use, regardless of their abilities.

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Portal Page

The opportunity to provide feedback on the portal page ran from Nov. 21, 2024 – Jan. 6, 2025. <https://engage.calgary.ca/ADSU>. As per the graph below. We had 455 views, 422 visits, 280 visitors, 78 contributions and 54 contributors. We received more than 850 pieces of information.

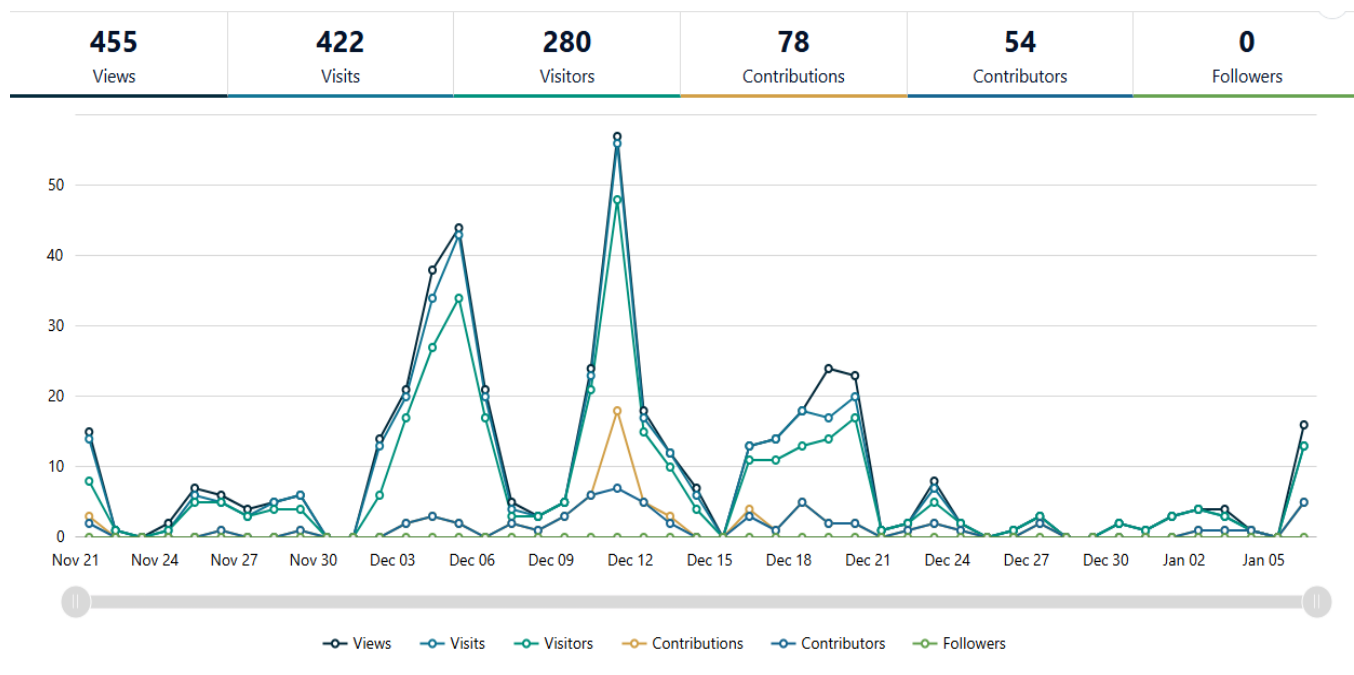


Figure 1: Graph from engage.calgary.ca/ADSU

- Views: the number of times a Visitor views any page on a Site.
- Visits: the number of end-user sessions associated with a single Visitor.
- Visitors: the number of unique public or end-users to a Site. A Visitor is only counted once, even if they visit a Site several times in one day.
- Contributions: the total number of responses or feedback collected through the participation tools.
- Contributors: the unique number of Visitors who have left feedback or Contributions on a Site through the participation tools.

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3.0 What We Asked

Outreach and engagement centered around the following:

1. Familiarity with Access Design Standards: How familiar are you with the City of Calgary's Access Design Standards?
2. Awareness of Application: Did you know that the Access Design Standards apply to public streets, parks, and open spaces?
3. Experience with Barriers in Public Spaces: Have you, or someone you know with a disability, experienced barriers or challenges when using public streets, parks, or open spaces?
4. Application to City Buildings: Did you know that the Access Design Standards are applied to new and existing City buildings, as well as to civic and community partners with buildings on City land during renovations?
5. Experience with Barriers in City Facilities: Have you, or someone you know with a disability, experienced barriers or challenges when using City facilities?
6. Feedback on Specific Sections: Thinking about the Access Design Standards, are there any sections you'd like to provide additional feedback on?
7. Beneficial Aspects: What aspects of the Access Design Standards do you find most beneficial?
8. Areas for Improvement: What aspects of the Access Design Standards need improving?

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4.0 What We Heard

This section is an overview of the major themes received from online and in-person activities.

Sidewalk and Pathway Accessibility

- Issues with sidewalks ending abruptly, inadequate slopes, and lack of curb cuts.
- Obstacles such as signage, fire hydrants, and deteriorating surfaces

Public Transportation and Infrastructure

- Problems with bus stops, including lack of curb cuts and obstacles like trees.
- Issues with ramps and sidewalks at intersections, causing unsafe conditions.
- Accessibility challenges at construction sites and during detours.

Public Spaces and Parks

- Lack of accessible features in parks, such as curb cuts, benches, and rest areas.
- Difficulties accessing playgrounds and park facilities with mobility aids.
- Need for more inclusive and accessible park designs.

Building and Facility Accessibility

- Inadequate accessible washrooms and entrances in public buildings.
- Challenges with ramps, elevators, and door openers.
- Issues with accessible parking and signage.

Community Feedback and Suggestions

- Requests for more benches, accessible washrooms, and better snow removal.
- Suggestions for improved wayfinding and signage.

Winter Conditions (out of scope – operational)

- Icy sidewalks and snow windrows blocking access.

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- Difficulty navigating sidewalks and bus stops due to snow build-up.
- Inconsistent snow removal practices affecting accessibility.
- Challenges with snow and ice removal, creating barriers for mobility.

For a detailed summary of the input that was provided, please see the [Summary of Input](#) section.

For a verbatim listing of all the input that was provided, please see the [Verbatim Responses](#) section.

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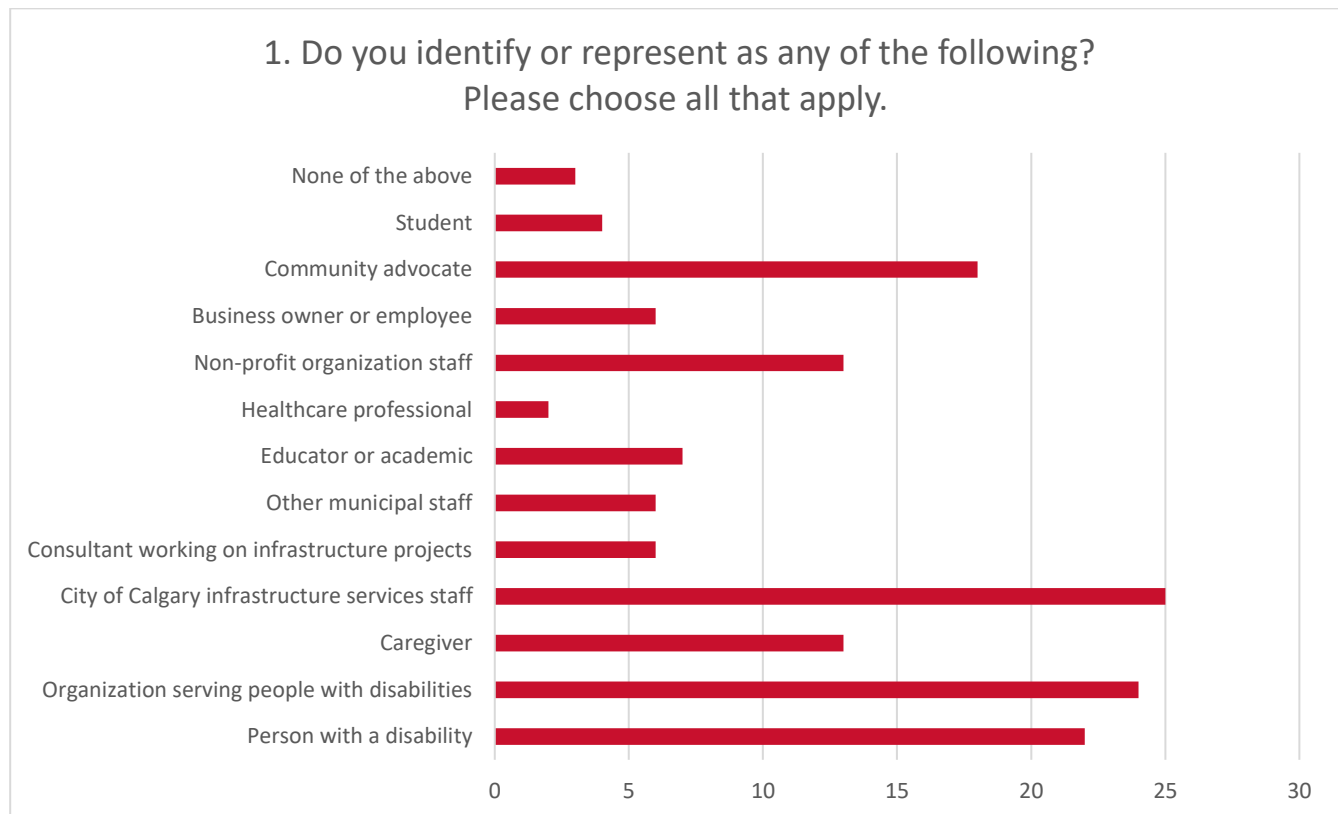
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5.0 Summary of Input

Portal Page

1. Do you identify or represent as any of the following? Please choose all that apply.

As per the chart below, we had 79 respondents. The representation of respondents is as follows: City of Calgary infrastructure services staff (25), organizations serving people with disabilities (24), person with disability(22), community advocate (18), non-profit organization (13), caregiver (13), educator or academic (7), other municipal staff (6), consultant working on infrastructure projects (6), business owner or employee (6), student (4), none of the above (3).

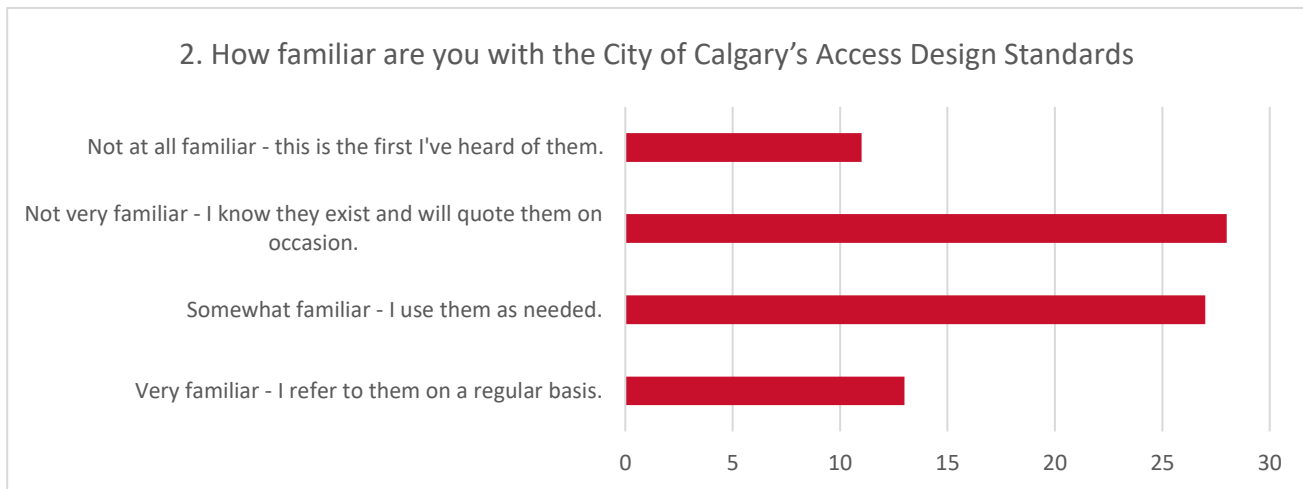


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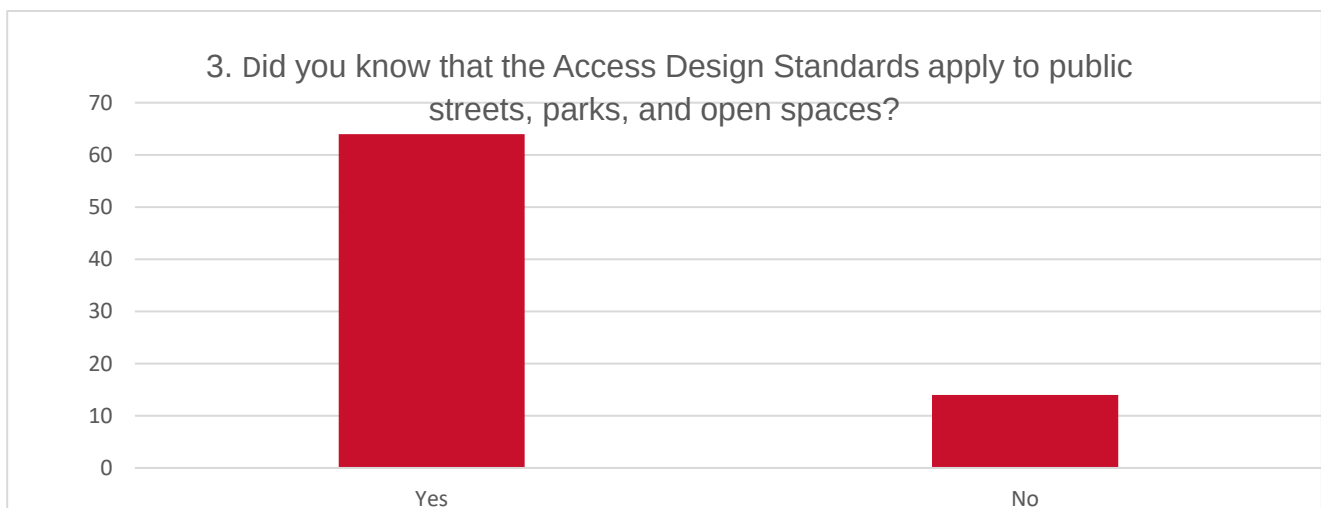
2. How familiar are you with the City of Calgary's Access Design Standards?

As per the chart below, most respondents replied they were not very familiar (28) and somewhat familiar (27), These were followed by very familiar (13) and not at all familiar (11).



3. Did you know that the Access Design Standards apply to public streets, parks, and open spaces?

Most respondents (64) knew that Access Design Standards applied to public streets, parks, and open spaces.

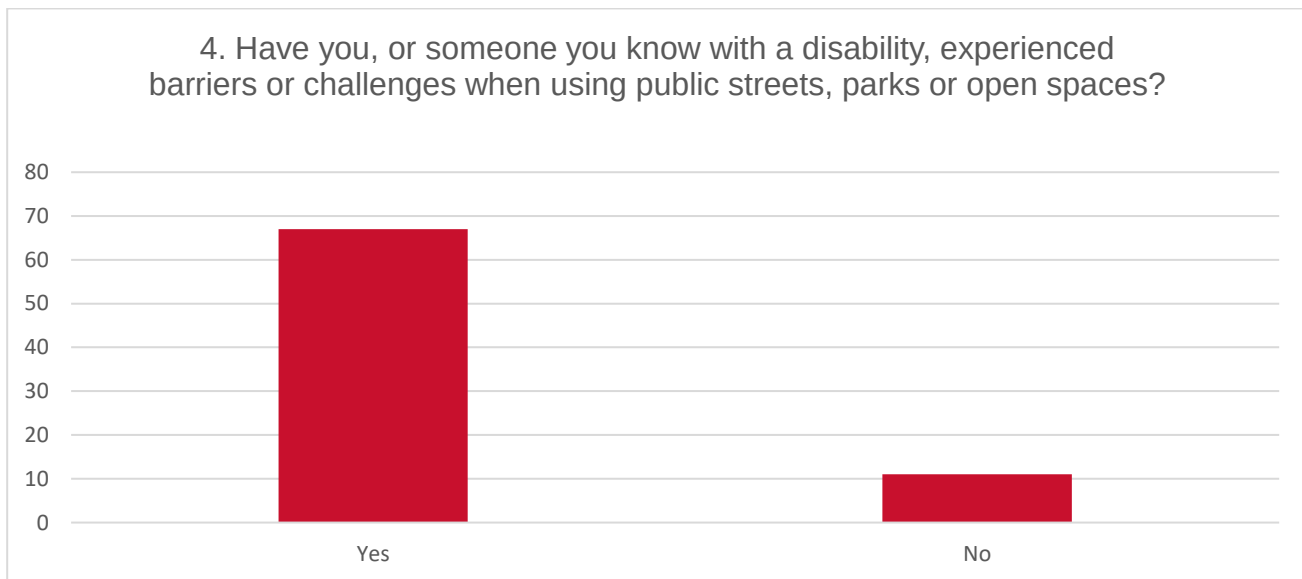


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4. *Have you, or someone you know with a disability, experienced barriers or challenges when using public streets, parks or open spaces?*

As per the chart below, most respondents (67) have or knew someone with a disability, experienced barriers or challenges when using public streets, parks or open spaces



5. *Can you tell us a bit more about any specific experiences or challenges you've faced while using public streets, parks, or open spaces?*

Sentiment analysis: Positive (2), Negative (29), Mixed (10) and Neutral (16)

Most comments were linked to Section B: Exterior Paths of Travel and are noted below.

The summary of themes below are based on the verbatim and presented in no order of relevance.

Sidewalks and Curb Cuts: Many sidewalks end abruptly, lack curb cuts, or have uneven surfaces, making navigation difficult for those using strollers, wheelchairs, or other mobility aids.

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Public Transportation: Obstacles like trees at bus stops and poorly positioned pedestrian cross buttons hinder accessibility.

Parks and Open Spaces: Large parks often lack sufficient curb cuts, and playgrounds are not always designed with accessibility in mind. Steep slopes and uneven terrain further complicate access.

Infrastructure and Maintenance: Deteriorating sidewalks, blocked paths due to construction, and lack of enforcement in keeping sidewalks clear are common issues.

Public Amenities: There is a need for more benches and rest areas along routes, as well as accessible washrooms in parks and public spaces.

Design and Planning: Over-designed spaces and meandering paths do not meet the needs of all users, particularly those seeking direct routes.

Note: We received feedback pertain to snow and ice control as well as enforcement, both of which are operational and beyond the scope of the Access Design Standards. They are included here for report back purposes only and will not impact any changes to the Access Design Standards Update.

Winter Conditions: Icy sidewalks, snow windrows blocking paths, and inadequate snow removal.

Snow Clearing: Issues with snow clearing at laneways and residential streets, making them inaccessible.

Elderly and Disabled: Elderly family members and community members trapped by windrows

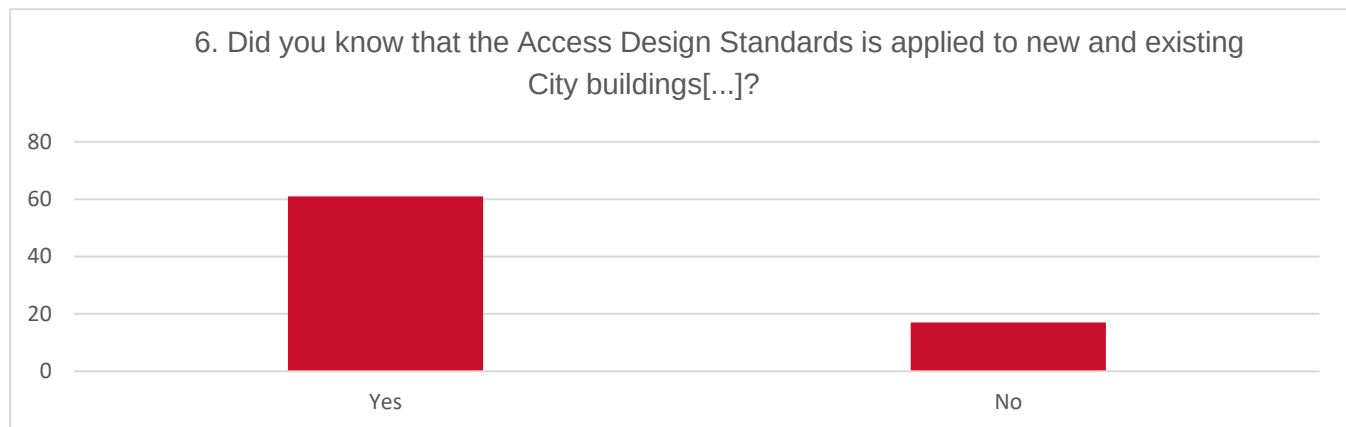
Maintenance: Lack of enforcement in keeping sidewalks clean and clear.

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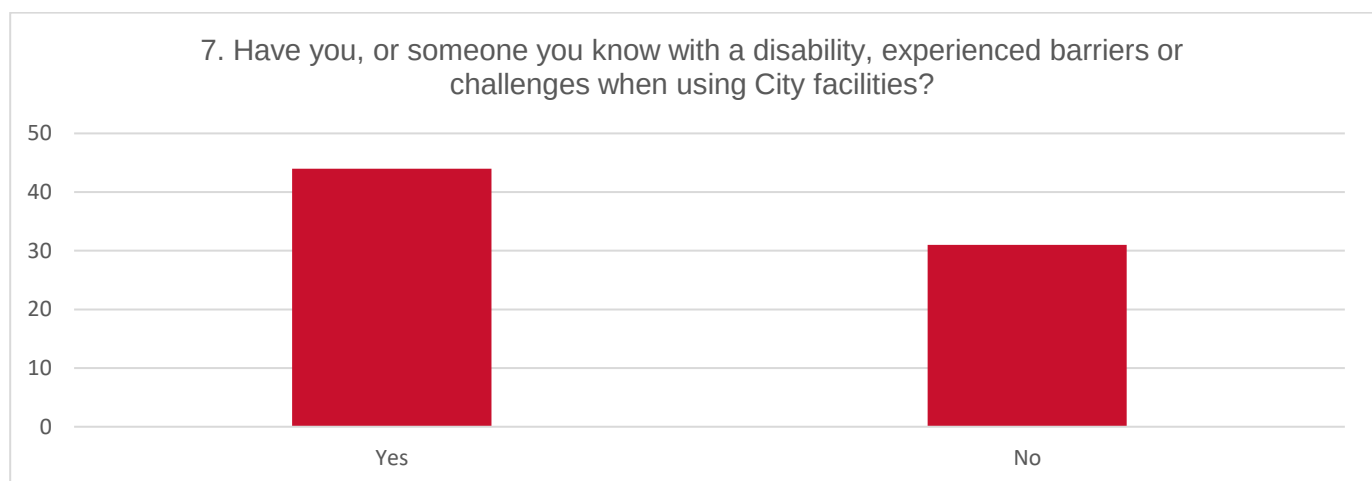
6. Did you know that the Access Design Standards is applied to new and existing City buildings; as well as to civic partners and community partners with buildings on City land when a renovation is taking place?

Most respondents knew that that Access Design Standards applies to new and existing buildings; as well as to civic partners and community partners with buildings on City land when a renovation is taking place.



7. Have you, or someone you know with a disability, experienced barriers or challenges when using City facilities?

The majority of respondents knew someone who experienced barriers or challenges.



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8. Can you tell us a bit more about any specific experiences or challenges you've faced when using City facilities?

Sentiment Analysis: Positive (3); Negative 19; Mixed (6); Neutral (9)

The summary of themes below are based on the verbatim and presented in no order of relevance.

Accessibility of Facilities: Many buildings lack ramps, elevators, and push-button door openers, making them difficult to access for people with mobility aids. Washrooms often lack adequate space and necessary features like adult changing tables and lifts.

Parking and Transportation: There are insufficient accessible parking spaces, and misuse of these spots by non-placard users is common. Public transit issues include non-functional elevators and ramps, and difficulties with LRT and bus accessibility.

Signage and Wayfinding: There is a lack of accessible signage, braille maps, and wayfinding aids, making navigation challenging. Additionally, there are no designated relief areas for service dogs.

Sensory and Quiet Spaces: There is a need for more quiet and sensory-friendly spaces, with better lighting and noise control. Family change rooms are also insufficient in recreational facilities.

Maintenance and Operational Issues: Accessibility features are often poorly maintained, with non-functional elevators and ramps being common issues. Temporary facilities during construction or events are frequently inaccessible.

Community and Inclusivity: Community centres and swimming pools often have tight corners and lack lifts, making them inaccessible. Facilities need to consider the needs of people with various disabilities, including sensory or neurodivergent conditions.

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Specific Facility Challenges: Older buildings and heritage sites face challenges in upgrading to meet current accessibility standards. Public spaces like the Calgary Zoo and new Calgary Public Library also present navigation difficulties.

9. Thinking about the Access Design Standards, are there any sections you'd like to provide additional feedback on?

Sentiment Analysis: Positive (2); Negative (7); Mixed (7); Neutral (22)

The summary of themes below are based on the verbatim and presented in no order of relevance.

Exterior Paths of Travel

- **Interim Conditions:** Need for standards addressing temporary conditions during construction.
- **Winter Maintenance:** Importance of snow removal and maintenance to ensure paths are clear and accessible year-round.
- **Obstacles:** Issues with scooters, advertisement signs, patios, and other obstacles blocking paths.
- **Surface Design:** Concerns about the design of tactile surfaces and raised lines for visually impaired users.

Building Entrances and Access

- **Entrances:** Need for accessible entrances in residential buildings, restaurants, and public services.
- **Drop-Off Points:** Practicality and availability of accessible drop-off points.

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- **Parking:** Challenges with accessible parking spaces, including the need for more space for loading and unloading.

Washrooms and Facilities

- **Barrier-Free Washrooms:** Variability in the accessibility of washrooms, with some not accommodating certain disabilities.
- **Outdoor Facilities:** Need for larger outdoor bathrooms for wheelchairs and people with disabilities requiring attendants.
- **Maintenance:** Importance of maintaining accessible features in washrooms and other facilities.

Signage and Wayfinding

- **Standardization:** Need for standardized signage, including considerations for colour blindness.
- **Wayfinding:** Desire for more detailed guidance on wayfinding and signage, potentially through an accompanying document.

Assistive Technologies

- **Assistive Listening Devices:** Interest in the City's approach to assistive listening devices and acoustics in assembly occupancies.
- **Visual Interpreter Services:** Expanded use of services like Aira in public spaces.

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Inclusive Design

- **Neurodiversity:** Incorporating a neurodiversity lens in all sections and projects.
- **Equitable Paths of Travel:** Ensuring accessible paths of travel are equitable in distance, location, and ease of use compared to non-accessible paths.

Standards and Guidelines

- **Adopting Comprehensive Standards:** Suggestion to adopt comprehensive standards like the Rick Hansen standards.
- **Alignment with CSA Guidelines:** Aligning with updated CSA guidelines and anticipating changes in the National Building Code.

Specific Facility Challenges

- **Recreational Facilities:** Parking challenges and the need for more entryways in recreational facilities.
- **Dog Relief Areas:** Issues with the location, size, and surface of dog relief areas.

What aspects of the Access Design Standards do you find most beneficial?

Sentiment Analysis: Positive (18); Negative (1); Mixed (1); Neutral (18)

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Exterior Paths of Travel: Emphasis on addressing temporary conditions during construction, ensuring year-round maintenance, and removing obstacles like scooters and signs. Concerns were also raised about the design of tactile surfaces.

Building Entrances and Access: Need for more accessible entrances in various buildings and practical, available drop-off points. Challenges with accessible parking spaces and the need for more space for loading and unloading were also noted.

Washrooms and Facilities: Variability in the accessibility of washrooms, with some not accommodating certain disabilities. Larger outdoor bathrooms and better maintenance of accessible features were also highlighted.

Signage and Wayfinding: Desire for standardized signage, including considerations for colour blindness, and more detailed guidance on wayfinding.

Assistive Technologies: Interest in the City's approach to assistive listening devices and expanded use of visual interpreter services like Aira.

Inclusive Design: Incorporating a neurodiversity lens in all sections and ensuring accessible paths of travel are equitable compared to non-accessible paths.

Standards and Guidelines: Suggestion to adopt comprehensive standards like the Rick Hansen standards and align with updated CSA guidelines.

Specific Facility Challenges: Issues with recreational facilities, parking, and dog relief areas were also mentioned.

10. What aspects of the Access Design Standards need improving?

Sentiment Analysis: Positive (8); Negative (5); Mixed (4); Neutral (26)

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The summary of themes below are based on the verbatim and presented in no order of relevance.

Exterior Paths of Travel: Current slope conditions are too restrictive, and there is a need for better maintenance, including snow removal and addressing obstacles like scooters and signs.

Building Standards: Development of comprehensive interior standards, improved ramp designs, and accessible entrances without double doors.

Washrooms and Facilities: Need for fully accessible washrooms with lifts for adults, larger outdoor bathrooms, and regular assessments to ensure facilities meet current standards.

Signage and Wayfinding: Enhanced wayfinding signage, including tactile and audible signals, and increased public awareness of the standards.

Inclusive Design: Balancing the needs of different disability groups, incorporating considerations for cognitive challenges and neurodiversity, and ensuring safety and lighting.

Standards and Guidelines: Incorporating geotechnical considerations, aligning with comprehensive standards like Prowag and CSA guidelines, and ensuring flexibility in existing buildings.

Consultation and Feedback: Engaging more with users of the facilities to gather feedback and conducting more surveys to gather diverse perspectives.

Specific Facility Challenges: Improving vehicular access and parking for people with disabilities, and addressing issues with accessible cabs and transit stop access.

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11. Is there anything else you'd like us to know about the Access Design Standards update?

The summary of themes below are based on the verbatim and presented in no order of relevance.

Alignment with Other Guidelines: Revise ADS pathway standards to align with Parks DGSS pathway guidelines.

Involvement of Experts: Involve occupational therapists (OTs) in the process.

Construction Site Accessibility: Develop a toolkit to help construction sites be more accessibility friendly.

National Standards: Aim for national standards for outside spaces.

Living Document: Ensure the ADS is a living document that is regularly updated.

Grandfathering Older Buildings: Address the lack of grandfathering for older buildings and sites.

Public Awareness and Enforcement: Increase public information and ensure enforcement of standards, including snow clearing bylaws.

Consultation and Feedback: Conduct public consultations and involve people with lived experiences in the process.

Broader Accessibility Needs: Include standards for cognitive and visual accessibility and ensure strategies do not disable other user groups.

Investment in Accessibility: Ensure external organizations have the necessary investment to update and improve access.

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Consistency Across Documents: Ensure all city DGSS reference the ADS [and other City standards] for consistent information.

Outdated Standards: Update the ADS to incorporate new sections and items for current and future projects.

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Verbatim

Portal Page Verbatim

(<https://engage.calgary.ca/ADSU>)

Verbatim comments presented here include all feedback, suggestions, comments and messages that were collected online and in-person through the engagement described in this 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.

5. Can you tell us a bit more about any specific experiences or challenges you've faced while using public streets, parks, or open spaces?

Sidewalks ending, living in a 1950-60s neighbourhood there are issues with snow clearing at laneways, large parks like North Glenmore Park do not have enough curb cuts except near the two ends.

Sometimes there's inadequate sidewalk slopes, rotations and curbs , that challenges the comfortable walk, carrying the stroller.

There aren't always curb cut-outs at corners, so you have to retrace your steps or go a longer way to just cross the street which can be exhausting and time consuming

Icy sidewalks in winter. Wind rows blocking roads/sidewalk, benches would be a nice addition
Using a stroller in wintertime.

Getting off buses with tree located in the location making maneuverability difficult.

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Enforcement. Designing & building a wide sidewalk isn't useful if keeping it clean & clear isn't enforced.

My elderly family and community members are trapped by snow windfalls in the winter. Location of signage, fire hydrants, etc. can create obstacles that make sidewalks difficult to use for people with mobility devices. Older sidewalks that are deteriorating often have uneven surfaces and constant patch work (e.g., filling holes or cracks) creates greater unevenness. There are generally inadequate rest places along routes for people who need them and shelter from the sun / snow.

The most common issues are found on construction sites or during the winter. Construction sites often have signage, pylons, or other items that block a clear and delineated path of travel. Winter sites can have snow/ice barriers commonly located at wheelchair ramps or crossings. Park spaces can sometimes showcase challenges in the grades or steep slopes on the pathway system, making it difficult to access certain areas.

Snow clearing, broken or missing infrastructure such as curb cuts, steep slopes

Challenges in navigating sidewalks downtown- especially during summer when the patios are extended. When there is snow, folks using mobility aids have a hard time in crossing the street due to snow build up (I have had to assist multiple people getting their wheelchairs unstuck from snow by the curb). Many buildings do not offer accessible entries or washrooms, and I have noted that this is very common in residential apartments and professional buildings around town.

I've heard feedback from members of the public that existing infrastructure in Calgary is not access friendly for them, such as old pedestrian ramps being too small, steep, or not smooth enough to be suitable for wheelchair access. It is difficult to "upgrade" and rebuild old existing infrastructure to meet newer standards, and to address all complaints, as there is a never-exhausting list of places to address, but it also brings to attention many opportunities for the City to improve accessibility wherever possible and feasible.

Lack of heel-proof infrastructure. usually grates, also the plastic bumpy pads on wheelchair ramps. When repair work is carried out on sidewalks, sometimes the detours do not consider people with disabilities. One such example of work on McLeod trail and 7th Ave (from Dec 2024), where detours completely ignore how disabled people can cross the streets.

No landings/turning spaces at ramps, ramps that go into the middle of streets, no ramps, snow and ice that make space impassable, water collecting at crossing areas (ramps), signal push buttons that you can't wheel or walk to (can't reach), missing the walk time on a signal crossing, lack of hard surface up to playground areas.

a bit of over design at the expense of other users

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When I had a baby in a stroller, I would so often have trouble accessing certain park features and streets. I would so often have to lift the stroller or drag it up over something because there was no curb cut or the snow wasn't cleared or the access point only had stairs.

Uneven pathways, side walls aren't wide enough when using crutches and the wanting to walk side by side with someone or doors are heavy

Ramps will be build for sidewalk in front of stall. once you park you cant access the ramp.
Lack of curb cuts on some sidewalks and most curb cuts have excessive snow in winter conditions

"Relative to accessible parking: inappropriately located curb cuts, steep slopes, snow piled in stalls, able body people parking in stalls (daily and everywhere) Convolutd access to public buildings ie the new Calgary Public Library from City Hall parkade"

"The position of the pedestrian cross buttons is very difficult, pressing the button puts you in a bad position to be able to cross the road when using a wheeled mobility aid where you can't easily back up. Many of the curb cuts are not positioned well. Many areas where there are bus stops there are no curb cuts available. The new Park facilities are amazing in Fish Creek Park, but some of the areas that haven't been updated are difficult to access. Double metal barriers on walking paths and rail Road crossings make it impossible to get through with a wider mobility aid."

27th St NE is not accessible (there are no sidewalks). People have to walk down the middle of the street to access services or go through a parking lot.

Curb ramps that are on the corner of an intersection cause wheelchairs to go diagonally out into the intersection and not in a straight path of travel. The same situation causes blind or partially blind pedestrians to have a hazard as the TWSIs are not perpendicular to the path of travel. Sidewalks are not accessible for people who are using wheelchair or walker

Lack of timely snow removal on sidewalks, crosswalks and curb cuts. Ongoing use of scooters on sidewalks. Uneven surfaces and other hazards for walking and wheeling pedestrians. When the snow isnt moved from bus stop it means the ramp can't go down and makes the bus inaccessible.

Lack of snow clearing makes residential streets and pathways inaccessible. During the water main break, a hose crossed the pathway and the ramp covering the hose was abrupt, making it dangerous for cyclists and creating a barrier for others with reduced mobility.

No accessible washrooms, no curb cuts, steep hills, snow over curb cutouts, even when 'accessible' washrooms they are t - toilet too low/high, no handrails, too many turns to get in, tight fit, etc, picnic areas very far from entrance, picnic areas not accessible (picnic table with benches where does a wheelchair sit), garbages are in the grass, playground access is through grass, the

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playground is pebbles or rocks, the cross light buttons are on the wrong side of the poles and or too high up, etc

Often construction blocks accessibility, or Snow removal doesn't leave paths wide enough for accessibility

Snow-covered sidewalks, inaccessible bus stops due to snow plows (after the city has cleared the stop) snow plows that leave the snow piled up at the end of street corners, or on medians making it challenging to cross roads safely. Tactile markings/large print or Braille signs/maps at parks
Grade of pathways too steep for manual wheelchairs specifically at confederation and nose hill
specific drop off points for CTA

Disability washroom up 3 stairs. Building is no longer in existence, but was very frustrating. To try to use the washroom for a lady. In an electric wheelchair.

curb ramps having gaps/uneven wile joining street surface, cracks in pavement, long steep ramps (city hall, over passes), dog relief areas

As an accessibility consultant, I have identified numerous barriers in public spaces that would require much more than 1000 characters to detail. Some instances would include barriers preventing use of buttons to activate crosswalk signals, lack of curb ramps, snow-packed curb ramps, obstructions within a pedestrian path of travel, lack of audible beacons at crosswalks, and many more. There is a reason Calgary has been ranked one of the most inaccessible cities in Canada. You should hire [personally identifying nformation removed]. to identify these accessibility deficiencies and provide guidance on remediation.

Signage and scooters/bike-share being placed on sidewalks, difficult to move around. Degraded / bulging / crumbling sidewalks around new developments. Lack of action on these things despite reporting through 311. For example, I've reported a particular concern multiple times over about 18 months with no work done yet because it's not high enough on the priority list. I've also encountered issues with confusing, unclear signage on pathways, particularly when roadworks are causing disruptions or detours.

Test

Sidewalks in the winter that aren't cleared - have seen people using wheelchairs using the road instead. Also when there is construction it is hard for people to navigate. Also door weight can be heavy and the open buttons don't always work, even elevators.

Poor snow removal. Curb ramps directing users into the middle of the intersection. Inconsistent surfaces giving different messages - no more whimsy for the sake of playfulness. All elements need to perform a function before being decorative. Active movers need to be prioritized over vehicles - like the wait time after activating beg buttons. Planners and urban designers do not

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seem to understand where people want to sit and place benches in the strangest places. Stop the meandering paths - active movers want the most direct route, especially when the weather is inclement.

Snow and ice is a huge problem. Understanding that this is about the built environment and not operational matters, we must design better for snow and ice. We should start moving towards continuous sidewalks/raised intersections. Where there is no curb cut but a person walking or rolling (in a wheelchair) has a straight and even path across the road. Because curb cuts are a barrier, especially in winter. There are too many too wide roads/intersections in the city. With low sight it can be very hard to see the walk lights, for example. The presence of audible signals is quite random/not consistent.

Our daughter has Type 1 Diabetes, and it is helpful to have a sharps container nearby picnic areas, so that we can safely dispose of needle heads before meals in park spaces.

Use of sidewalks and crossing streets, especially in the winter, accessing most parks and play grounds with any mobility issues. Availability of booking accessible park spaces. Very low number of accessible parks and playgrounds. Very few parks with washrooms and less with accessible washrooms - high need with disability population.

not enough paved pathways or pathways in poor repair. Not enough accessible washrooms. Broken pavement, missing pavement, no curb cuts, impossible five months a year due to lack of snow clearing across laneway entrances and curb cuts, no ramps or cuts to access strip mall stores, and on and on

"1. Not many playgrounds are actually accessible. As soon as you hit the pea gravel, it makes walking across it difficult, especially for those of us with balance issues or who use a stick or frame, never mind those in wheelchairs.

2. There aren't enough benches along pathways.

3. Crossing the streets in winter can be nearly impossible because (a) if a plow has been by, there are huge snow barriers that you can't step over; and (b) because more care is needed not to slip and fall on snowy / icy roads, it takes longer to cross and crossing signals don't allow enough time for those with mobility issues.

4. Ward 3 has zero parks with washrooms. Zero."

I have observed someone I know in a wheelchair having difficulty to navigating sidewalk curbs, wherein they had to take a very long way around to get onto the sidewalk.

Mostly for seniors trying to navigate narrow/poorly maintained sidewalks in winter.

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High curbs preventing barrier free access. Stairs lacking visible strips delineating tread. Lack of ramps. This pertains to public spaces built in decades past where standards were not as developed as they are becoming now.

It's hard to navigate a stroller or wheelchair in the winter and where ramps don't exist.

Snow and ice removal and sidewalk egress from cross walks are inconsistent and dangerous for those with mobility issues.

My neighbour friend asked for an inclusive swing in the park nearest her because her daughter has mobility issues and needed a more supportive seat. The Parks representative at the time denied the request. Then there was a second request in my neighbourhood at a different park and they did install a seat there. It is random and there needs to be a policy or SOP for such requirements. pathway slopes when pushing wheelchairs, cars blocking wheelchair ramps, curbs in general, lack of benches in park or along pathways, picnic tables without proper wheelchair accommodation (aka just because you can park parallel to a picnic table does not make it wheelchair accessible).

Debris in the way; snow and ice; distance to curb cuts, uneven pavement.

Lack of snow removal in front of an Accessible residential building - Inclusio in the NW - resulting in the residents not being able to maneuver their chairs from the bus to the sidewalks

"Playgrounds and parks are essential for children's development and enjoyment, yet many are not designed with accessibility in mind. For children like my son who's 8 with mobility needs, the lack of ramps, smooth pathways, or inclusive play structures can make these spaces feel exclusionary. Uneven terrain, gravel, or wood chips can also create significant barriers for wheelchairs or other mobility devices.

Accessible playgrounds often feature rubberized surfaces, ramps that lead to play structures, and inclusive equipment like swings with harnesses or sensory play areas. Unfortunately, these features are not always standard in many parks, and that needs to change."

"Areas where sidewalks and pathways terminate unexpectedly; areas with absent and inconvenient ramps; snow removal challenges and ice build-up - often at street crossings (corner of road at sidewalk/gutter/ramp); inconsistent pathway detour signage; obstacles in clear width area of a sidewalk or walkway (signage especially). crosswalks missing or not aligned with walkways."

I am both a pedestrian and a cyclist. In the winter, snow is often ploughed into bike lanes or sidewalks, or pushed across dropped curbs, blocking access for everyone, regardless of their abilities.

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"Across the city there are drive-ways, laneway aprons and walkways that seem to be no one's responsibility that do not get cleared of snow. This needs to be addressed.

In parks and open spaces there is a lack of accessible washrooms, washrooms that are seasonal that may not be open when required and a greater need for accessible porto-potties across the city. There needs to be a coordinated plan for accessible parking spots in the downtown and city in general. People with disabilities need to be engaged in public art projects."

Lack of ramps, lower curbs, gravel or rocks, terrain that does not work well for a wheelchair user.

8. Can you tell us a bit more about any specific experiences or challenges you've faced when using City facilities?

Any existing facility we have worked on has had some challenge to increasing to the existing building code requirements for accessibility. Aquatic centres change rooms, pool entrances, community centres with only stairs.

The lack of ramps, elevators and push buttons door opener, especially in Downtown, makes it inaccessible for people with strollers or in the wheelchairs. The Chinatown is the best example of this limitations.

there hasn't always been enough space in accessible washrooms, or older buildings don't have accessible door buttons or changing spaces

Adequate parking, washrooms

"Ramps like on the new library can't be used by everyone they are too long.

If your left arm does not work and the support bar or railing is on the left side that accommodation doesn't work for you."

Washrooms are often not accessible in public places, I have rarely seen accessible signage around town, and never have I seen a relief area for service dogs. Moreover, accessible parking is a major barrier to people, and often times folks that do not have plaquards, etc are parking in accessible spots. It would be wonderful to see more sensory friendly areas, specifically lighting, as this is a MAJOR issue for folks with disabilities and goes unnoticed as something that would make a huge difference.

lack of railing in the spectator seating section of Foothills Pool

heritage train station has rented out a portion of its parking area as a staging area for construction on an adjacent site. the fencing has blocked pedestrian access along the far edge of the lot to the accessible platform crossing. Someone in a wheelchair would have to go all the way to the other

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end of the parking lot and then back to use the crossing. Understanding the standards don't govern operational policies, should they not still apply to temporary facilities?

Calgary doesn't have enough quiet / sensory friendly spaces. It also doesn't have enough family change rooms. As a family with a small child, the only swimming pool we can use is Vecova, as my son gets really cold and refuses to participate in regular pools. It's also the only pool my parents who are in their 70s will use. We don't know what we'll do when it closes.

University campuses don't have braille maps making it difficult to find ways to buildings

Commons building downtown

Convolutd access to public buildings ie the new **Calgary Public Library** from **City Hall** parkade.

I know that there are many accessibility things available, but they can be difficult to find, so unless you are already in the know, people are not using them. More signage would be helpful.

Could not go inside stores

elevators not working at transit stations. ramps on trains not working properly. Zero adult changing tables or lifts. More accessible washrooms in spaces like olympic park.

"A few years ago I was temporarily in a wheelchair due to an injury. I spent a day at the **Calgary zoo** (which always seemed very accessible) and quickly realized how the smallest things can create barriers. A small lip at every doorway was difficult to get over, the crowded cafeteria was barely negotiable, and entryways funnelled people, many of which aren't used to looking down to see if anyone is there.

I've also faced several challenges when I use my stroller. Many doorways are not built to open hands free, especially family washrooms (oh, the irony:)), bathrooms are often too narrow to navigate easily, and change tables are often located in difficult to reach areas away from the sinks."

Showers in our swimming pools are so small and hard to navigate.

First!!! You are closing the only pool I can get into! Also I've tried to sign up for various exercise classes (I'm on aish so I have discounts or free classes) only to find I need an expensive assessment done by your employees - even though I have had a physical therapist write up an extensive evaluation and included phone number, even offer to come down to assist. Talked to head honcho with city and no wavering. Some of the classes I was interested in - various

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exercises, art? Informational were offered, had openings, but were located on an upper floor with no elevator. Some of the older buildings bathrooms are not actually accessible.

In **city recreation centres**, the pools themselves aren't accessible (like Vecova) and the change rooms aren't entirely accessible (some can have tight corners, and none in my experience has adult change tables or lifts)

lack of service/ guide dog relief facilities. Lack of contrasting colour on steps or to indicate changes in surfaces.

Service dog relief areas, high contrast signage height of door access buttons wave access

door openers, signage/way finding

Many of the people with disabilities that I personally know, who live in **city run housing** have very poor and sometimes very dangerous "accessibility" features provided, and are treated poorly when they issue a complaint or service request to address the problem. This is shameful and the entire department should be fired. You should hire [personally identifying information removed]. to identify these accessibility deficiencies in city run housing and provide guidance on remediation.

Test

See previous answer.

Consider all the needs of people with hearing or vision challenges, or neurodivergent folks. Lighting suck and many of us hate the bright winter sun. Check visual hot spots and poor acoustics. And none of the facilities are designed to consider how people who experience sensory overload or trauma can access and participate in the facility activities - not well.

Size of washroom stalls, difficult for larger people. Noise is also an issue in some facilities (primarily recreational facilities like pools and arenas) understandably it is due to the materials inside the buildings/echoes/number of patrons but noise is a barrier for sure.

ease of use getting to main doors, ease of opening doors, navigation challenges within building with physical or intellectual disabilities. Poor accessibility to recreational facilities - ie pools Accessible washrooms are not accessible to those who need lifts, transfers and changing as adults. Please stop using double doors as this is very difficult to navigate for wheelchair users and their caregivers.

Elevators at LRT stations are in Accessible – buttons are in a corner where they can't be reached or pressed with an elbow (many people have no hand function). Can't even call for help as the emergency button is also inaccessible. LRT trains stop at random locations on platform, can't get to Accessible door before train departs. No help from drivers. Wheelchair ramps on city buses are

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not maintained, not even checked each day before driver's head out. 10% of the fleet has inoperative ramps. Some LRT stations have gates that require being pulled to open – this is impossible for wheelchair users. Get rid of the gates!

"The ramp up to the entrance at Village Square is too narrow to allow two wheelchairs to pass going in opposite directions. Because it is long and curved, you can't see from the bottom if someone is coming down before you start going up, and there's no other option except to go backwards down the ramp to let them pass, which is difficult and scary. It also lacks adequate handrails on the steps up to the building. I know it's old, so I hope this is addressed when it finally gets renovated.

I also know you can go in through the back, but there's no parking at the back, so you need to walk or wheel all the way around the building."

Certain segment of building was not accessible by elevator preventing mobility challenged persons to access the area.

Very large and there aren't always people to ask for help

Doorways in some rec facilities don't open appropriately for mobility issues.

If the facility has been "grand parented" in, there are still barriers in place. It is sad that not all City facilities are authentically accessible. The City should walk the talk, and adhere to the higher standards. The public washrooms are not always accessible.

"Washrooms are not inclusive to us as we need a large sturdy change table for my son as he is diapered. We usually have to ask for a first aid room with a medical bed to change him on as there's no large adult change table. The zoo and some pools we have access to medical beds to change him but in other public spaces we do not so have to go to our car and lay him in the trunk to change him and or on the ground which is not very private. Unsure what we will do as he gets older unless this changes.

More accessible parking spaces need to be available, unfortunately many non placard users park in these spots and we don't have a spot, more spaces with ramp diagonal lines as we use a side loading ramp from our vehicle and a lot of spaces are not large enough unless they have the diagonal lines next to them."

A clear path of travel from the parking outside of the City facility/building to the amenity I would like to use inside. Many City rinks do not have accessible viewing areas. Information on the accessibility of a particular City property is not readily accessible/available to me.

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Older buildings in calgary as well as a lot of buildings downtown are not fully accessible. Many have stairs, no low tables or accessible washrooms.

9. Thinking about the Access Design Standards, are there any sections you'd like to provide additional feedback on?

B)

With the new building code requirements it would be helpful to understand the City's take on assistive listening devices in their facilities and approach for addressing acoustics in assembly occupancies. Requirements/standardization on City of Calgary signage and requirements for colour blindness is becoming a increasingly topic in design.

It's important to improve the (C) pedestrian infrastructure in the city, improve the existing sidewalks, making them accessible. Also, the (D) Building entrances (especially residential building, restaurants, and other public services) needs to be examined for a lack of accessibility.

A and B

Not all barrier free washrooms are equal. Some don't accommodate certain disabilities. If your left arm does not work and the support bar or railing is on the left side that accommodation doesn't work for you.

Add a new sub-section for: (B) Exterior paths of travel that includes "Interim conditions / under-construction conditions".

B) Exterior paths of travel would be the most common challenge I have witnessed and experienced. As an able bodied person, I can only imagine how challenging it is to navigate the city with mobility aids. New sidewalks should be wider, with easy to access cross walks and more attention paid to crosswalks and walk ways in winter. I know it is stated that buisnesses etc. are responsible to clear a certain area in front of them, but it should include the areas that are in between buildings so people can access streets easily.

"Yellow bumpy pads on ramps/WCRs: these are rife with issues. They are difficult to install, they fail and break very easily, they cause difficulty for ice and snow clearing, they are slippery in between the bumps, they are dangerous for users wearing heels, and uncomfortable for everyone else. They are jarring to wheel over. I believe we could come up with a better standard solution.

Using raised lines in surfaces for visually impaired users: This is also creating a trip condition for users. No one walks on them because it is uncomfortable and feels risky for ankle twists.

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Consider specifying tooled or sawcut concave features rather than the convex features (example of the issue: train platforms downtown)"

May be it is a good idea to include (total and differential) settlement of subgrade and bearing capacity considerations in the Vehicular Access sections. For Exterior Paths of Travel, it would be a good idea to include frost heave and settlement considerations. Settlement considerations to be included should also apply to other sections.

A, B, and C

need more details and higher standard on the tactile detectible marking in shopping centers - check how Hong Kong does them.

maintenance.. although there are a lot of information on reno and new builds for such spaces.. there is not much on maintenance approach, timing, detour, etc. An easy example can be snow removal.

None.

Accessible parking spaces are great but sometimes more space is needed for loading and unloading

The City needs an app to report able bodied people parking in accessible stalls, retailers piling snow in stalls and not adequately clearing stalls. It's appalling the excuses I have heard when pointing out you cannot park in a stall without a placard.

Older buildings that have washrooms with double doors and a small space in between can be difficult to navigate.

Washrooms, more information, and details about outdoor facilities and the mandate for accessibility (larger outdoor bathrooms for wheelchairs and for people with disabilities who require attendants with them.

B. Should align with the new CSA S7, Guideline for Pedestrian, Cycling, and Multiuse Bridges.

A) some access drop offs are not practical, or available (you have to travel a long way to get to the designated stop) or with the side ramps it's either letting you out in the middle of a one way street or far from your destination, etc as nd there is a city pathway by my house that I have requested multiple times to be shoveled but I am the only one that uses it so for years now it gets shoveled once a year. Etc

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expanded use of Aira (Visual Interpreter service) in public spaces. Use of colour/tactile floor markings for directions indoors.

The stone gravel paths in the parks are changing for the stoke client to walk on with his walker.

bad location, size and surface of dog relief area. It should be relocated to the south patio/garden area.

It all just needs to be updated to meet more current information that is equal to or exceeds other standards that have evolved, such as CSA B651-23 and CSA B652-23. It should also anticipate changes in the next iteration of the National Building Code-Alberta Edition, and ensure we are at least meeting those minimum requirements.

I was happy to see wayfinding and signage information in the Standards document but there isn't much information included here. Is there an accompanying document that the City has that's more extensive for wayfinding and signage? If not, I recommend this subsection be built into its own section with more detailed guidance. For example, this guide provides in-depth information: <https://rgd.ca/working-in-design/resources/accessability-2-a-practical-handbook-on-accessible-graphic-design>

Test

Rather than spending an incredible amount of tax payers dollars and time reinventing the wheel, Calgary should adopt the Rick Hansen standards since these are the most comprehensive. And, make it easier for design teams to have a common standard to design to rather than bespoke program for each city. Shame on you for continuing to waste money.

At some recreational facilities, parking is a challenge, folks who have mobility issues (but don't have an actual permit for disability stall) are having to walk long distances to enter into the building. It would be ideal if there were more entryways if the parking is to spread farther away from the main entrance.

A., B, C, D, F

I think there should be additional directive polity around making sure that the accessible path of travel is equitable (distance, location, ease of use) with the non-accessible path of travel.

None

make sure washrooms are big enough for a stroller/wheelchair and two people.

Exterior paths of travel

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Inclusive playgrounds

B: notes as per question #5.

"(B) Exterior Paths of travel should not be littered with scooters, advertisement signs, patios, trees, garbage cans, bikes, etc. It is difficult for those with limited sight, parents with strollers, and people with mobility devices to navigate the paths of travel when they are clear of these items, it is more difficult when the area is busy with other people and if the sidewalks are uneven.

(E) Washrooms should be large enough for someone with mobility devices, or a family to easily navigate with strollers. Washrooms should also have visual flashing lights for emergency notifications. I have been in stalls with a door from floor to ceiling. There is no way that a Deaf person could see a visual light unless it was inside the stall. Usually, the light if there is one, is located in the main area of the washroom or change room.

(F) Special interior features such as amplified communication devices should be available to those people who have hearing loss. Assess to ASL Interpreter."

Paths need to be made clear throughout the year - the winter clearing of paths is tardy at best. Washrooms are not always accessible.

N/A

All sections should have a neurodiversity lens review to them, along with all projects and plans that come to The City, especially on large public projects like the Event Centre, Stephen Avenue Mall and Arts Commons. Accessible Housing and how the impact of Federal, Provincial and Municipal funding needs to be included as far as what is mandatory.

10. What aspects of the Access Design Standards do you find most beneficial?

The graphics have helped in previous versions.

Vehicular and exterior paths of travel are the most beneficial.

The barrier-free portions as I do not routinely use a cane, but I have a bum knee and occasionally have difficulty navigating sharp grade changes.

all of it

Dimensions that outline unencumbered path of travel, as I am inspecting construction sites and often find signage or fencing that is not leaving the minimum width of 1.5m. Perhaps the Standard can outline the required signage typologies with a smaller footprint, so there is a reduced likelihood of impacting the path of travel.

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The ongoing interest in improving the standards, and that new ideas are being taken into consideration for an inclusive city for everyone that lives here!

Having subject matter experts in the Access Design Standards team to quickly and easily be able to reach out to for quick feedback and suggestions on what to be aware of, and what to consider in City designs and construction is extremely helpful, and vital to help us get educated and ensure our designs and new installations are more inclusive and accommodating of accessibility needs.

It is a comprehensive document on mobility needs for individuals with vision, cognitive and hearing impairment.

No comment - haven't used it much

I appreciate that civic partners are held to the same standard as city buildings.

Open to improvements

That they exist in the city is trying to make things more accessible.

There is a lot of detail

Acknowledge and educate for all of us

Staircase and guardrail / handrail guidance.

That new buildings are being built with more inclusivity and mindfulness.

wider doorways, ramps, accessible parking spaces, and elevators make physical navigation easier. Accessible Restrooms, grab bars, appropriate sink heights, and sufficient turning space technologies like hearing loops, voice-activated controls, and automatic doors improves the usability of spaces for individuals with auditory or physical impairments. Inclusive Communication Standards ensure that digital and printed materials, such as maps, and instructions, are accessible to individuals through formats like large print, audio, and simplified language.

Na

pictures/diagrams that highlight measurements

When consulting on projects that include city owned property, the ADS is a good reference as to what is expected for baseline compliance.

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I think it's a wonderful, comprehensive document! I don't know much about physical disabilities, but it seems very comprehensive for standards related to that.

Test

accessible door buttons

None of it

"1. The accessible doors with the automatic opening button, for when I don't have the strength to open heavy, public building doors.
2. Anywhere there is good wayfinding!"

The overall increase in access and use for people with and without specific access issues. Door openers are great for everyone!

Exterior paths of travel and washrooms.

Improving on access for mobility challenged citizens to reach previously inaccessible locations. Inclusion of disabled citizens in the design process. A broad approach to addressing disability standard improvements on a multitude of disabilities.

Building Entrances

All

Open space guidelines are most relevant to me.

have used the wheelchair ramp information for exteriors quite a bit.

INCLUDING American Sign Language (ASL) in language translation. Many buildings and the City of Calgary offices offer language translation, such as this website, but do not include ASL. ASL is a language of its own and not everyone's first language.

N/A

All aspects are critical for projects on City-owned and operated land. How do wholly-owned subsidiaries of The City fit? Should Enmax abide by these Standards? Ongoing awareness and education of the Access Design Standards across The Corporation and with City vendors needs to occur.

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11. What aspects of the Access Design Standards need improving?

B) The current maximum exterior slope conditions as referenced in the document are too excessive and limit design. We strive for pathways to be less than 8%. Asking for less than 4% would limit development to the point that no pathways would be installed.

Building interior standards needs to be developed.

Washroom, parking, clear paths in winter

Wide acceptance of the principles

streamlining it to remove standard elements that are now part of the building code that does not need to have a higher standard.

Should include the city handling snow

Wayfinding signage recommendations. How can we help people better navigate areas disturbed by construction? e.g. audible signals or tactile signals that help people navigate the site if they have visual impairment.

An increase of public information from the city so everyone is aware of them, and clear direction of where to go when these standards are not met!

Incorporate geotechnical considerations in this document.

Ramp designs - look at Prowag in the USA

strike a balance. just like the pedestrian and public realm - we still drive cars, don't turn all the street into 2 lane road with bikeway on the side. Same here, handicap is of super minority

bringing together needs of different disable groups. i.e. a person with wheelchair vs. a person who is visually impaired have different needs

More questionnaires like these

Vehicular access

Consultation with more people that are using them would be beneficial while they are physically utilizing the spaces.

nothing right now

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The path of travel at intersections needs to be straight and not cause users to veer into an intersection. Pedestrians should be given priority over cyclists where they cross cycling lanes.

Advertisement

ongoing maintenance and development

It's difficult, but balancing access needs with other priorities or concerns. For example, exterior lighting at entryways can create a safety hazard by blinding people to what lies just outside the light.

1) Coordinating ped., bike, and reduced mobility user requirements in the urban realm (recommendations for mixing spaces); 2) guidance on colour choices for tactile devices; 3) guidance for public realm improvements for other types of disabilities other than reduced mobility or blindness; 4) when is a good time / bad time to use bicycle runnels up staircases?; 5) reflection that both 8.33% with landings (too steep) and 5% (too long) neither are good choices for pedestrian overpass; 6.5% with landings is my recommendation; 6) wayfinding recommendations

Washrooms overall! Idk so much I stopped going because of how much of a struggle it was.

Snow removal on public streets/transit stop access. Somewhere for snow ploughs to put the snow instead of at the end of streets and in the middle of the road

NA

just updating to different codes

Similar response as item #9. Update!

"If appropriate, I think more recognition that access standards are needed to support everyone! 'Disability' can be permanent, temporary or situational— so even a parent trying to navigate with a baby carriage, someone who has sprained an ankle, or someone who has a migraine and is experiencing temporary trouble with their vision. Microsoft's Inclusive Design Toolkit contains a helpful matrix: <https://medium.com/@kaelig/making-open-source-accessible-for-all-8131429913b1>

Along the same lines as my recommendation for more guidelines on wayfinding and signage, there should be an acknowledgement of different cognitive challenges related to memory and information processing and guidelines for how to address these issues in public spaces."

Test

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Go back to the research understanding what disabling experiences Canadians have. You will see that so many of these--pain, mental health, social isolation--are not being considered in these standards. Reach out to accessibility advisors with both personal and professional experience to understand how to address these.

washrooms (need fully accessible washrooms with lifts for adults), entrances (please no double doors), exterior paths of travel (often not enough cut outs in the curbs and need to travel far to get over curb)

All of it

- "1. Washrooms in parks that aren't regional parks. Our entire Ward doesn't even have a regional park.
2. More benches along community pathways.
3. Assessments for accessibility every 10 years (minimum), followed by forcing renovations to be made to include improvements to accessibility if anything found to not meet current standards is not improved between assessments.

It would also be good if you could include people with disabilities in these assessments. I see things as an issue straight away that someone without mobility issues wouldn't even think of, let alone notice, because they're not having to constantly scan and assess routes and access. It's not something that they **need** to do every minute in public like those with disabilities do."

Potentially some direction to ensure that the accessible paths and access aren't overly bound or limited by the scope of a project. I.e. if the scope of a project is for an accessible public bathroom building, but only scoped for the building, so we end up with the pathway to the building not being 'in scope' and isn't made accessible as part of the project. I would love to see some guidance around reasonable expectations for project to be required to include updates to make sure that we don't miss these barriers that are 'just outside' of the project scope but impact the user of what is in scope.

Exterior paths of travel - maintenance

All of them need updating.

Intent needs to be specified, with some flexibility on how to deliver particularly when it comes to existing buildings.

You don't have the current CSA version for playgrounds listed. There are some minor edits I would suggest to the playground section.

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better consideration for exterior paths of travel. This should be the source doc for that information not the Development Guidelines for Standard Specifications (DGSS) for Landscape Construction (aka Parks spec).

Explaining to professionals and the public that accommodations are for everyone, not just those in wheelchairs or walkers. There are also invisible disabilities such as hearing loss, deafness, mental illnesses, HIV, Dyslexia, Sickle-cell Anemia, Multiple Sclerosis etc. Just because you cannot see the disability does not mean that other accommodations should not be provided.

I am not sure how it would be done, but how do we ensure that folks use the standards as the "minimum" and try to develop facilities from that minimum? I suppose there needs to be a cultural change in terms of people vs. costs.

Go back to the research understanding what disabling experiences Canadians have. You will see that so many of these--pain, mental health, social isolation--are not being considered in these standards. Reach out to accessibility advisors with both personal and professional experience to understand how to address these.

washrooms (need fully accessible washrooms with lifts for adults), entrances (please no double doors), exterior paths of travel (often not enough cut outs in the curbs and need to travel far to get over curb)

N/A

The interaction of pathways and intersections with cycle tracks. How do floating islands get incorporated? For future with the GreenLine how will the path of travel be impacted at Transit stations with at-grade stations? May need to incorporate these items.

While we have many accessible cabs in the city I have found getting access to a cab particularly in the evening in a timely manner, I have had instances where I have waited 2 hours for a cab and other times where one never showed up. I have also been told that "the accessible cabs usually stop a midnight" when I called to ask why I still didn't have a cab on the way. This causes unnecessary stress and anxiety when just trying to get home safely.

12. Is there anything else you'd like us to know about the Access Design Standards update?

Revise the ADS pathway standards to be in line with Parks DGSS pathway guidelines.

are you involving OTs in the process?

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If there could be a toolkit of parts that can help construction sites be more accessibility friendly, that would be a helpful reference!

Thank you for taking the time to listen to peoples input on this!

I would like to know if enhanced geotechnical considerations will be included in the future updates.

Glad to see a formal update happening. National standards for outside spaces would be a great ultimate goal

No

Happy to see improvements.

Is this a living document and will it be updated on a regular basis?

It's unfortunate that it does not grandfather older buildings, sites, etc. will this ever happen?

Not at this time

great work!

It is a solid document in principle and I would recommend it for people within the city's workforce to read it and actually apply it.

Thank you for updating it and for seeking feedback!

Test

This can be a living document meaning that feedback can be live. Having mapping with accessibility integrated is needed. People with lived experience need to be consulted and paid for their insights. Does the Access Design Standards truly include all pan-disability? How are you making this more accessible and understandable?

As a nation-wide research project, we see that most municipal accessibility advisory committees are not well structured and operate poorly. The way members are selected does not include people who can move beyond their personal agenda and singular perspective. The committees end up being reactive and detail-oriented rather than being strategic and direct municipal operations with a critical lens. As a result, they tend to token and a lost opportunity.

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Thank you for caring about the disabled population, improvements really are needed.

It all comes down to enforcement. You don't even make the snow clearing bylaws work for wheelchair users. How will you make the design standards work?

Are there going to be public consultations on this to co-create changes and then gather feedback once the update is done?

"I would love to see some additional, standards and guidelines for broader human factors-based accessibility needs. Cognitive, Visual, etc. In addition, perhaps some guidance around being aware of how some strategies for addressing disability for some user groups, can end up being disabling to other user groups. Thank you for doing this work!"

No

If there are demands on external organizations, there should be a subsequent investment to update and improve access. putting the burden on existing orgs is well outside of the scope of operational funds

Suggest all city DGSS reference these Access Design Standards (ADS) instead of providing their own details to ensure the correct information is consistently being provided. The ADS can meet with the speciality areas to ensure their areas of focus are addressed to their satisfaction.

Yes, probably.

N/A

It is very out-of-date and there are so many new projects that need to incorporate many updated sections/items, so hopefully this will be accomplished in 2025.

Appendix A – Key Interest Holders

Participant Register

Non-profits

Alberta Age Friendly
ABE Factors Inc
Ability Workshop Society
Access Calgary
Accessible Housing Society (includes RAD Renovations)
Alberta Rehabilitation Brain Injury (ARBI)
Autism Calgary
L'arche Calgary
March of Dimes
Plan Calgary
Calgary Alternative Support Services Calgary Foundation
Calgary Public Library Special Services - www.calgarylibrary.com
Calgary SCOPE Society
Calgary Society for Persons with Disabilities (CSPD)
Canadian Hard of Hearing Association (Calgary)
Canadian Paraplegic Association (Alberta) - <http://sci-ab.ca/>
Cerebral Palsy Association of Alberta - <http://www.cpalberta.com/>
CNIB
Deaf and Hear Alberta
Developmental Disabilities Resource Centre (DDRC) - <http://www.ddrc.ca/>
Disability Action Hall (see Calgary SCOPE)
Epilepsy Association of Calgary - <http://www.epilepsycalgary.com/>
Federation of Calgary Communities
Inclusio
Independent Living Resource Centre of Calgary (ILRCC) - <http://www.ilrcc.ab.ca/>
Learning Disabilities Association of Alberta-Calgary Chapter - <http://www.ldalberta.ca/>
Multiple Sclerosis Society of Canada, Calgary and Area Chapter-
National accessArts Centre (NaAC)
Organization for Bipolar Affective Disorders - <http://www.obad.ca/>
Pedesting: Personalized Indoor & Outdoor Navigation For Everyone
Prospect -
Rehabilitation Society of Calgary
Southern Alberta Brain Injury - <http://www.sabis.ab.ca/>
Southern Alberta Institute of Technology
Spectra Alternative Solutions
Spinal Cord Injury
Step by Step Early Intervention Society
Sustainable Calgary

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Taylorred Accessibility
The Ability Hub - <https://sinneavefoundation.org/about-us-sinneave/the-ability-hub/>
The Calgary Society of Community Opportunities -
University of Calgary
VECOVA - www.vecova.ca
BDO Canada
Cal Schuler
Included by Design
Western Skies Ltd
RK Access — WalterFedy, formerly Riddell Kurczaba

Educational Institutions

Bow Valley College
Mount Royal University
Radical Mental Health Doulas (University of Calgary)
Southern Alberta Institute of Technology
St. Mary's University

External Interest Holders

Alberta Association of Architects (AAA)
Alberta Association of Landscape Architects (AALA)
Alberta Professional Planning Institute (APPI)
Consulting Architects of Alberta (CAA)
Consulting Engineers of Alberta (CEA)
Interior Designers of Alberta (IDA)

IDPD Day

Ability Workshop Society
Alzheimer Calgary
Autism Aspergers Friendship Society
Alberta Rehabilitation Brain Injury (ARBI)
Alzheimer Calgary
Autism Aspergers Friendship Society
Between Friends
Chrysalis Society
Easter Seals
Elevated Abilities
Independent Living Resource Centre of Calgary (ILRCC) - <http://www.ilrcc.ab.ca/>
Inside Out Theatre - Theatre for Every Body
L'arche Calgary
March of Dimes

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Plan Calgary

Progressive Alternatives Society of Calgary Progressive Alternatives Society of Calgary

URSA: serving people of all abilities

Valley to Peak Consulting