



## REPORT

Report Date: July 8, 2022  
Contact: Wilma Clarke  
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RTS No.: 14734  
VanRIMS No.: 08-2000-20  
Meeting Date: July 20, 2022  
[Submit comments to Council](#)

TO: Vancouver City Council  
FROM: General Manager of Arts, Culture and Community Services  
SUBJECT: Accessibility Strategy – Phase 1

### RECOMMENDATION TO COUNCIL:

- A. THAT Council approve Phase 1 of '*Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy*' as set out in Appendix A. Including goals and objectives, definitions, principles, approaches, focus areas, and accountability framework.
- B. THAT Council acknowledge a culture of ableism present in institutions and communities, including the City of Vancouver and the need for education and awareness around accessibility for staff in all City departments.
- C. THAT Council approve the scope of work for Phase 2 of the Accessibility Strategy focused on having:
  - a multi-year action plan
  - more community engagement and public feedback
  - an Accessibility Committee
  - ways to monitor and check on actions
- D. THAT Council approve actions set by departments in Strategy Appendix 6. And ask staff to request resources needed in future City budget processes.
- E. THAT Council ask staff to report back in 2024 on goals for Phase 2 of the Strategy. Including an update on using the accessibility standards within the *Accessible British Columbia Act*.

- F. THAT Council have the 'Director of Legal Services' prepare for changes to the Parking By-law No. 6059 for better accessible parking in new buildings.
- G. THAT Council ask the 'Accessibility Strategy to Vancouver Public Library Board', the 'Vancouver Police Board', and the 'Vancouver Board of Parks and Recreation' to follow policies set by the Strategy.
- H. That Council ask the Accessibility Strategy Task Force to continue meeting to give the staff on the direction of this strategy until the Accessibility Committee has started. The Accessibility Committee is required by the Accessible BC Act.

## REPORT SUMMARY

We would like Council to approve 'Phase 1 of Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy'. Including the goals and objectives, definitions, principles, approaches, focus areas, and accountability framework.

In the Accessibility Strategy, the term "persons with disabilities" means people who experience physical, mental health, cognitive, communication, intellectual, sensory, or age-related impairments. Including seniors and people with lived experience of mental health challenges or substance use. About 1 in 5 people in Vancouver have an ongoing disability. And almost everyone will live with at least a short-term disability at some point in their lives.

The Strategy supports the City's goal of having more inclusive spaces. And removing barriers that stop persons with disabilities from taking part in City life.

To start working on actions in Phase 1 of the Strategy, we need funding, resources, and training.

- a multi-year action plan
- more community engagement and public feedback
- an Accessibility Committee
- ways to check on and track actions

These steps will follow the 'Accessible British Columbia Act'.

## PAST COUNCIL DECISIONS

- On [September 18, 2018](#), Council asked staff to work with an Accessibility Task Force to develop of Phase 1 of an Accessibility Strategy.

- On [November 3, 2021](#), Council got a report on the start of the Accessibility Strategy and approved actions to work on accessibility issues that came up in stakeholder engagement. Council also set five accessibility commitments.
- [Transportation 2040](#), 2012
- [Enhanced Accessibility Guidelines](#), 2013
- [Framework for City of Reconciliation](#), 2014
- [Healthy City Strategy](#), 2014
- Council motion: [Accelerating the City of Vancouver Pedestrian Curb Ramp Program](#), 2018
- [Single Use Reduction Strategy](#), 2018
- [Zoning and Development By-law and Building By-law - Accessible Path of Travel Policy Review](#), 2018
- Culture|Shift: Blanketing the City in Arts and Culture, Vancouver Culture Plan 2020-2029, 2019
- Council motion: [Access to Water and Washrooms as a Human Right](#), 2020
- [Equity Framework](#), 2021
- Council motion: [Advancing Efforts for an Age Friendly City](#), 2022

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

The City Manager recommends approval of the Strategy.

## **REPORT**

### **Background/Context**

#### Context:

- More than 1 in 5 Vancouver residents live with an ongoing disability, at least 107,000 people in the city.<sup>1</sup>
- As the city's population ages, the number of persons with disabilities will continue to grow.
- There are 114,000 people age 65 and older in the city, this population has grown over the past five years.<sup>2</sup>
- Nearly 20% of adults in the city rate their own mental health as fair or poor,<sup>3</sup> and this number grew to 35% during the COVID-19 pandemic.<sup>4</sup>

Even though a lot of Vancouver residents experience disabilities, ableism is part of City services, spaces, and information. If approved by Council, the Accessibility Strategy will grow understanding of the experiences of persons with disabilities in the City. And focus

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<sup>1</sup> Statistics Canada, 2017 Canadian Survey on Disability, accessed through Community Data Program.

<sup>2</sup> Statistics Canada, 2016 and 2021 Annual Population Estimates by Age and Sex, accessed through Community Data Program.

<sup>3</sup> Vancouver Coastal Health/Fraser Health, 2013/2014 My Health My Community Survey.

<sup>4</sup> BC Centre for Disease Control, COVID SPEAK Survey, spring 2021.

on ways to get rid of barriers to access and inclusion in City areas.

The City's Accessibility Strategy comes from the 'Healthy City Strategy'. The 'Healthy City Strategy' is Vancouver's social sustainability framework. It focuses on creating well-being for all. The Strategy is also part of the City's 'Equity Framework' and 'City of Reconciliation Framework' by challenging colonial bias in City operations. When the City focuses on those who experience the most need, everyone benefits.

The work in the Strategy focuses on changing the culture of the City by:

- Addressing systemic barriers.
- Committing to education.
- Improving and growing service delivery.
- Making an inclusive City and work environment for people with disabilities.

#### Phased Approach for the Strategy:

In 2018, staff started working with the Accessibility Task Force to make the Accessibility Strategy Phases. Working with members of the Persons with Disabilities Advisory Committee (PDAC), the Seniors' Advisory Committee (SAC), and the former People with Lived Experience Advisory (PWLE), staff looked at current accessibility issues in the City.

Issues that came up included:

- Not having a vision and guiding principles around accessibility.
- Very little understanding of disability or needs of persons with disabilities.
- No clear accountability or checking up on departmental accessibility work.
- Not reporting or collecting data.
- Bylaws, policies and practices not evenly followed across the City.

This report is for work completed in Phase 1 of the Strategy, including the community engagement process. Community engagement included getting feedback from stakeholders of the Accessibility Strategy.

Stakeholders are groups and people, including:

- The Accessibility Task Force
- The PDAC and SAC Council Advisory Committees
- Persons with disabilities
- Caregivers, support workers, family members of person with disabilities
- Organizations serving people with disabilities
- The Internal Staff Working Group

A full report of the community engagement process is in the 'What We Heard' report (Strategy Appendix 2).

A staff working group helped City departments address accessibility in the organization. Staff have shared ideas for what is needed to address accessibility challenges in the City. Staff have also come up with planned actions to help solve accessibility challenges in the City.

## **Strategic Analysis**

Persons with disabilities are diverse in their identities. Including disabilities, gender, race, age, religion, sexual orientation, socioeconomic status, nationality, immigration, and more. But many people share the experience of physical and attitudinal barriers in an ableist society.

Intersecting identities can affect how people are treated in society. The City needs inclusive systems, programs, buildings, and spaces. We must avoid simplistic solutions that marginalize people and make things worse. This means we need a social understanding of disability to make real change. For example, when ableism intersects with racism and poverty.

The City of Vancouver has the responsibility to protect the human rights of people living with disabilities. As a colonial organization, the city has been part of systemic discrimination. Like all levels of government, the City has a chance to make accessibility better for persons with disabilities. We can take part through education and awareness. To challenge ableist attitudes and practices in our society.

### Accessibility Barriers, Gaps, and Challenges in the City:

Research and community engagement have let us know about many accessibility issues in the City. These barriers harm people across diverse identities and lived experience, and include:

**Attitudinal Barriers:** These barriers form when expectations, stigma, and stereotypes about persons with disabilities stop their full participation in society. There is a need to increase understanding of disability and to change from a medical to a social understanding of disabilities. People may have impairments with their minds, bodies, and senses, but they are disabled by society through the effects of ableist attitudes and systems.

**Organizational Systemic Barriers:** The City has created barriers by not having a collective policy or procedures in place to address accessibility challenges. To address this gap, the City needs to apply an accessibility lens as a tool. For talking about accessibility issues for persons with disabilities and the impact of City choices.

**Communications and Access to Information:** There are barriers to people getting information about and from the City. Especially for people with many disabilities or intersecting experiences of oppression. Communication from the

City needs to consider physical, mental health, cognitive, communication, intellectual, sensory, and age-related impairments. Communication needs to be given in as many ways as possible.

**Physical and Structural Barriers:** Our physical environment has many issues that stop people from using public spaces. Sidewalks, curb cuts, bike lane transitions, pathways, lighting, signs, accessible wayfinding, seating, and washrooms need to be priorities. Current systems in public places lead to many people having to ask for accommodations. Using "universal design" means public spaces will be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

To minimize the physical and structural barriers, one example that the City of Vancouver is working on is:

#### Advancing City Standards for Accessible Parking in New Buildings

Recommendation to change the Parking By-law for how accessible parking spaces are designed.

- To better meet the needs of persons with disabilities.
- To better accommodate vehicles with lifts and ramps as well as accessible space users who need more space to be able to access both sides of their vehicle.
- The 1<sup>st</sup> and every 10<sup>th</sup> accessible parking space needs to be van accessible. Van accessible parking spaces will be 1m wider than current accessible parking spaces, for a total width of 5.0m.
- The maximum cross-slope at accessible parking areas will be reduced to 2%, this lowers the chances of wheeled devices rolling away from their users when getting in/out of their vehicle.
- In strata housing, accessible parking spaces will be in common property so they are available to the residents who need them. (See Appendix C & D)

#### Emerging Approaches:

4 ways for moving forward with the Accessibility Strategy came up in the community engagement process:

1. Education and awareness. Learn about ableism, reduce stigma, and understand the experiences of persons with disabilities.
2. A racial justice lens. Know that racism and ableism are injustices rooted in colonial ideals of white supremacy.
3. Intersectionality. Understand the connected systems of discrimination for social categories such as race, class, ability, gender, age, etc.

4. Social inclusion. Do things that cut social isolation and make leadership roles for persons with disabilities.

### **Overview of the Accessibility Strategy - Phase 1:**

The Accessibility Strategy principles for accessibility commitments approved by the City are:

**Inclusion:** All people must be able to take part fully in their community with dignity and individual autonomy.

**Adaptability:** Disability and accessibility change as services, technology, and attitudes change. Flexibility is needed to adapt to changes.

**Diversity:** All people are respected for their differences and lived experiences. Including race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs and immigration status.

**Collaboration and Engagement:** Accessibility is a shared responsibility. The City must work with equity-serving groups and people with lived experience to be a more accessible society.

**Intersectionality:** Other parts of identity such as race, class, ability, gender, and age intersect with ability. This can change how individuals experience barriers and inclusion.

**Respect:** All people deserve to be treated with respect and dignity. The City recognizes self-determination and the need to make meaningful contributions to society and thrive in the community.

**Leadership and Accountability:** The City can lead by example in accessibility excellence. Working towards maximum accessibility over minimum compliance. Senior leadership at all levels are responsible for better accessibility in all departments.

### **Goals of the Strategy are to:**

- Make it so all residents have fair access to the City's services, programs, and infrastructure.
- Build an inclusive culture within the City.
- Support all City departments to use an accessibility lens in daily activities.
- Be sure the City removes barriers to recruitment, hiring, retention, accommodation, and advancement of employees with disabilities.

### **We want to:**

- Respect the rights, dignity, and independence of persons with disabilities.

- Create a culture where all people feel valued, respected, and welcomed.
- Give fair access for people to take part in the planning of municipal policies, programs, and services.
- Foster inclusion for all City residents, visitors, and employees.
- Be sure the City uses an accessibility lens in the daily operations of every department.
- Value and use the knowledge and views of persons with disabilities.
- Understand barriers to inclusion may increase with intersecting identities.
- Align the City's strategy with both federal and provincial accessibility legislation.

## **8 FOCUS AREAS & ACCESSIBILITY GOALS:**

The Strategy puts work into 8 Focus Areas made by the Accessibility Task Force. The areas of focus were confirmed by people during community engagement sessions for the Strategy. Community members gave feedback for the Accessibility Strategy. 7 out of 8 Focus Areas follow the *Accessible British Columbia Act*. The 8<sup>th</sup> is about working together with other groups for accessibility in our community.

### **Focus Area 1: Built Environment and Public Spaces**

Goal: Remove physical barriers related to: housing, transportation, public buildings, facilities and spaces, and commercial and institutional spaces.

### **Focus Area 2: Transportation Services, Policies and Programs**

Goal: Apply universal design principles to guide transportation planning and design, to connect people to their daily needs.

### **Focus Area 3: Housing Policies, Programs and Design**

Goal: Make accessible, affordable, social, and supportive housing for persons with disabilities.

### **Focus Area 4: Information and Communication**

Goal: Connect and engage with persons with disabilities by providing communication supports, accessible websites, formats and digital content.

### **Focus Area 5: Employment**

Goal: Support a diverse and inclusive workplace for all.

### **Focus Area 6: Governance and Engagement**

Goal: Reduce barriers to participation in civic life using an accessibility lens.

### **Focus Area 7: Capacity and Collaboration**

Goal: Talk about accessibility challenges in the community with non-profit organizations and persons with disabilities so we can get more done together.



**Focus Area 8: Advocacy and Working with other Orders of Government along with Other Agencies**

Goal: Work with all levels of government so persons with disabilities can move, lead, and take part in their communities.

The focus areas include a list of current City-led accessibility actions, and community priorities to be considered in Phase 2. The full set of planned actions is included in Strategy Appendix 6.

**Structure for the Strategy Action Plan:**

City staff will work with the Accessibility Committee to check on actions and report what happens. Each department needs to follow the Accessibility Strategy.

Implementation Team:

This team will plan how the Accessibility Strategy will be used, including:

- Communicating with staff.
- Getting the Accessibility Committee team together.
- Hosting knowledge sharing events.
- Making sure actions get done.

Staff will track department actions and how long things take. It is important to find out what is working when we start using the Strategy and what can be done better.

Departmental Leads:

Someone will lead Strategy activities in all City departments. Focusing on the 8 Focus Areas action items. The Departmental Leads report to the Equity Office.

Accessibility Committee:

The Accessible British Columbia Act says we need to have an Accessibility Committee. The Accessibility Committee helps the City learn about barriers that stop people from being a part of the community. The Committee lets City staff know what the barriers are and gives suggestions on how to get rid of barriers. The Committee must include persons with disabilities.

The Committee needs to:

- Go over all reports and department action plans.
- Give comments on actions taken by City staff.
- Explain what can be done better.
- Decide what actions to work on first.
- Come up with ways for the public to give feedback on the Accessibility Strategy.

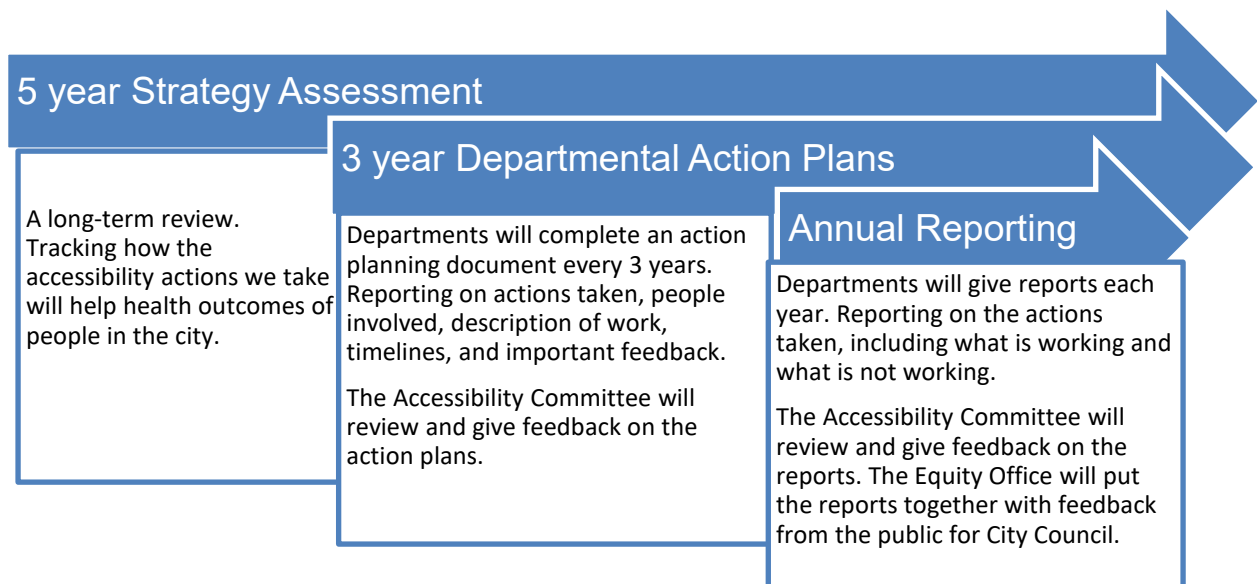
Options for who is on the Accessibility Committee include:

- An external committee without City staff.
- A group made up of both staff and community members.

The Committee rules will be setup in Phase 2 of the Accessibility Strategy.

### **Timelines & Accountability Framework:**

Tracking the Strategy actions helps us know how we are doing with our planned action items. We need ways to check if our systems are becoming more accessible and inclusive. And we need to share the results with residents. The Accountability Framework keeps us on track. It includes three timelines: 5 years, 3 years, and annual reporting.



Departments will give reports each year. Reporting on the actions taken, including what is working and what is not working. The Accessibility Committee will review and give feedback on the reports. The Equity Office will put the reports together with feedback from the public for City Council.

### **PHASE 2:**

If Council approves the recommendations in this report, Phase 2 of the Accessibility Strategy will focus on:

- Making the plan and timeline for working on Strategy actions
- Setting up the Accessibility Committee and tasks for the Committee
- Putting place internal and external ways to check and report on how the plan is going.
- Getting feedback from more people in the community.
- Making the first multi-year action plan 2023-2026.

- Working with community organizations on projects that support the goals of the Strategy.

### **Public/Civic Agency Input**

As part of the Strategy, staff organized an Accessibility Task Force with membership from:

- The Persons with Disabilities Advisory Committee (PDAC)
- Seniors' Advisory Committee (SAC).

Task Force members have been part of the Strategy from the beginning. PDAC and SAC have provided full support of the Accessibility Strategy through advisory committee motions included in APPENDIX B.

### **ACCESSIBILITY STRATEGY TASK FORCE COMMENTS**

Comments were received on April 28<sup>th</sup>, 2022 and included verbatim from the members.

Please note:

- These comments are made in the spirit of “Nothing about us without us”. This is one of the most important parts in making the Accessibility Strategy.
- The Task Force had very little time to review the Draft Strategy, leading to lots of meetings in only a few days, to talk about the full Strategy document. As we write these comments we have not seen the Draft Strategy being considered by Council; we hope that our comments help.
- Work on proposing a Strategy goes back more than a decade, and Council's approval in September 2018 gave a clear indication that this was indeed going to happen. It has now been almost 4 years and expectations are high, and rightly so. Public consultations have given the message that this work was moving forward, and the credibility of the process and message require that Phase 2 start as soon as possible. This has been 10 years in the making, and we are so close to a successful completion. We need one last push from Council to make it all happen!
- The members of the Task Force have aimed to develop a Strategy that is visionary and aspirational. It has always been our intention to create a Strategy that reflects the best end-state possible, fully aware that the work is never done, and supporting the City's vision to become a model of accessibility. We need to shoot for the stars, and aim in that direction. The Strategy should set clear goals that reflect this vision, not merely general statements of intent that give rise to implementations plans reflecting varying interpretations of expectations.
- The Task Force also aimed to develop a strategy with a broad scope, based on a corporate culture of inclusion and accessibility. This culture must develop over time, and the efforts of individual units must become the mindset of all. We

commend the work of the units already working on aspects of accessibility, and we sincerely hope that this will become ingrained in the culture of the entire organization. The former City Manager advised Council when it was considering the Strategy in September 2018 that this Strategy would affect the entire organization. Accessibility and inclusion should not be limited to special projects or time-limited initiatives, they must become the new way to do business.

- The combined lived experience of the Task Force members who have worked on this Draft Strategy is over a century. During their time on the Persons with Disabilities Advisory Committee (PDAC) and the Seniors Advisory Committee (SAC) our members have dealt countless times with City staff in relation to a multitude of initiatives related to accessibility. This is reflected in the list of ongoing issues provided by the Task Force in relation to Housing and Transportation, for instance. Based on our combined experience the Task Force recommends that the accountability principles set out in the Draft Strategy should be strengthened, because the City currently does not have a corporate culture of accessibility and inclusion. Responsibility for accessibility must not be seen as belonging with the Equity Office or the potential Accessibility Committee. These two bodies can monitor and report on the adequacy of efforts of city staff, but City staff must be responsible and accountable for their own work in this regard. Council may want to consider the accountability principle set out in the Accessibility Strategy for the City of Calgary: work on implementing the Strategy is part of the annual performance assessment process for all heads of units.
- In relation to Phase 2, the Task Force obviously hopes that Council will provide the necessary direction and resources to proceed immediately because there are clear expectations within the disability community that this work should move right along. This is not a partisan issue but an administrative process, and work should not be held up during the forthcoming electoral period. After Council approved the development of the Strategy in September 2018, PDAC and SAC members appointed to the Task Force gathered relevant information with City Staff Robin Newton but were frustrated because a dedicated lead staff had not been assigned to the Task Force. There is no reason for delay this time.
- This being a new strategy the Task Force is comforted that the review period will be 3-5 years rather than a lengthier period. No doubt adjustments will be required and these should not be delayed for too long.
- The Task Force has concerns regarding the respective roles and accountabilities of PDAC, the Equity Office, the Task Force, the soon to be created Accessibility Committee, and City units. What accountability framework will be created? An effective accountability framework is essential to the proper implementation of the Accessibility Strategy. Council will need to consider the mandate of the Accessibility Committee carefully in relation to the implementation of the City Strategy. This does not delay the development of the Strategy proper but will be relevant in the creation of an effective accountability framework.

- In conclusion, the Task Force wish to recognize the tireless efforts of City Staff who have worked with the Task Force to develop this Strategy. In this regard, we want to single out Karen Lai for her solid support and Wilma Clarke for always clarifying the City's positions on various issues. There is no doubt that they embody the corporate culture that should permeate the entire administration.

Staff note: In response to feedback provided by the Task Force that the review time for the draft strategy was too fast and did not leave enough time for review or comment by aligned Committees, staff moved the scheduled Council date from March 2022 to May 2022 to enable more time for review. The reschedule of the Council report from May to July to enable further internal review by staff also enabled additional time for Task Force and Advisory Committee feedback.

## **RELATED ISSUES & RISK**

### **Financial**

The current amount of funding from Council for the Accessibility Strategy is \$200,000.

- \$60,000 one-time to make an online directory for persons with disabilities and resources to support training and education.
- 30,000 one-time for the development of a resource to support training and education
- \$110,000 ongoing to support
  - ASL & Closed Captioning for Council and Senior Leaders
  - Training and education.
  - Work listed in this report.

Further funding and resources are needed for Phase 2 of the Strategy. Staff will list needed resources and a plan for 2023 budget planning. Council will get funding for this from another project or adding a new property tax.

### **Legal**

- The recommendations in this report follow the Accessible British Columbia Act.
- Municipalities are designated as a “prescribed organization” under Part 3 of the Act.

## **CONCLUSION**

*"Transforming Attitudes, Embedding Change: A City of Vancouver Accessibility Strategy"* is our journey to making a city where all people feel valued, respected, and openly welcomed. It is one way we are making our services and spaces inclusive.

- Respect the rights, dignity, and independence of persons with disabilities.
- Create a culture where all people feel valued, respected, and welcomed.
- Give fair access for people to take part in the planning of municipal policies, programs, and services.
- Foster inclusion for all City residents, visitors, and employees.
- Be sure the City uses an accessibility lens in the daily operations of every department.
- Value and use the knowledge and views of persons with disabilities.
- Understand barriers to inclusion may increase with intersecting identities.
- Align the City's strategy with both federal and provincial accessibility legislation.

For the Strategy to be successful we need an understanding of the intersectional diversity of disabilities. We need the necessary funding and training to change our cultural of ableism. So far, we are on track to meet provincial accessibility requirements and priorities set by the community.

**Appendix A:** Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy

**Appendix B:** Persons with Disabilities Advisory Committee and Seniors Advisory Committee Motions in support of *Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy*

**Appendix C:** A By-law to amend Parking By-law No. 6059 Regarding Accessible Parking

## APPENDIX B

### **Persons with Disabilities Advisory Committee and Seniors Advisory Committee Motions in support of *Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy***

**The following is a motion passed by the Persons with Disabilities Advisory Committee at its Special Meeting on May 19, 2022, and is provided in advance of the minutes being circulated to Mayor and Council and published to the web:**

#### **Accessibility Strategy**

MOVED by Salina Dewar

SECONDED by Chris Morrissey

WHEREAS over many years and presentations, it has become abundantly clear to the Persons with Disabilities Advisory Committee (PDAC) that there is a substantial need for the City of Vancouver to implement an Accessible Strategy so that all of the City's built environment, as well as all City policies, programs and services are administered through an accessibility lens, thus identifying and eliminating barriers to full inclusion in city life for persons of all abilities; and

WHEREAS society has exhibited, through federal (Accessible Canada Act) and provincial (Accessible British Columbia Act) legislation, as well as the adoption of accessibility strategies in other jurisdictions (e.g., Victoria, Calgary, Winnipeg, St. Catherines, Toronto) the need to promote inclusion and equity for persons with disabilities through accessible built environments, policies, programs and services and the simultaneous removal of barriers preventing full participation of persons with disabilities in civic life; and

WHEREAS there is a diversity of persons with disabilities, which include but are not limited to age, race, gender, gender identity and expression, Indigenous identity, sexual orientation, immigration status, varying economic status (including poverty), as well as parents with disabilities; and

WHEREAS on September 18, 2018, Vancouver City Council directed staff to work with an Accessibility Task Force formed of members with experience on PDAC, the Seniors Advisory Committee (SAC), as well as the former People with Lived Experience Advisory Committee on Mental



Health and Substance Use (since terminated), to develop Phase 1 of an accessible city strategy; and

WHEREAS PDAC and SAC have worked tirelessly to assist the Task Force with the development of Phase 1 of the Strategy, despite numerous delays; and

WHEREAS on May 5, 2022, City staff presented a draft "Transforming Attitudes, Imbedding Change; The City of Vancouver's Accessibility Strategy (Phase 1)" to PDAC, which resulted in comments and concerns from PDAC with respect to several issues pertaining to this report, including the accountability framework, the timeliness of the development of Phase 2 and various other suggestions toward clarification and strengthening this initiative; and

WHEREAS PDAC recognizes the draft "Transforming Attitudes, Imbedding Change; The City of Vancouver's Accessibility Strategy (Phase 1)" as a good first step toward making the City of Vancouver a more inclusive and equitable place for all to live, work and play, *AND THAT* the momentum which has been achieved to date in this regard must be maintained and intensified in order to preserve the credibility of the process leading to the adoption of the Strategy;

THEREFORE BE IT RESOLVED THAT PDAC endorses the draft "Transforming Attitudes, Imbedding Change; The City of Vancouver's Accessibility Strategy (Phase 1)", with the understanding that the following concerns will be addressed in Phase 2:

- a. Phase 2 will recognize the accessibility needs of children with disabilities, to ensure that the interests of persons with disabilities from birth to death are represented within this strategy.
- b. The proposed accountability framework will be robust and structured in a way that the credibility and success of this initiative is ensured. Specifically, the accountability framework must promote transparency to the public through proper monitoring and evaluation mechanisms, and assign responsibilities and accountabilities to City staff who themselves are responsible for the implementation of the Strategy. PDAC recommends that the City report to the public annually and consult with PDAC on a regular basis as to the status of the implementation of this Strategy.

- c. It is imperative to maximize the potential for this Strategy's success that the current momentum developed in Phase 1 be maintained throughout Phase 2 and reasonable and tight timelines must be adhered to, to ensure the timely implementation of this Strategy. PDAC recommends that Phase 2 be concluded and presented to Council within 18 months of Council's approval of Phase 1.
- d. The language of the Strategy should be progressive, founded upon the principle of "nothing about us without us" and with the goal of empowering persons with disabilities. The language and the imagery of the report should recognize the strengths and the value of the lived experiences and emphasize the agency of diverse people (2SLGBTQIA+, Indigenous Peoples, People of Colour, and People of various Genders and Ages) with visible and invisible disabilities, instead of portraying people with disabilities as passive and lacking. The script of the report should be in plain language, with difficult concepts, such as intersectionality, explained clearly through specific examples.
- e. In order to confirm the City's commitment to inclusivity, equity and the removal of barriers to accessibility for persons with disabilities, it is crucial for the City to ensure that all reasonable steps are taken to meet and fulfill all commitments and responsibilities bestowed upon City staff, arising from this Strategy. This, in turn, will go a long way to confirm the trust persons with disabilities must have in the City's commitment to a timely implementation and full and transparent monitoring of the Strategy. Phase 2 will require transformative changes across city departments, using a disability lens, to achieve the maximum potential for this Strategy.
- f. Phase 2 must recognize the diversity of persons with disabilities and their diverse circumstances and needs.
- g. Given the persisting challenges in ensuring that proper accessible housing is built within the City, resources should be allocated to recruit and hire a permanent Accessible Housing Specialist, preferably a qualified person with a disability who has applicable lived experience.

CARRIED UNANIMOUSLY

**The following are motions passed by the Seniors' Advisory Committee at its meeting on May 20, 2022, and are provided in advance of the minutes being circulated to Mayor and Council and published to the web:**

**2. Motion to Approve Accessibility Strategy Report**

MOVED by Andrea Sara  
SECONDED by Dale Lutes

THAT the Seniors' Advisory Committee support the Report "Transforming Attitudes, Embedding Change: City of Vancouver's Accessibility Strategy (Phase 1)."

CARRIED UNANIMOUSLY

## APPENDIX C

### Research and Engagement on Off-Street Accessible Parking For the Full Report, contact the Engineering Services

#### Executive Summary

In response to the identified priority action in the updates to *Parking By-law* in 2018, staff have undertaken engagement and research efforts to understand the needs of people with disabilities and those of an aging population.

First, a questionnaire was conducted with almost 1,000 respondents from people in the accessibility community. The results indicated the following:

- **Demographics** – All age groups were well represented with a significant proportion of those responding being aged 60 or older.
- **Mobility** – Approximately 85% identified as having a disability and mobility challenge, or additional needs that make travelling outside of the home more difficult or complex, or that limit their ability to travel. Approximately 70% relied on a mobility device. Walking aids and wheeled mobility devices represented approximately 25% and 40% of mobility device usage respectively.
- **Accessible vehicle modification** – Driver or passenger side ramp/lift, hand control, steps, left-foot acceleration/brake control, rear wheelchair ramp/lift, or additional handrails are some of the accessibility modifications to a vehicle. Side ramps and lifts represented roughly 10% of the vehicle modifications.
- **Top helpful improvements identified by respondents** – Additional designated accessible parking on-street and in buildings, reduced slopes in parkades, provision of seating for pick-up/drop-off areas, and more pick-up/drop-off spaces.

Second, a consultant conducted a literature review comparing the City's current accessible parking design standard (i.e. 5.5 m long by 4 m wide by 2.3 m high) with other published documents:

- **Metro-Vancouver** – Vancouver's current minimum design standard is within range of other municipalities within Metro Vancouver.
- **Other major municipalities in Canada** – Vancouver's minimum design standard is on the smaller size in terms of width. However, Vancouver requires the highest minimum height clearance out of the other four (4) major municipalities for accessible parking.
- **Other publications, acts, and design guidelines** – Vancouver's minimum design standard falls within the typical range in terms of both stall length and width. However, Vancouver requires the lowest height clearance of 2.3 m where 2.75 m is the most common.

Third, the Social Planning and Research Council of BC (SPARC BC) and the City co-hosted a design charrette where participants with mobility devices tested various accessible parking layouts. Some highlights from the design charrette findings included:

- An ideal accessible parking space should have a wide access aisle, flat surface, and clear signage and markings.
- The current City of Vancouver standard is adequate for some people using a wheelchair, but not all.
- Side-loading vehicles require additional clearance to deploy the ramp or lift, plus landing space for the wheelchair user to maneuver.

Finally, through interviews conducted by a consultant and feedback received from Vancouver residents, the following key issue was identified:

- Accessible parking spaces are typically assigned upon occupancy of the building, and then remain tied to that strata unit for a long time. As strata units change ownership, and the accessibility needs of residents change, those accessible spaces are not functionally able to be re-assigned based on user need.

As a result of the above information, the following changes to the *Parking By-law* are recommended:

- Addition of van-accessible design standards:
  - The dimensions would be 5.5 m (L) x 5 m (W) x 2.3 m (H), 1 m wider than the current accessible parking space
    - This could also be marked as 5.5 m (L) x 3.5 m + 1.5 m shared access aisle (W) x 2.3 m (H)
  - One (1) van-accessible for every ten (10) accessible parking space, with the first space being van-accessible.
  - Signs at van-accessible spaces shall include the additional phrase “Van-Accessible”.
- A surface with no more than 2% grade (1:50 slope) should be provided at the parking space. A maximum grade of 5% (1:20 slope) is permitted due to hardship at the discretion of the Director of Planning, in consultation with the City Engineer.
- In a strata-titled development, all accessible parking spaces should be held in common ownership and be made available to accessible parking permit holders to meet the changing needs of residents over time.

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**APPENDIX D****A By-law to amend Parking By-law No. 6059 Regarding Accessible Parking****BY-LAW NO. \_\_\_\_\_**

THE COUNCIL OF THE CITY OF VANCOUVER, in public meeting, enacts as follows:

1. This By-law amends the indicated provisions of the Parking By-law No. 6059.
2. Council amends section 2 by adding the following new definition in the correct alphabetical order:

**“Van Accessible Space** means an accessible parking space that provides additional width to accommodate vehicles equipped with ramps or lifts;”

3. In subsection 4.8.1(c), Council:

- (a) in clause (ii), adds “, except that van accessible parking spaces must be at least 5.0 metres wide” after “be at least 4.0 metres wide”;
- (b) renumbers clauses (iii) and (iv) as clauses (iv) and (v), respectively; and
- (c) adds a new clause (iii) as follows:

“(iii) have a level surface with no more than 2% grade, except that the Director of Planning, in consultation with the City Engineer, may permit a steeper grade, up to a maximum of 5%;”.

4. In section 4.8.4, Council adds a new paragraph before “The Director of Planning, in consultation with the City Engineer, is to determine the location of all accessible parking spaces.”, as follows:

“The first accessible parking space provided, plus every tenth accessible parking space provided, must be a van accessible parking space.”

5. Council adds a new section 4.16 as follows:

**“4.16 Common Ownership of Accessible Parking Spaces**

4.16.1 In a strata titled development, accessible parking spaces:

- (a) must be held in common ownership; and
- (b) must not be assigned to any strata lot.”.

6. A decision by a court that any part of this By-law is illegal, void, or unenforceable severs that part from this By-law, and is not to affect the balance of this By-law.

7. This By-law is to come into force and take effect on the date of its enactment.

ENACTED by Council this \_\_\_\_\_ day of \_\_\_\_\_, 2022

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
City Clerk

THE COUNCIL OF THE CITY OF VANCOUVER, in public meeting, enacts as follows:

1. This By-law amends the indicated provisions of the Parking By-law No. 6059.
2. Council amends section 2 by adding the following new definition in the correct alphabetical order:

**“Van Accessible Space** means an accessible parking space that provides additional width to accommodate vehicles equipped with ramps or lifts;”.

3. In subsection 4.8.1(c), Council:
  - (a) in clause (ii), adds “, except that van accessible parking spaces must be at least 5.0 metres wide” after “be at least 4.0 metres wide”;
  - (b) renumbers clauses (iii) and (iv) as clauses (iv) and (v), respectively; and
  - (c) adds a new clause (iii) as follows:

“(iii) have a level surface with no more than 2% grade, except that the Director of Planning, in consultation with the City Engineer, may permit a steeper grade, up to a maximum of 5%;”.

4. In section 4.8.4, Council adds a new paragraph before “The Director of Planning, in consultation with the City Engineer, is to determine the location of all accessible parking spaces.”, as follows:

“The first accessible parking space provided, plus every tenth accessible parking space provided, must be a van accessible parking space.”

5. Council adds a new section 4.16 as follows:

**“4.16 Common Ownership of Accessible Parking Spaces**

4.16.1 In a strata titled development, accessible parking spaces:

- (a) must be held in common ownership; and
- (b) must not be assigned to any strata lot

6. A decision by a court that any part of this By-law is illegal, void, or unenforceable severs that part from this By-law, and is not to affect the balance of this By-law.

7. This By-law is to come into force and take effect on the date of its enactment.

ENACTED by Council this \_\_\_\_\_ day of \_\_\_\_\_, 2022

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
City Clerk



## APPENDIX C

### A By-law to amend Parking By-law No. 6059 Regarding Accessible Parking

#### BY-LAW NO. \_\_\_\_\_

THE COUNCIL OF THE CITY OF VANCOUVER, in public meeting, enacts as follows:

8. This By-law amends the indicated provisions of the Parking By-law No. 6059.

9. Council amends section 2 by adding the following new definition in the correct alphabetical order:

**“Van Accessible Space** means an accessible parking space that provides additional width to accommodate vehicles equipped with ramps or lifts;”.

10. In subsection 4.8.1(c), Council:

(a) in clause (ii), adds “, except that van accessible parking spaces must be at least 5.0 metres wide” after “be at least 4.0 metres wide”;

(b) renumbers clauses (iii) and (iv) as clauses (iv) and (v), respectively;  
and

(c) adds a new clause (iii) as follows:

“(iii) have a level surface with no more than 2% grade, except that the Director of Planning, in consultation with the City Engineer, may permit a steeper grade, up to a maximum of 5%.”.

11. In section 4.8.4, Council adds a new paragraph before “The Director of

Planning, in consultation with the City Engineer, is to determine the location of all accessible parking spaces.”, as follows:

“The first accessible parking space provided, plus every tenth accessible parking space provided, must be a van accessible parking space.”.

12. Council adds a new section 4.16 as follows:

**“4.16 Common Ownership of Accessible Parking Spaces**

4.16.1 In a strata titled development, accessible parking spaces:

- (a) must be held in common ownership; and
- (b) must not be assigned to any strata lot.”

13. A decision by a court that any part of this By-law is illegal, void, or unenforceable severs that part from this By-law, and is not to affect the balance of this By-law.

14. This By-law is to come into force and take effect on the date of its enactment.

ENACTED by Council this \_\_\_\_\_ day of \_\_\_\_\_, 2022

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
City Clerk

THE COUNCIL OF THE CITY OF VANCOUVER, in public meeting, enacts as follows:

15. This By-law amends the indicated provisions of the Parking By-law No. 6059.

16. Council amends section 2 by adding the following new definition in the correct alphabetical order:

**“Van Accessible Space** means an accessible parking space that provides additional width to accommodate vehicles equipped with ramps or lifts;”.

17. In subsection 4.8.1(c), Council:

- (a) in clause (ii), adds “, except that van accessible parking spaces must be at least 5.0 metres wide” after “be at least 4.0 metres wide”;
- (b) rennumbers clauses (iii) and (iv) as clauses (iv) and (v), respectively; and
- (c) adds a new clause (iii) as follows:

“(iii) have a level surface with no more than 2% grade, except that the Director of Planning, in consultation with the City Engineer, may permit a steeper grade, up to a maximum of 5%”.

18. In section 4.8.4, Council adds a new paragraph before “The Director of Planning, in consultation with the City Engineer, is to determine the location of all accessible parking spaces.”, as follows:

“The first accessible parking space provided, plus every tenth accessible parking space provided, must be a van accessible parking space.”.

19. Council adds a new section 4.16 as follows:

**“4.16 Common Ownership of Accessible Parking Spaces**

4.16.1 In a strata titled development, accessible parking spaces:

- (a) must be held in common ownership; and
- (b) must not be assigned to any strata lot.

20. A decision by a court that any part of this By-law is illegal, void, or unenforceable severs that part from this By-law, and is not to affect the balance of this By-law.

21. This By-law is to come into force and take effect on the date of its enactment.

ENACTED by Council this \_\_\_\_\_ day of \_\_\_\_\_, 2022

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
City Clerk