

May 6, 2025

12:00 pm

Knox Mountain Meeting Room (#4A)

City Hall, 1435 Water Street

Pages

**1. Call to Order - Chair**

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

**2. Confirmation of Minutes**

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April 1, 2025

**3. Reports**

**3.1 City Services Hub & Accessibility - Summer Effray, Intelligent Cities Manager**

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**3.2 Election of Chair and Vice Chair**

upcoming term

**3.3 Accessibility Plan - Update**

**3.4 Service Requests - April 2025**

**3.5 Summer Meeting Schedule**

**4. Correspondence**

**4.1 Intersection Accessibility**

- audible traffic signals

**5. New Business**

**6. Meeting Termination**

## Accessibility Advisory Committee Minutes

Date: Thursday, April 1, 2025  
Time: 12:00 pm  
Location: Knox Mountain Meeting Room

Members Present Luke Jukes, Kent Stewart (Alternate), Hana Cairns, Michelle Hewitt (Vice Chair), Karine Veldhoen, Beth Flynn, Randy LeBlanc

Members Participating Remotely Paul Clark (Chair)

Members Absent Rachael Hanna (Alternate)

Staff Present Mariko Siggers, Community & Neighbourhood Services Manager;  
Clint McKenzie, Legislative Coordinator (Confidential), Michael Jud\*,  
Deputy City Clerk

\*Denotes partial attendance

### 1. Call to Order

The meeting was called to order by the Vice Chair at 12:02 p.m.

The Vice Chair acknowledged the meeting is taking place on the traditional, ancestral, unceded territory of the sylix/Okanagan people.

The Deputy City Clerk advised the Committee that the annual election of Chair and Vice Chair will take place at the next meeting on May 6, 2025, as per the terms of reference. Committee members can touch base with Clint McKenzie if they would like to put their name forward for either position.

The Vice Chair expressed their interest in having their name stand for the position for the upcoming term.

### 2. Confirmation of Minutes

Moved By Karine Veldhoen/Seconded By Luke Jukes

THAT the minutes of March 4, 2025, be approved with the correction of the date of April 8<sup>th</sup> on the last page to April 1<sup>st</sup>.

Carried

### 3. Reports

#### 3.1 Accessibility Plan – Update

- Staff provided an update on the draft plan workshop presentation to Council.
- Discussion ensued regarding the process and when the plan will return to Council for final approval.
- Staff advised they have requested to return to Council for final adoption of the Accessibility Plan on May 12<sup>th</sup> in the afternoon meeting as a Committee Report.

- Discussion ensued regarding the opportunity to tour infrastructure with Council members to review what is working and what is not performing adequately from an accessibility lens.

### **3.2 Plan Implementation**

- Committee member Hana Cairns provided an update to the Committee on the opportunity to educate and provide resources to local government and community groups related to accessible playground infrastructure development in the community.
- Discussed the opportunity to have the organization speak at a future Committee meeting.
- Discussion ensued regarding the accessible parking program including:
  - The number of permits issued versus the number of stalls.
  - Tickets issued from parking in accessible stalls.
  - The fine amount associated with parking in an accessible stall without a permit.
- Staff advised that Parking Services are scheduled to come in late Fall to provide an update to the Committee on the on-street accessible parking policy.

### **3.3 Committee Membership**

- Staff advised that Jeff Bourne and Celynn Hurst have given notice of their resignation. The Vice Chair thanked them for their commitment and wished them well in their new position and community.
- Staff advised that Kent Stewart has agreed to transition from an Alternate member to becoming a full Committee member.
- Staff advised that a call to the public for membership was just completed earlier in the year and that another Member and Alternate will not be recruited at this time. If there are challenges with quorum during meetings being met, then the staff will work with the Committee to recruit additional members.

### **3.4 Service Requests – March 2025**

- Staff review service request for the previous month.

## **4. New Business**

- Rick Hansen will be in the community in June and there is an opportunity to have him address the community related to work being completed around infrastructure and Rick Hansen Foundation certification.
- Discussion ensued regarding the opportunity to have the Rick Hansen Foundation's certification adopted as City policy and announced while Rick is in town.
- Rick Hansen Foundation staff will be in touch with City staff to discuss the opportunity.

## **5. Next Meeting Date**

The next meeting date is Tuesday, May 6th.

## **6. Meeting Termination**

The meeting was terminated at 1:00 p.m.

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Michelle Hewitt, Vice Chair

## Background

- This project aims to simplify how City customers get answers, access services, report issues, provide feedback and connect with City staff.
- It will be available on phone and web initially and may expand to other channels later.
- The project focuses on the needs of users, and promotes diversity, equity and inclusion.

## Why we need it/current state

- There are 72 entries in the contact directory on kelowna.ca, including phone numbers, email addresses and webpages. People must search through many phone numbers to find the right contact.
- There are more than 100 categories to scan through before submitting a service request.
- The City's main website, kelowna.ca, contains thousands of webpages, documents and links to other online services.

## What it is

- The City Services Hub will be an easy-to-use interface.
- It will help customers quickly find what they need.
- Imagine calling one City phone number or visiting a simple web page for answers or service requests.
- The Hub uses technology, like a digital assistant, but makes sure to support and never create barriers to human connection.

## What's been done & what's next

Since October 2024, a project team of cross-functional City staff have been attending service design workshops and conducting internal interviews to gain a deep understanding of the current state and uncovering user needs. Now that we have completed this discovery phase, we are about to begin user research with actual people (like you) to challenge our assumptions and test hypotheses. This user research will inform what we design, making sure it meets our diverse users' needs and helps them achieve their goals.

## About user research

### Why we do user research

1. **Solve real problems**
  - Imagine you built a new tool, but people can't figure out how to use it.
  - Usability testing uncovers those hidden roadblocks so we can fix them before we spend time and money on something nobody likes/can't use.
2. **Save time and money**
  - It's far cheaper to make changes early than to rewrite an entire product after launch.
  - Finding a small issue now avoids a big customer complaint later.
3. **Make things enjoyable**

- A smooth, intuitive experience delights users - they'll keep coming back.
- If something's confusing, they'll abandon it and maybe tell others not to waste their time.
- 4. **Understand the people we're building for**
  - We're not designing for ourselves or for "some imaginary expert."
  - We talk to real users - people with different backgrounds, different comfort levels with technology - to learn what they need.

## The user research process

1. **Plan**
2. **Define goals** (i.e. What do we need to learn?)
3. **Recruit participants** (we find real people)
4. **Observe & record test sessions** (60 minutes - asking questions and completing tasks)
  - We note where people hesitate, get stuck, or express confusion.
- ▶ Sessions can be in person or remote; we record audio, video, or screen captures (with permission, of course).
5. **Report & recommend**
  - We create a concise summary: key problems, severity levels, and suggestions.
  - Use simple visuals—before/after screenshots, short video clips of users struggling.

## We need your help

1. Giving feedback
2. Finding participants for user research sessions
3. Working with us to ensure we have the correct tools and logistics set up to successfully work with people with cognitive and/or physical disabilities

If you have any questions, please contact Summer Effray, Acting Intelligent Cities Manager at [seffray@kelowna.ca](mailto:seffray@kelowna.ca).