



## ADMINISTRATIVE REPORT

Report Date: September 7, 2018  
Contact: Jerry Dobrovolny  
Contact No.: 604-873-7331  
RTS No.: 12581  
VanRIMS No.: 08-2000-20  
Meeting Date: City Clerks Use Only

TO: Vancouver City Council

FROM: General Manager of Engineering Services  
General Manager of Arts, Culture, and Community Services

SUBJECT: Accessibility Strategy Development – Phase I

### **RECOMMENDATION**

- A. THAT Council direct staff to begin the development of Phase I of an Accessibility Strategy in 2019, as generally outlined in this report, and report back to Council for approval of the outcomes of Phase I. Resources will be considered as part of the 2019 operating budget process.
- B. THAT staff convenes a task force appointed from representatives of the current Persons with Disabilities Advisory Committee, Seniors' Advisory Committee, and the People with Lived Experience Advisory on Mental Health and Substance Use, with membership to be renewed subject to confirmation of those committees' constitutions and mandates by the next Council, to work with City staff in developing Phase I of the Accessibility Strategy.

### **REPORT SUMMARY**

This report outlines a recommended scope for the first phase of an Accessibility Strategy for the City of Vancouver.

While there is a significant amount of work being done across City departments related to accessibility (see previous Memo to Vancouver City Council, provided as Appendix A), there is still work to be done to achieve a truly accessible city. Staff have worked with representatives from the Persons with Disabilities Advisory Committee, the Seniors Advisory Committee and the People with Lived Experience Advisory to determine a recommended scope for Phase I of the Accessibility Strategy. In addition to this strategy, accessibility is also a component of many projects being undertaken by staff such as Transportation 2040 implementation, the Pearson

Dogwood Redevelopment, the Expanding Accessibility Toolkit for Streets, and the creation of a Poverty Reduction Plan in 2019.

### ***COUNCIL AUTHORITY/PREVIOUS DECISIONS***

On May 2, 2018, Council passed a motion on development of an accessibility strategy for the City of Vancouver (included as part of Appendix A). The motion directed staff to “consult with the Persons with Disabilities Advisory Committee, the Seniors’ Advisory Committee, the Mayor’s Task Force on Mental Health and Addictions People With Lived Experiences Working Group, and report back to Council by Fall of 2018, with recommendations on moving forward with an Accessibility Strategy, including a budget for implementation.”

### ***CITY MANAGER’S/GENERAL MANAGER’S COMMENTS***

The City Manager recommends approval of the foregoing.

### ***REPORT***

#### ***Background/Context***

For the purposes of this report, accessibility refers to ensuring access for people with disabilities, generally defined as people who have physical, mental health, cognitive, intellectual, or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others. These disabilities may be visible or invisible and may be permanent, temporary or episodic.

Working with members of the Persons with Disabilities Advisory Committee (PDAC), the Seniors’ Advisory Committee (SAC), and the People with Lived Experience Advisory (PWLE)<sup>1</sup>, staff looked at current gaps with respect to accessibility for people with disabilities in Vancouver. The following key issues were identified by PDAC and SAC and supported by representatives of PWLE, and were used to help understand what a strategy should focus on:

1. No overarching City strategy or vision currently in place around accessibility
2. Lack of a guiding statement in a specific policy document with regard to accessibility to guide City projects, programs, and policies
3. Lack of consistent understanding of the complexity of disability, accessibility and the barriers faced by persons due to their disabilities, and the impact of City services, projects, and policies to persons with disabilities.
4. Little coordination or oversight between efforts of different City departments related to accessibility
5. Lack of coordinated priority setting to address accessibility issues
6. No consistent reporting-out on accessibility issues
7. Little clear accountability, monitoring or data collection for delivery of accessibility initiatives
8. Lack of consistency between bylaws, policies and practices across the City

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<sup>1</sup> Formerly a working group of the Mayor’s Task Force on Mental Health and Addictions that will continue to advise the City’s Urban Health Leaders Action Council (forthcoming).

**Strategic Analysis**

Many cities have existing policies and strategies around accessibility. Staff and advisory committees have reviewed many of these and, recognizing the current gaps in City of Vancouver policy, are recommending that Phase I of the Accessibility Strategy deliver the following:

- 1) A clear, comprehensive statement of City principles around accessibility - focused on physical, mental health, cognitive, communication, intellectual, sensory, or age-related impairments - and including definitions of the meaning of terms such as “Universal Design”, “Accessibility”, “Built Environment” and “Disability”
- 2) Dedicated resources with appropriate expertise to coordinate accessibility work across City departments and engage with key stakeholders
- 3) Identification of internal and external stakeholders and how projects will engage with them (a stakeholder engagement plan)
- 4) Identification of key gaps to accessibility in the City and prioritization of the efforts required to address and remedy them
- 5) Clarification of responsibilities of City departments for addressing accessibility in their roles within the organization
- 6) An outline of departmental accountability for implementation of the Accessibility Strategy, including reporting on progress
- 7) A scope for the next phases of the Accessibility Strategy, including goals, timelines, and resources

This scope allows a phased approach to develop an Accessibility Strategy where the most significant barriers for people with disabilities will be prioritized. Other civic agencies, including Vancouver Board of Parks and Recreation, Vancouver Police Department, and Vancouver Public Library will be involved with a goal of developing an accessibility strategy that can be endorsed by all civic organizations.

To develop the policy and lead ongoing work, it is recognized that resources are required. Resources will be sought through the 2019 budget process.

A project timeline that includes securing resources, engagement and policy development is under development. An initial draft is below.



PDAC, SAC, and PWLE were all involved in the development of these recommendations. The task force identified in recommendation B would provide input from appointed Council Advisory Committees, and further engagement will be undertaken with a broader group of stakeholders to develop the strategy, in particular residents who reflect the diversity of people with disabilities in Vancouver.

Development of an Accessibility Strategy also aligns with current work being undertaken by staff such as the Transportation 2040 implementation, the Pearson Dogwood Redevelopment, the Expanding Accessibility Toolkit for Streets, and the creation of a Poverty Reduction Plan in 2019, among others.

### ***Implications/Related Issues/Risk***

#### ***Financial***

Between staff time and consulting fees, staff anticipate this work will require up to \$200,000, to be funded either as a new investment or through reprioritization of effort and resources. This initiative will be considered as part of the 2019 operating budget process.

### ***CONCLUSION***

This report recommends proceeding with Phase I of an Accessibility Strategy in 2019.

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## Appendix A: Memo to Council on Citywide Accessibility Initiatives

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### MEMORANDUM

July 12, 2018

TO: Mayor and Council

CC: Sadhu Johnston, City Manager  
Paul Mochrie, Deputy City Manager  
Katrina Leckovic, City Clerk  
Lynda Graves, Administration Services Manager, City Manager's Office  
Rena Kendall-Craden, Communications Director  
Kevin Quinlan, Chief of Staff, Mayor's Office  
Naveen Girn, Community Relations Director, Mayor's Office  
Andrew Naklicki, Chief Human Resources Officer  
Bill Aujla, General Manager, Real Estate and Facilities Management  
Christina de Castell, Chief Librarian, Vancouver Public Library  
Gil Kelley, General Manager, Planning, Urban Design and Sustainability  
Kaye Krishna, General Manager, Development, Buildings and Licensing  
Malcolm Bromley, General Manager, Vancouver Board of Parks and Recreation  
Sandra Singh, General Manager, Arts, Culture and Community Services  
Lon LaClaire, Director of Transportation  
Persons with Disabilities Advisory Committee  
Seniors Advisory Committee  
Mayor's Task Force on Mental Health and Addictions People With Lived Experiences Working Group

FROM: Jerry Dobrovolny  
General Manager, Engineering Services

SUBJECT: Citywide Accessibility Initiatives

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The purpose of this memo is to provide a summary of City policies in place and initiatives underway across City departments with respect to persons with disabilities, universal design, and accessibility.

#### ***Background***

On February 21<sup>st</sup>, 2018, Council passed a motion to address the lack of curb ramps at all intersections in the city (included in Appendix A). As part of the discussion, it was agreed that staff would report back with a summary of what the City is doing to deliver curb ramps. The motion also directed staff to report back within 120 days on funding opportunities to increase the number of curb ramps that the City delivers.

On May 2<sup>nd</sup>, 2018, Council passed a motion on development of an accessibility strategy for the City of Vancouver (included in Appendix B). Part of the motion directed staff to report back with a summary of the current policies and initiatives being pursued across City departments with respect to persons with disabilities, universal design, and access.

### ***Discussion***

While inclusive/universal/barrier-free design broadly includes consideration of people from diverse cultures, genders, ages, sexual orientations, etc., this memo focuses on policies and initiatives serving persons in the community with disabilities and identifies key areas in which the City is advancing accessibility. It also does not include programs for internal City staff, such as hiring programs or programs for staff with disabilities. The memo also provides responses to Council questions about the Curb Ramp Program.

### ***Policies/Bylaws***

A number of City policies include components related to accessibility for persons with disabilities. Key existing policies and bylaws are summarized below:

1) Healthy City Strategy (2014)

The Healthy City Strategy is a broad plan to improve life for the people living in Vancouver. In particular, it focuses on “initiatives that are both universal for all citizens and focused on specific populations most vulnerable to health inequities”. As part of the strategy’s “for all” lens, development of an intersectional framework is underway for use by City departments.

2) Transportation 2040 (2012)

Transportation 2040 has several policies and actions which specifically address accessibility. One of the key goals is, “We envision healthy citizens in a safe, accessible, and vibrant city.”

Key accessibility policies within Transportation 2040 are:

- W1.3 – Make streets accessible for all people
- T4.1 – Support a universally accessible transit system with a goal of equal transit outcomes for people of all incomes, ages, and abilities
- M2.8 - Provide accessible parking for persons with disabilities
- M6.2 - Support safe use of taxis for persons with disabilities

3) Age Friendly Action Plan (2013)

The Age-Friendly Action Plan contains a series of over 60 actions that the City can take to help make Vancouver a more safe, inclusive, and engaging city for seniors. This includes taking a barrier-free design approach and actions including:

- Make community gardens on City property accessible
- Maintain and improve streets and sidewalks to increase accessibility, with no-lip curbs and curb cuts
- Revise the Building Bylaw to improve accessibility and allow more seniors to age in place

4) Vancouver Building By-law (2014)

The 2014 Vancouver Building By-law (VBBL) provides requirements for accessibility in buildings, including enhanced accessibility and adaptable housing requirements for all dwelling types in the City.

5) Parking Bylaw

The Parking By-law outlines requirements for the number and design of parking spaces serving persons with disabilities in various types of buildings/developments.

6) Vehicles-for-Hire Bylaw

Vancouver's Taxi regulations require taxi drivers to:

- a. wait at least five minutes for the passenger to arrive at the pickup point;
- b. accompany passenger as needed (e.g. provide "door to door" service);
- c. carry passenger's items to door, and;
- d. in the event of medical emergency, call for emergency assistance and wait for paramedics to arrive.

Additionally, all taxi drivers are trained on how to help people with various disabilities through the JIBC's Taxi Host and Ask Listen Act training received prior to receiving a chauffeur's permit.

7) Single-Use Item Reduction Strategy

The Single-Use Item Reduction Strategy includes an action to introduce a ban on single-use plastic straws in June 2019.

Plastic straws are an important accessibility tool for people with disabilities and other health care needs, and this is a very personal and sensitive issue for many people. In the coming months, staff will be consulting with persons with disabilities, community health groups, civic agencies, and the City's Persons with Disabilities Advisory Committee and Seniors Advisory Committee to define accessibility requirements and refine the details of the ban. This will inform the final recommended by-law requirements, including exemptions, for Council's consideration.

**Programs**

1) Park Board Adapted and Integrated Programs and Services

Vancouver offers adapted and integrated programs and services for persons with disabilities or special needs, including fitness classes, sports activities, adapted swimming, and beach wheelchairs.

The Park Board provides free access to attendants who, if needed, assist and support persons with disabilities to swim, skate, exercise in fitness centres, visit parks, and participate in recreation programs.

Vancouver residents with low incomes, agencies that provide recreational support to clients, or foster parents of foster children may qualify for free and discounted recreation with the Leisure Access Program.

## 2) Website Accessibility

The City of Vancouver is committed to providing a website that is accessible to the widest possible audience, regardless of technology or ability.

The City website conforms to the Worldwide Web Consortium (W3C) Web Content Accessibility Guidelines. These guidelines explain how to make web content more accessible for people with disabilities.

The site is designed with consideration for people unable to use a mouse. The website can be navigated using your computer's keyboard or by using other assistance devices.

## 3) Street and Parking Accessibility

In addition to curb ramps, Engineering staff are also responsible for providing accessibility-oriented street features such as benches. A large portion of the transit-related budget is also focused on making bus stops accessible with an ultimate goal of reaching 100% accessible stops. Accessible parking stalls are located throughout the city where needed and SPARCBC (the Social Planning and Research Council of British Columbia) card holders are entitled to park in a number of additional zones, including permit parking and “no parking” zones.

## 4) Vancouver Public Library Accessible Services

The Accessible Services group provides services to vulnerable seniors and to library users with mobility challenges and/or print disabilities who live in the City of Vancouver. Mobility challenges include an illness, injury or disability that prevents a person from visiting the library, carrying library materials or from leaving their home for a period of three months or longer.

A print disability is one that prevents or inhibits a person from reading conventional print. Vancouver Public Library makes every effort to accommodate library users with print disabilities through the provision of specialized services, collections and equipment.

Qualifying patrons will be signed up for a special type of Vancouver Public Library card, known as an ‘Accessible Services’ card. Popular services include:

- Home Delivery
- Book Deposit for Care Facilities
- CELA (Centre for Equitable Library Access)
- Access to alternative formats, such as a wider selection of audiobooks and large print materials

### ***Reports & Guidelines***

- 1) Building a Path to Parks and Recreation for All: Reducing Barriers for Trans\* and Gender Variant Community Members Report (April 2014)

The report outlines recommendations for action items for implementation, including:

- expand options in washrooms and change rooms by increasing universal design and gender-neutral spaces.
- create and adapt recreational programming to ensure accessibility and inclusive services.



- create communication that engages all community members in honouring human rights law and understanding trans\* experience, contributing to welcoming and respectful recreational spaces for all.

Universal design can create spaces that are inclusive and accessible to a broad range of users, regardless of age, size, gender, or those who have any particular physical, sensory, mental health or intellectual ability or disability. Examples of this are accessible, single person washrooms and change rooms and shower facilities which greatly improve comfort for many people with disabilities as well as many trans\* and gender-variant people.

The following guidelines are produced and managed by Facilities Planning (Real Estate and Facilities Management) and address the unique needs and requirements of various facility types. All of these guidelines refer to the *Building a Path to Parks and Recreation for All: Reducing Barriers for Trans\* and Gender Variant Community Members* Report with regards to accessibility requirements for washroom, change rooms and shower facilities.

- a) Public Washroom Design & Technical Guidelines (January 2018)
- b) Recreational Facility Technical Guidelines (June 2018)
- c) Social Facility Technical Guidelines (May 2018)
- d) Childcare Technical Guidelines (May 2018)

## 2) Housing Design and Technical Guidelines

The Housing Design and Technical Guidelines apply to city-owned social housing units and include a requirement that 5% of units be wheelchair accessible. In January 2018, amendments were made for unit design with respect to motorized wheelchairs (eg. larger turning radius).

## 3) Enhanced Accessibility Guidelines

Provision of enhanced accessibility for persons with disabilities is not a requirement for one or two family dwellings or two-family dwellings with a secondary suite. However, these guidelines can be used to assist owners and applicants in designing and incorporating enhanced accessibility for persons with disabilities into new or existing one-family dwellings, one-family dwellings with a secondary suite, two-family dwellings or two-family dwellings with a secondary suite.

## 4) Accessible Street Design Guidelines

The City strives to make streets and sidewalks fully accessible for people with disabilities, utilizing Accessible Street Design Guidelines. Recognizing the importance of sidewalk accessibility early on, the City has been installing over 200 curb ramps per year since the 1960s. Citizens can request curb cuts; Engineering prioritizes curb ramp requests to areas with a high level of pedestrian traffic.

## 5) Accessible Community Gardens Guidelines

The City has developed design guidelines to make new community gardens accessible to the broader population.

## 6) Accessible Public Events Checklist and Resources

This resource, initially drafted by the Persons with Disabilities Advisory Committee, and expanded by the Equal Employment Opportunity Program, is available on both the internal City and public website. It is intended to assist City of Vancouver and Park Board staff in planning public events, such as consultations and celebrations, so that these are equally accessible to, and inclusive of, community members such as persons with disabilities, seniors/ elders, and the LGBTQ2+ community.

### ***Initiatives***

#### 1) Creative City Strategy

The Creative City Strategy is currently in development, with a goal of providing a framework to facilitate greater cultural activity in the city. One core theme is Equity & Access, which explores accessibility for artists, cultural makers, creatives, and audiences. An important finding, so far, is that it is critical to provide access to stages and technology, and to provide space indoors and out for artists who have different abilities.

As part of this work, Cultural Services is currently reviewing accessibility needs and best practices related to physical, financial, linguistic (including sign language), social and cultural accessibility.

#### 2) Places for People

The Places for People Downtown project is currently underway, with the direction to create a public space and public life strategy. The strategy will provide a framework to shape the future public space network in the Downtown and coordinate public space delivery over the next 30 years. A key goal of the strategy is to cultivate a welcoming downtown for all, which explores opportunities to create the conditions to encourage accessible, hospitable, safe and inviting public spaces for people of all ages and abilities. To help better understand the function and experience of these public spaces, staff have conducted a Public Space and Public Life Study of the Downtown that will provide insights into how people access, use and enjoy different spaces, and identify any barriers.

Staff have been engaging with a wide range of stakeholders and community groups to discuss accessibility related needs and are reviewing best practices that will inform this work.

#### 3) Expanding the Accessibility Toolkit for City Streets

Engineering is increasingly applying creative and innovative design solutions to help improve the safety and comfort of people of all ages and abilities walking and biking around the city. The increasing complexity of these designs has resulted in cases where the existing accessible design standards do not provide enough information for blind and visually-impaired pedestrians. Key areas of concern include:

- Raised crossings (mid-block, at laneways/driveways, and at intersections)
- Protected bike lanes (mid-block, drop-off zones, and at intersections)
- Signalized crossings
- Plazas and “shared space”

Staff have held multiple workshops with stakeholders and practitioners and implemented field tests and installed a number of pilot projects. The primary goal of these efforts is to evaluate and expand the accessible design toolkit and practice in the City of Vancouver's Transportation Division to ensure that the city is providing good built environment indicators for those with pronounced vision loss, while understanding the impact on people with mobility impairments. To date, these efforts have led to the following initiatives:

- A new beveled curb standard to delineate the sidewalk from an adjacent bike path in a manner detectable by a white cane without creating a barrier or hazard to people with mobility impairments;
- Piloting tactile surfaces at level crossings so that people with vision impairment detect a warning that they are about to enter the street or cross a protected bike lane;
- Piloting accessible pedestrian signals (APS) to help people with visual impairment identify and locate pushbuttons as well as align their path while crossing;
- Piloting a rectangular rapid flashing beacon (RRFB) with an audible cue at West Blvd & 42<sup>nd</sup> to help people with vision impairment distinguish the push button from a standard traffic signal.

Transportation staff are continuing to work closely with a wide range of accessibility stakeholders, neighbouring municipalities, TransLink, and experts in the field to assess the results of these early initiatives and advance local practices.

#### 4) Accessible Path of Travel Policy Review

The 2014 Vancouver Building By-law (VBBL) provides enhanced accessibility and adaptable housing requirements for all dwelling types in the city, however an accessible path of travel from the street to an entrance is mandated only for multi-family apartment buildings with an elevator and common corridor. The adaptability provisions require that new low-density dwelling units include wider corridors, stairs and door jambs, and a three-piece washroom (washbasin, toilet and shower [could be roughed-in]), which can be modified at minimal cost to allow seniors or persons with disabilities to live comfortably as their mobility needs change. However, without a mandated accessible path of travel, the VBBL interior adaptability requirements, in many cases, do not achieve the intended goal of accommodating persons with disabilities.

In September 2013, Council requested that the Director of Planning and Chief Building Official report back on the feasibility of mandating an accessible path of travel from the street to at least one exterior entrance of all one and two-family houses, laneway houses, secondary suites, townhouses and stacked townhouse units.

As well, in December 2017, Council passed a Motion which includes preserving liveable space in one and two-family dwellings on small lots (ie. site frontage of 33 ft. or less) based on builders' concern that the usable floor area of these dwellings is negatively impacted when required to meet the 2014 VBBL adaptable housing provisions. Council directed staff to explore opportunities to provide flexibility in meeting accessibility needs and regaining the amount of usable space available in "small" one and two-family dwellings prior to the introduction of the adaptable housing provisions in the 2014 VBBL.

Staff have proposed policy recommendations in a report to Council, which were referred to Public Hearing on June 19<sup>th</sup>, 2018, that include amendments to the Zoning and Development By-law and the Building By-law. The recommended policy changes are a starting point to increase the number of visitable/adaptable low-density residential units across the city.

Enhanced accessibility/adaptable housing provisions in the VBBL presently exceed those of other Canadian municipalities, and should Council support the proposed recommendations, Vancouver will be one of the first Canadian municipalities to adopt an accessibility policy that mandates an accessible path of travel for townhouses and row houses. Staff will monitor development and building applications for new low-density housing meeting the above visitability/adaptability requirements. Monitoring the number of visitable low-density units achieved, along with any further policy improvements will be coordinated with the development of a potential city-wide Accessibility Strategy.

#### 5) Reviewing Design Guidelines for Park Board Facilities

An Accessible Customer Service Standard is under development to ensure that persons with disabilities and those who have been marginalized have equal access to Park Board facilities, programs and services. Customer service interactions, websites and facilities will be reviewed to identify, remove and prevent potential communication and physical barriers.

Customer service training modules will be developed for staff on how to assist the diverse Vancouver community who access public facilities.

Park Board has recently installed beach pathways at English Bay and Kitsilano beaches and purchased 10 water wheelchairs which allow individuals, with the assistance of attendants, to float in the ocean or outdoor pool. An outdoor path standard considers the slope of a trail and the placement and number of rest areas required.

#### 6) Housing Design & Technical Guidelines Update

This program is reviewing the guidelines for social housing, including percentage of wheelchair accessible units required, review of accessible unit design, consideration of application of SAFER standards and looking at alignment with BC Housing standards.

#### 7) Right Fit Pilot Project

The Right Fit Pilot Project is a multi-partner effort to address challenges in matching affordable, wheelchair-accessible homes and independent living support services in Metro Vancouver with people who need them.

A subcommittee of the Persons with Disability Advisory Committee launched a pilot project in 2017. The project is funded by a three year Vancouver Foundation grant as well as a BC Rehab Foundation Grant.

The three year pilot project focuses on:

- addressing barriers and testing streamlined models to connect wheelchair users with affordable housing that meets their needs.
- developing and testing a case management model to help a rolling caseload of 20 wheelchair users find homes that fit their needs, along with personal supports needed to

live independently. Project partners will work directly with applicants and with housing and service providers to learn more about systemic barriers.

- developing advice on how to streamline processes to better match housing needs and support services. The pilot will focus on applicants seeking homes in Metro Vancouver, with supports from the two Health Authorities serving the region, but lessons learned will be shared more broadly.

During the first year, it was very clear that supply of accessible units is limited and turnover is negligible. As a part of the pilot, there is an initiative to develop a tool/resource that helps property managers navigate through the design process and permit applications to convert units to accessible ones.

#### 8) Accessibility Improvements to City Facilities

Facilities Planning and Development (REFM) has an ongoing program to upgrade City-owned facilities to improve universal & inclusive design. This includes City Hall, Civic Theatres, Community Centres, Libraries, Fire Halls and Work Yards. Staff are also exploring accessibility upgrades to Park Board offices at Beach Avenue.

Examples of accessibility upgrades that have been completed include:

- Ceiling lift installations and private accessible change rooms at Hillcrest, Killarney and the Vancouver Aquatic Centre pools.
- Renovated dormitories and change facilities at Firehalls for universal and gender equity access.
- Upgraded washroom signage at all City-owned facilities to address universal access & inclusion.

Procurement of a consultant is underway to develop a feasibility study to help prioritize actions required to upgrade City facilities to improve universal & inclusive design as part of the 2019-2022 Capital Plan. The list under review includes 30 City-owned facilities.

A series of universal design audit reports were conducted by SPARC BC and the Rick Hansen Foundation in late 2014 to 2015. The audit teams included seniors and persons with a range of disabilities to ensure a broad range of needs was captured throughout the process, including wheelchair users, a blind person, a partially sighted person and a representative from the Western Institute for the Deaf and Hard of Hearing.

Phase 1 of the feasibility study will review the existing nine universal design audit reports completed including City Hall, civic theatres and community centres. Phase 2 will include audit reports by the Rick Hansen Foundation on an additional 21 facilities including libraries & community centres.

#### 9) Public Bike Share – Adaptive Bikes

Following a motion from the Active Transportation Policy Council, staff are working with Vancouver Bike Share Inc. (the operator of Mobi) to look at the potential for adding adaptive bikes to the bike share system to allow people with mobility issues to participate in the bike share system.

## 10) City Clerk's Office

City staff are working to make the October 2018 municipal election accessible for all, including publicizing the solemn declaration of identity process for people in marginalized communities, accessible voting stations, curbside voting, and ASL interpretation. Clerk's staff are also working to accommodate members of advisory committees, including ASL services.

### ***Curb Ramps and Funding Opportunities***

The following provides detail related to the February 21<sup>st</sup>, 2018 Council Motion requesting additional information on curb ramps in Vancouver.

There are approximately 27,000 intersection "corners" throughout the city, of which about 24,000 have sidewalks. Approximately 19,000 of these corners have curb ramps, which have been installed over the last 50 or 60 years. This leaves approximately 5,000 curb ramps to be constructed. The current capital plan (2015-2018) includes \$325,000 annually for this work and results in construction of approximately 50 curb ramps per year. Additional curb ramps are installed through development and other capital work, bringing the total per year to 100-200, though a number of these additional curb ramps are upgraded ramps (to current design standards) and not necessarily new curb ramp locations.

The City focuses its capital funding on curb ramps that have been requested by residents or businesses (where we currently have a backlog of 600 requests). Currently, there can be a several year wait between a request and delivery of a curb ramp. Additional funds for curb ramp construction are proposed in the next capital plan (a 3x increase to \$1,000,000 annually), with a goal of greatly shortening the delay for delivery of a requested curb ramp and elimination of the backlog of requests.

For 2018, capital funding for curb ramp construction has been increased to approximately \$900,000 and staff anticipate that an additional 140 ramps will be delivered. The increase is in part due to re-prioritization of funding within programs, but also leverages new TransLink funding for pedestrian improvements.

In addition to TransLink funding, ICBC also contributes to curb ramp funding (up to \$150,000 per year). Staff keep abreast of other cost-sharing opportunities and apply for these programs where possible.

### ***Accessibility Strategy***

In the May 2<sup>nd</sup>, 2018 Motion, Council also directed staff to "consult with the Persons with Disabilities Advisory Committee, the Seniors' Advisory Committee, the Mayor's Task Force on Mental Health and Addictions People With Lived Experiences Working Group, and report back to Council by Fall of 2018, with recommendations on moving forward with an Accessibility Strategy, including a budget for implementation." Staff have begun discussions on this and will be reporting back to Council with potential ways to move forward on a strategy.

If you have any questions regarding the information in this memo, please contact Lon LaClaire, Director of Transportation, at 604.873.7336 or [lon.laclaire@vancouver.ca](mailto:lon.laclaire@vancouver.ca).

Jerry W. Dobrovolsky, P.Eng., MBA  
General Manager, Engineering Services

## Appendix A: Curb Ramp Motion

### WHEREAS

1. Increasing the walkability and accessibility of Vancouver's streets and sidewalks is a priority for the City of Vancouver and Vancouver City Council and central to the City's active transportation objectives;
2. The City of Vancouver values all members of our diverse communities and is committed to removing barriers that might prevent citizens and visitors alike from fully enjoying our city;
3. The City of Vancouver has long recognized the importance of sidewalk accessibility and has been installing over 200 curb ramps per year on street corners since the 1960s to create easier sidewalk access for people, including persons with disabilities, persons who use mobility aids, and persons with strollers and shopping trolleys;
4. As noted in the City's 2018 Budget, the City of Vancouver Pedestrian Curb Ramp Program has seen an increase in the demand for curb ramps as the City endeavors to complete the sidewalk network for seamless travel throughout the pedestrian environment;
5. As noted in the City's 2018 Budget, there are approximately 6,000 locations throughout the City that still require curb ramps, with requests from residents for ramps at approximately 600 of these locations; and
6. Improving city-wide accessibility is an ongoing priority for Vancouver City Council that benefits everyone in the community.

### THEREFORE BE IT RESOLVED

- A. THAT Vancouver City Council consider prioritization of the City's Pedestrian Curb Ramp Program as part of the upcoming 2019-2022 Capital Plan in order to accelerate the installation of curb ramps at the approximately 6,000 locations throughout the City where they are still required, thereby accelerating the completion of a seamless network for sidewalk travel throughout the city's pedestrian environment.
- B. THAT Vancouver City Council direct staff to present to Council, at the earliest possible opportunity, an estimated cost to install curb ramps at all of the approximately 6,000 locations throughout the city where they are still required.
- C. THAT Vancouver City Council direct staff to report back to Council within 120 days with recommendations for potential sources of any additional funding that could be leveraged to accelerate and complete the installation of curb ramps at all of the approximately 6,000 locations throughout the City where they are still required, including – but not limited to – potential funding that may be available from the Federal and Provincial governments, from non-profit foundations, and from other corporate and community partners who may have the ability and the

inclination to contribute financially toward the goal of achieving a seamless network of accessible sidewalk travel throughout the city's pedestrian environment.

CARRIED UNANIMOUSLY (Vote No. 02656)

## **Appendix B: Accessibility Strategy Motion**

### WHEREAS

1. The United Nations Convention on the Rights of Persons with Disabilities, the Universal Declaration of Human Rights, the Canadian Charter of Rights and Freedoms, the Canadian Human Rights Act, and the British Columbia Human Rights Code recognize the rights of persons with disabilities to be free from discrimination and to participate fully in society;
2. According to the World Health Organization, 15% of the global population experience some form of disability;
3. The Province of British Columbia's Accessibility 2024 Action Plan set out a goal for British Columbia to be the most progressive province in Canada for people with disabilities by 2024;
4. The City of Vancouver Healthy City Strategy focuses on advancing "initiatives that are both universal for all citizens and focused on specific populations most vulnerable to health inequities";
5. The City of Vancouver Transportation 2040 Plan aims to make streets accessible for all people, leading to increased equity by allowing all people to meet their daily needs and participate in public life;
6. The City of Vancouver currently does not have a comprehensive strategy to promote and implement measures to advance the rights of persons with disabilities;
7. Making the City of Vancouver more accessible benefits Persons with Disabilities, and other people, including seniors, individuals with temporary or permanent mobility issues and young families;
8. On April 5, 2018, the City of Vancouver Persons with Disabilities Advisory Committee unanimously passed a motion entitled "Accessible City Strategy".

### THEREFORE BE IT RESOLVED

- A. THAT Council direct staff to work with the Persons with Disabilities Advisory Committee, the Seniors' Advisory Committee, the Mayor's Task Force on Mental Health, and Addictions People With Lived Experiences Working Group, to review:



- i. A summary of the current policies and initiatives being pursued across City departments with respect to persons with disabilities, universal design and access; and
  - ii. Options to advance implementation of accessibility throughout the City, potentially including a Vancouver-specific accessibility commitment and strategy, while continuing to address key accessibility issues.
- B. THAT staff consult with the Persons with Disabilities Advisory Committee, the Seniors' Advisory Committee, the Mayor's Task Force on Mental Health, and Addictions People With Lived Experiences Working Group, and report back to Council by Fall of 2018, with recommendations on moving forward with an Accessibility Strategy, including a budget for implementation.

CARRIED UNANIMOUSLY (Vote No. 02829)