

March 7, 2024

4:00 pm

Meeting Room 5 (Ground Floor)

1435 Water Street

Pages

**1. Call to Order**

I would like to acknowledge that we are gathered today on the traditional, ancestral, unceded territory of the sylix/Okanagan people.

**2. Confirmation of Minutes**

1

February 1, 2024

**3. Old Business**

Status updates

**3.1 Accessibility Plan**

- RFP/RFQ (Mariko)
- Accessible Housing - comments noted, to be included for consideration in the Accessibility Plan

**3.2 Council priorities, policies, plans and program implementation**

- Accessible Parking (Clint)
  - future policy

**3.2.1 Identifying Barriers**

- On Street accessible pass

**3.2.2 Process for receiving comments (the Feedback Tool)**

- progress on webpage addition to City website (Mariko)

**3.2.3 Other matter as referred by Council**

- None at this time

### **3.2.4 New Business**

- Disability Week
  - Community awareness and awareness of ACC activities
- Reporting out on work accomplished to date

## **4. Meeting Termination**

## Accessibility Advisory Committee Minutes

Date: Thursday, February 1, 2024  
Time: 4:00 pm  
Location: Meeting Room 5

Members Present Paul Clark (Chair), Hana Cairns, , Cody Petrone, Beth Flynn

Members participating Remotely Celynne Hurst, Lisa Watson, Karine Veldhoen, Randy LeBlanc

Members Absent Michelle Hewett

Staff Present Mariko Siggers, Community & Neighbourhood Services Manager;  
Robert Parlane, Parks & Buildings Planning Manager Clint McKenzie,  
Legislative Coordinator (Confidential)

### 1. Call to Order

The meeting was called to order at 4:01 p.m.

The Chair provided opening remarks including territorial acknowledgement.

### 2. Confirmation of Minutes

Moved By Lisa Watson/Seconded by Cody Petrone

THAT the Minutes of January 11, 2024 be adopted as circulated.

Carried

### 3. Old Business

Staff provided an update on OWL meeting technology. A mobile unit is being looked at for meetings. The Committee is looking forward to improving the remote participation of committee members.

Staff provided an update on the parking map and updates. Committee members were encouraged to advise support staff if any discrepancies are found as new public stalls come online so parking staff can be notified.

There was consensus that the Accessibility Plan request for proposal (RFP) should include the review of curb colours, signage and markings for accessibility within the project description of work to be completed.

Discussion ensued regarding parking standards and how they are set.

The Penticton Accessibility Plan has an active link embedded to the municipal parking map within the document that Kelowna could also provide with the plan.

Staff provided an update on the feedback mechanism for accessibility. An initial meeting was held with staff from Communications and Information Services.

The service request page on kelowna.ca was reviewed as one area where accessibility concerns could be captured and actioned by the City.

The Committee reviewed the two links provided prior to the meeting to Accessibility feedback tools at the City of Penticton and the City of Kamloops. It will be important to ask the person providing the feedback both questions: What is the barrier and also their recommendation to resolving the issue.

Discussion ensued regarding the need for urgent requests to be actioned (e.g. snow removal) and a more generic feedback webpage/tool on accessibility that will also house the Accessibility Plan when it is complete. How to encourage youth input was also discussed. Accessible recreation was added to the project description in the RFP.

The City of Penticton feedback form asks for too much personal information. Keep the form as simple as possible: What barrier have you experienced? Do you have any ideas to correct it? Do you want to be contacted back?

The landing page address liked by the committee was kelowna.ca/accessibility.

The accessibility page and feedback tool setup should be vetted and checked for accessibility. The UBCo Action Lab was suggested as one group that could test the pages and links. Staff will reach out to Communications staff to determine what has been done before to make sure content that is created is accessible.

#### **4. New Business**

Staff distributed the accessibility plan draft request for proposal. The Committee reviewed the RFP. Many plans in other municipalities have been completed in house. The draft is a working document and is meant to assist with discussion.

The Purchasing department will also be reviewing the document.

The scope is narrow by design so phase one can be completed under the purchasing thresholds to expedite the selection process and a quicker start date to the work.

Discussion regarding ensuring the accessibility plan is an interactive document online with links to other resources when completed.

Community education regarding the plan was discussed as an addition.

The timelines for the project moving forward are aggressive. Recommendation for next steps and a list of future phases of work were seen as needed additions to the plan.

The committee felt the lived experience evaluation component for potential consulting should be higher than 10%.

Methodology was also viewed as needing to be a higher variable on the evaluation than the experience of the proponent.

Discussion ensued regarding an in house plan versus a consultant led plan and the pros and cons of both approaches.

Subject matter experts as external consultants were discussed as a great opportunity. Often an external consultant acts as a change agent operating outside the system to review the barriers. Staff will reach out to the City of Kamloops to ask for some of their background information.

The opportunity to create a Business Accessibility Award in the community was discussed. Discussion ensued around if being a future category within the Civic Awards and approaching Council to endorse a

new category for future awards year. Staff managing the Civic Awards will be made aware of the interest in establishing the category. Council will need to approve any new awards categories.

Educating the public on barriers to accessibility through story telling was reviewed. It is a great tool to educate the public about disabled people in the community by telling the personal stories of residents with lived experience. Story telling should be considered for future communication to the public.

Committee membership was discussed. Is there an opportunity to consider a Council member as a representative in the future?

Prospera Place - is there an opportunity to provide feedback on future retrofits.

**5. Meeting Termination**

The meeting terminated at 5:37 p.m.

DRAFT

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Chair