

Accessibility Task Force Meeting
 to be held via Zoom and in-person in Room A
 City Hall, 171 Main Street
 Wednesday, July 26, 2023
 at 11:00 a.m.

1. **Call Regular Committee Meeting to Order**

We acknowledge that Penticton, where we live and work, is on the traditional lands of the Syilx People in the Okanagan Nation.

2. **Adoption of Agenda**

Recommendation:

THAT the Accessibility Task Force adopt the agenda for the Regular Task Force Meeting held on July 26, 2023 as presented.

3. **Adoption of Minutes**

3.1 Minutes of the July 12, 2023 Accessibility Task Force Meeting 1-4

Staff Recommendation:

THAT the Accessibility Task Force adopt the minutes of the July 12, 2023 meeting as presented.

4. **New Business**

- | | | | |
|----------------------|-----|---|------|
| Leung | 4.1 | Canadian Institute for the Blind | |
| Chu | 4.2 | Lake-to-Lake Brief and Section 1 Design | 5 |
| Laven/
Desrosiers | 4.3 | Draft Accessibility Plan | 6-21 |
| Kleb/
Lloyd-Smith | 4.4 | Discussion on Feedback Mechanism, Engagement and Evaluation | |
| Lloyd-Smith | 4.5 | Ongoing Committee Structure and Grant Opportunity | |

5. **Next Meeting**

The next Accessibility Task Force meeting is scheduled for August 9, 2023 at 11:00am via Zoom and in-person.

6. **Adjournment**

Accessibility Task Force Meeting

to be held via Zoom and in-person in Room A
City Hall, 171 Main Street
Wednesday, July 12, 2023
at 9:30 a.m.

- Present:** Trisha Kaplan, Chair (in-person)
Kristi Bauman (in-person)
Randy Boras (in-person)
James Ludvigson (in-person)
Heather Miller (in-person)
Grant Pattingale
Leanne Williams
- Council Liaison:** Ryan Graham, Councillor
- Staff:** Blake Laven, Director of Development Services (in-person)
Jamie Lloyd-Smith, Social Development Specialist (in-person)
Sarah Desrosiers, Social Development Coordinator (in-person)
Hayley Anderson, Legislative Assistant (in-person)
- Regrets:** Kona Sankey, Vice Chair
Victoria Jaenig

1. **Call to Order**

The Chair called the Accessibility Task Force to order at 9:30 a.m.

2. **Adoption of Agenda**

It was MOVED and SECONDED

THAT the Accessibility Task Force adopt the agenda of July 12, 2023 as presented.

CARRIED UNANIMOUSLY

3. **Adoption of Minutes**

3.1 Minutes of the June 28, 2023 Accessibility Task Force Meeting

It was MOVED and SECONDED

THAT the Accessibility Task Force adopt the minutes of the June 28, 2023 meeting as presented.

CARRIED UNANIMOUSLY

3.2 Minutes of the July 5, 2023 Special Accessibility Task Force Meeting

It was MOVED and SECONDED

THAT the Accessibility Task Force adopt the minutes of the July 5, 2023 meeting as presented.

CARRIED UNANIMOUSLY

Heather Miller joined the meeting at 9:32 am.

4. **New Business**

4.1 Confirming Guiding Principles with Preamble and Vision Statement

The Social Development Coordinator provided the Task Force with the preamble and vision statement.

In their Accessibility Plan, the Government of British Columbia considered the accessibility guiding principles of inclusion, adaptability, diversity, collaboration, self-determination and universal design.

These fundamental principles were developed to guide the Provincial Accessibility Committee as they worked to develop proposed accessibility standards at the provincial level.

As part of the Accessible British Columbia Act, the province legislated that these aforementioned principles be considered as prescribed organizations, such as the City of Penticton, developed and updated their accessibility plans.

Guiding principles are values that set a standard for how the Accessibility Taskforce and the City of Penticton will go about identifying, removing and preventing barriers to accessibility. They are important as they set a tone for the approach of an organization towards its goals and assist in decision-making. Guiding principles shape the culture and behavior of the organization and the work being done.

In addition to the guiding principles set by the Government of British Columbia, the Accessibility Taskforce devised their own set of guiding principles in order to reflect the unique needs and conditions of the City of Penticton. These guiding principles were identified as: all-season accessibility, independence and dignity, safety and security, lived experience, user-centered approach and meaningful engagement.

The intent of these principles is to guide the work of both the Accessibility Taskforce as it identifies and prioritizes barriers and actions for the Accessibility Plan, as well as for the City of Penticton as it carries out the necessary work to create a fully inclusive and accessible community.

It was MOVED and SECONDED

THAT the Accessibility Task Force endorse the guiding principles with preamble as presented.

CARRIED UNANIMOUSLY

The Social Development Coordinator provided the Task Force with the prepared vision statement.

The City of Penticton is committed to ensuring that residents of all abilities have equal and independent access to municipal services and aims to remove barriers to continually improve the accessibility of our community, ensuring residents and visitors alike experience the same quality of life throughout all seasons.

It was MOVED and SECONDED

THAT the Accessibility Task Force endorse the Vision Statement as presented.

CARRIED UNANIMOUSLY

4.2 High-level Overview of Draft Plan

The Social Development Coordinator provided the Task Force with a high-level overview of the draft plan. The structure provided was as follows:

1. Introduction
2. Guiding principles
3. About the Committee
4. Consultation process
5. Identified barriers
6. Priority areas
7. Detailed plan
8. Feedback mechanism
9. Monitoring and evaluation

It was MOVED and SECONDED

THAT the Accessibility Task Force endorse the High-level overview of the Draft Plan as presented.

CARRIED UNANIMOUSLY

4.3 Communications and Engagement Update

The Social Development Specialist provided the Task Force with an update on the communications and engagement. The update outlined the timeline and expected outcomes for the remainder of the Task Force meetings. The update went through an overview of the Accessibility City Webpage. Task Force members discussed what the different options for the feedback mechanism.

4.4 Preliminary Results of Prioritization Exercise

The Social Development Coordinator provided the Task Force with results of the prioritization exercise. The level of importance is how each item was ranked by Task Force members and ease of implementation is how each item was ranked by City staff.

Level of Importance

- Offer live closed captioning during City meetings
- Create an accessible notification system for emergencies
- Ensure accessibility features are piloted with people with disabilities
- Examine the City of Penticton website for accessibility and summarize findings
- Offer accessibility training for staff

Ease of Implementation

- Create an Accessibility Policy to protect and assist staff
- Offer accessibility training for staff
- Create an advisory list to consult for city process for accessibility
- Offer live closed captioning during City meetings
- Examine the City of Penticton website for accessibility and summarize findings

5. **Next Meeting**

The next Accessibility Task Force meeting is scheduled to be held on July 26, 2023 at 11:00 a.m.

6. **Adjournment**

It was MOVED and SECONDED

THAT the Accessibility Task Force adjourn the meeting held on July 26, 2023 at 10:25 a.m.

CARRIED UNANIMOUSLY

Certified Correct:

Hayley Anderson
Legislative Assistant

Transportation Master Plan

Approved in 2021, the Transportation Master Plan provides long term direction on how we use our roads, parking, and trails with a focus on active mobility for all ages and abilities.

The plan focused on six key priorities as seen on the hierarchy figure on the right. Mobility alternatives, such as walking biking and transit were given priority. However, accommodating the movement of goods, encouraging multi-occupancy vehicle use, and managing single occupancy vehicles were still carefully considered and planned for.

Contained within the master plan, are figures that show the current and future priority areas for each sidewalk, cycling and intersection upgrades. Specific projects are also listed that each support the six key priorities.

Lake to Lake Bike Route

Planning of the Lake to Lake Bike Route had initially started in 2012, as part of the Cycling Network Plan. In 2019, the adoption of the new Official Community Plan kicked-off plans to design the route. Initiated in 2020, a large city-wide engagement process was completed to identify the most suitable route.

Sections 3 and 4 were completed in 2021. Section 2A was completed in 2022. Section 2B has been awarded and will start construction in early 2024.

The final section, Section 1, is currently being designed and is scheduled to be tendered in the Fall of 2023. Construction start will be based on contractor availability.

Floating Bus Stops

One of the key features that will be implemented with the final section of the Bike Lane, is the proposed floating bus stops. The proposed design calls for the protected bike lane to be adjacent to the existing sidewalks. Due to this, all of the existing bus stops on South Main Street are required to move out onto a floating concrete median in between the bike lane and vehicle travel lane, to allow for Transit buses to pull up to them without crossing over the bike lane. The goal of the design is to implement a solution that provides safe access to pedestrians looking to enter or exit a Transit bus and also ensure the safety of cyclists on the bike lane. Understanding the accessibility needs of transit riders, we've implemented a few key features which will be described in the following presentation.



DRAFT

City of Penticton
Accessibility Plan
2023 – 2026

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Introduction

Land Acknowledgement

The City of Penticton and Accessibility Taskforce respectfully and humbly acknowledge that they are located on the unceded lands of the Syilx Okanagan People. They acknowledge their collective responsibility to reconciliation and decolonization through meaningful learning, engagement, self-reflection and action. By engaging in processes of empathetic curiosity and working towards an accessible community for all, the City of Penticton aims to understand the intersectionality between accessibility and reconciliation.

Executive Summary

In September 2022, the province of British Columbia introduced new provincial legislation aiming to provide clarity about accessibility requirements. The *Accessible BC Act* requires municipalities and other prescribed organizations to establish an accessibility committee, create an accessibility plan, and implement and maintain a public feedback mechanism, by September 1, 2023. The accessibility plan is required by the *Act* to be updated a minimum of every three year thereafter and aims to identify, remove and prevent barriers to individuals interacting with the organization (the City).

As a result of this legislation, the City of Penticton convened the Accessibility Taskforce, beginning on May 3, 2023, to carry out the required actions. This Taskforce included nine members of the public, was chaired by Trisha Kaplan and was supported by Staff and Council liaison Councillor Ryan Graham. The work was also overseen by the Disability Alliance of BC who attended several meetings and provided valuable strategic advice and direction on the development of the plan. Through the planning process, the Taskforce was successful in identifying a significant number of barriers and actionable items in order to remove and prevent these barriers - over 30 barriers were identified and over 40 potential actions were suggested. Specific priority accessibility areas were identified as being employment and staff, delivery of services, the built environment, and information and communication.

About the Organization

- Who is the City of Penticton? Who is it made up of?
- Values, vision

Our Accessibility Story

- Why Accessibility is important to Penticton (hub of the south Okanagan)
- Livable & Accessible council priority
- Connection to the Age-Friendly Action Plan

Message from Leadership

- Message from the Mayor (Julius Bloomfield)
- Message from the Council liaison (Councillor Ryan Graham)

Message from Accessibility Committee

- Message from the Chair (Trisha Kaplan)
- Possible message from Mike from Disability Alliance of BC

Definitions

In this document:

“Accessibility Taskforce” refers to the council committee made up of 9 members of the public who participated in the development of the Accessibility Plan;

“Accessibility Plan” refers to the plan created by the Accessibility Taskforce and ultimately adopted by Penticton City Council;

“Areas of Accessibility” refer to areas in which barriers to accessibility can exist, such as employment and staffing, delivery of services, the built environment, information and communications, transportation, health, education and procurement;

“Barrier” refers to anything that hinders the full and equal participation in society of a person with an impairment. It can be anything that stops people with disabilities from being included and barriers can be caused by architectural and structural builds, attitudes, beliefs and social biases, information and communication, the physical environment, technology and policies and practices;

“Disability” refers to an inability to participate fully and equality in society as a result of the interaction of an impairment and a barrier;

Principles Leading Our Work

Accessible BC Act Guiding Principles

The Government of British Columbia considered the accessibility guiding principles of *inclusion, adaptability, diversity, collaboration, self-determination* and *universal design*. These fundamental principles were developed to guide the Provincial Accessibility Committee as they worked to develop proposed accessibility standards on the provincial level.

As part of the *Accessible British Columbia Act*, the province legislated that these aforementioned principles be considered as prescribed organizations, such as the City of Penticton, developed and updated their accessibility plans.

Guiding principles are values that set a standard for how the Accessibility Taskforce and the City of Penticton has gone and will go about identifying, removing and preventing barriers to accessibility. They are important as they set a tone for the approach of an organization towards its goals and assist in decision-making. Guiding principles shape the culture and behaviour of the organization and the work being done.

Accessibility Taskforce Guiding Principles

In addition to the guiding principles set by the Government of British Columbia, the Accessibility Taskforce devised their own set of guiding principles in order to reflect the unique needs and

conditions of the City of Penticton. These guiding principles were identified as: *all-season accessibility, independence and dignity, safety and security, lived experience, user-centered approach and meaningful engagement.*

The intent of these principles is to guide the work of both the Accessibility Taskforce as it identifies and prioritizes barriers and actions for the Accessibility Plan, as well as for the City of Penticton as it carries out the necessary work to create a fully inclusive and accessible community.

Vision Statement

Additionally, the Accessibility Taskforce endorsed a strategic vision statement to best describe the outcome that the City of Penticton envisions achieving with the Accessibility Plan. It is as follows:

The City of Penticton is committed to ensuring that residents of all abilities have equal and independent access to municipal services and aims to remove barriers to continually improve the accessibility of our community, ensuring that residents and visitors alike experience the same quality of life throughout all seasons.

A strategic vision statement ensures that this goal is continuously engaged with by the City of Penticton regardless of exterior factors and circumstances or current trends. It is a commitment to a purpose and establishes how an organization, such as the City of Penticton, will focus on its mission.

About our Committee

The *Act* requires all proscribed organizations to have an accessibility Committee and requires that the committee be involved in the development of the organization's accessibility plan. Council supported the terms of reference creating an Accessibility Task Force, which is intended as a time-limited group with the purpose of developing the accessibility plan. The intent is the Taskforce will transition to some form of standing committee upon the adoption of the Accessibility Plan.

The *Act* requires that at least half of committee members are persons with disabilities or individuals who support, or are from organizations that support, persons with disabilities, with at least one member of the committee an indigenous person and that the committee reflects the diversity of persons in British Columbia.

Focus of the Committee

The purpose of the Accessibility Committee was to assist the City of Penticton in identifying barriers for individuals in or interacting with the City, and to advise the City of Penticton on how to remove and prevent barriers for individuals in or interacting with the City. They had to do so by considering the aforementioned guiding principles, including those they created themselves. They identified barriers within specific categories such as, *architectural and structural builds, attitudes, beliefs and social biases, information and communication, the physical environment, technology and policies and practices.* From there, they identified tangible actions that they City of Penticton could undertake to improve accessibility across City services.

Recruitment Process

- Application
- Council selection

Committee Members and Background

- The City of Penticton's Accessibility Taskforce is made up of 9 individuals, 1 council member and 1 staff liaison.

Consultations and Engagement

The Accessibility Taskforce used the following approaches to engage the community and to create awareness about the City's commitment to develop an Accessibility Plan for the community. The short time period required by the Province to form a committee and develop a plan (1 year), did not allow for full community engagement, but the limited engagement done, showed a high degree of support for the work. The intent is to allow for continued public feedback on both the plan itself and the larger topic of inclusion and accessibility.

Citizen Survey

A Citizen Survey was distributed to Penticton residents to gain public feedback on municipal matters that impact daily life. Four questions related to accessibility were asked in an effort to better understand how barriers are impeding the public's use of City services and facilities. Important data was collected, which has helped to inform the work and recommendations of the Taskforce. A key finding was that there is very low public awareness about the need for barrier-free access in the community and the access challenges that some of our citizens' face.

[ADD CHART WITH ANSWERS TO THE 4 QUESTIONS]

Accessibility Taskforce

Nine community members were appointed by the City to develop the Accessibility Plan. Using a taskforce is an effective and collaborative engagement technique when gathering and reflecting diverse perspectives. Although this approach cannot replace the broader public involvement, it does help to build a sense of partnership within the community and promotes meaningful input, based on community perspectives and personal experiences.

This level of engagement is aligned with "Collaborate", as identified by the International Association of Public Participation (IAP2) and its Spectrum of Public Participation. The City supports the IAP2 philosophy and practices and is committed to involving the community in decisions that matter to them, whenever possible.

Promise to the Public (Collaborate): We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible. (Source: IAP2)

Two engagement exercises were held with the Accessibility Taskforce to best understand barriers and actions for the Accessibility Plan.

The first was a Visioning Exercise. The Taskforce was asked, *what does an accessible Penticton look like to you?* Accessibility Taskforce members first held a discussion around this topic and then wrote down their suggestions on sticky notes for staff to collect. Detailed notes were taken from the discussion and a content analysis was subsequently performed on the comments to best understand, separate and categorize barriers and actions to remediate these barriers.

The second engagement exercise was the Prioritization exercise. This method was comprised of rating both the importance of each item to people with mobility needs as rated by the members of the Accessibility Taskforce and the feasibility, or ease of implementation, based on the knowledge of City of Penticton staff.

Penticton Website Feedback Page

As part of the work a new page on the City's website has been created to provide updates on the plan development and provide a feedback mechanism for the public to report barriers. The Act requires a mechanism for feedback on the plan and on barriers in the community. To assist the public in finding the feedback mechanism, the page is linked in several areas of the City's website including...

Strategic Communications Plan

A strategic Communications Plan was developed with the goal of promoting awareness about the Accessibility Plan and the role of the Accessibility Taskforce. Key aspects were outlined including communication objectives, key audiences, and communication collateral and delivery timelines. Collateral to support communication efforts included:

- 1) Accessible City website: Content was updated, highlighting how the City is working toward creating barrier-free access for residents to interact with City services and facilities. The Accessibility Taskforce was introduced and its mandate to develop a Draft Accessibility Plan by September 2023, as required by Provincial legislation. Details on how to provide public feedback is also outlined.
- 2) Media Release: highlighted the City's commitment towards a "liveable and accessible community". Introduced the Accessibility Taskforce and its mandate to complete the Accessibility Draft. Defined accessibility and outlined the scope of the Accessibility initiative, project timelines and how to get involved. The Accessible City website was promoted as an information source to learn more about the Accessibility initiative(s).
- 3) Promote Taskforce Members via Profiles: Voluntary Member Profiles were created to showcase the Taskforce members, to learn who they are, their background and interest in accessibility concerns. To date, two members have been profiled.
- 4) Feedback Form: An online feedback form was created and posted to the Accessible City Website inviting feedback about personal experiences that have impacted people's access to City services and facilities. Questions and information gathered will focus on the identification of barriers and potential solutions to help remove and prevent further access challenges for users.

Accessibility Barriers

As previously mentioned, barriers can be anything that hinder the full and equal participation in society of a person with an impairment. They can be anything that stop people with disabilities from being included and barriers can be caused by architectural and structural builds, attitudes, beliefs and social biases, information and communication, the physical environment, technology and policies and practices.

The following are accessibility barriers that were identified through the Accessibility Taskforce's visioning exercise, the Citizen Survey and some preliminary barriers identified through the Accessibility Feedback Form.

Architectural and Structural

Visioning Exercise

- Washrooms are not safe or accessible for all individuals.
- City buildings are not fully accessible.
- City buildings do not have appropriate wayfinding.
- Crossing post locations are not uniform and there is no way for sight impaired individuals to know where they are.

Citizen Survey

- None identified to date

Accessibility Feedback Form

- No ramp at Leir House
- Limited accessible public washrooms
- No ramp at the Koi Pond
- Handicap parking spots throughout the City are not accessible
- Handicap parking spots are not replaced during events
- Crosswalks transition onto sidewalk curb not accessible
- SOEC lacks benches inside and outside

Attitudinal and Social

Visioning Exercise

- City staff could be discriminated against because of their accessibility needs.
- City staff are not informed about disabilities and accessibility.
- Accessibility lens is only applied retroactively.
- Community members in Penticton are not education on accessibility and disabilities.
- There is an assumption that there are no accessibility needs unless someone speaks up.
- People with disabilities are required to ask for help to access services.

Citizen Survey

- None identified to date

Accessibility Feedback Form

- None identified to date

Information and Communication

Visioning Exercise

- Community members are not informed or kept up to date on what the City is going in terms of accessibility.
- Community members are not informed about alternate pedestrian routes for temporary construction projects.
- There are no closed captioning at City Council meetings.
- Community members require assistance to be informed on City events and recreation programs.
- There is no streamlined way for the community to give feedback to the City on how accessible their services and spaces are.
- There is no accurate map of where bus stops are.
- There are no ASL translators working at the City.

Citizen Survey

- None identified to date

Accessibility Feedback Form

- City of Penticton website not accessible and difficult to navigate

Physical

Visioning Exercise

- Community member need to ask for help to access certain spaces.
- Sidewalks are not always cleared during the winter, limiting all-season accessibility.
- Beaches are not wheelchair/mobility accessible.
- Dog parks are not accessible and mobility-friendly.
- Machines that clean the beaches are not able to go over ramps.

Citizen Survey

- None identified to date

Accessibility Feedback Form

- No secure drop off spots at City events
- Limited access to Skaha Lake

- No wheelchair, scooter or walker access to the water at Okanagan or Skaha parks
- Accessibility safe foods in vending machines

Technology

Visioning Exercise

- The City of Penticton website does not have accessibility features.

Citizen Survey

- None identified to date

Accessibility Feedback Form

- None identified to date

Policy and Practice

Visioning Exercise

- There are limited part-time job opportunities for staff.
- There is no mandatory training for City staff about disabilities and accessibility.
- Recreation programs are not offered at a cost which is aligned with Persons with Disabilities Assistance and Income Assistance.
- Accessibility lens is not embedded in policies and practices.
- Accessibility features are not tested and validated by people with accessibility needs.
- Developers and builders do not have enough incentives to build accessible spaces.

Citizen Survey

- None identified to date

Accessibility Feedback Form

- Staff are not trained to handle accessibility-based complaints and requests

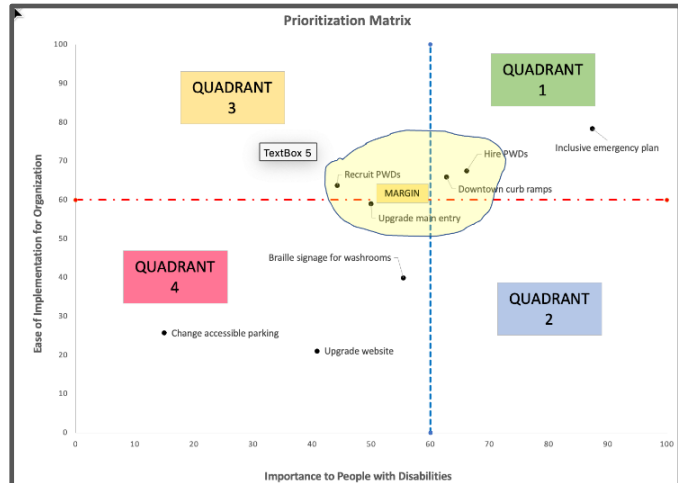
The City of Penticton's Accessibility Plan 2023-2026

Priorities

The Accessibility Taskforce first reviewed and rated each item on a scale of 1-100 according to its importance to community members, as determined by ... (task force or staff) with accessibility needs in Penticton: 1 being low importance and 100 being high importance. Importance could be assessed based on meaningful preparation for an enhanced plan, the level of impact to the community and the degree of priority.

These same items then went through an internal departmental review. These items were rated on a scale of 1-100 according to its ease of implementation or feasibility: 1 being very easy to implement the action and 100 being very difficult to implement. Ease of implementation could involve financial costs, human resources availability, and time to complete. The same number can be used more than once if certain items are deemed to have the same level of feasibility by the staff.

Each item was then plotted on a matrix based on the numbers provided by the Accessibility Taskforce and the City of Penticton staff. This matrix will included 4 quadrants and one margin:



- Quadrant 1 identified the items which were rated as high importance to the committee members of the Accessibility taskforce and the items which were rated with the highest ease of implementation for the City of Penticton.
- Quadrant 2 will identified items which were rated as high importance but difficult to implement. These items may create opportunities for innovation.
- Quadrant 3 will identified items which were rated as low importance but high ease of implementation. These may be items to target at a later stage in the plan.
- Quadrant 4 will identified items which were rated as both low important and low ease of implementation. It will be important to review whether these items impact certain groups disproportionately.
- The margin will identify actions which are just below certain cut-off and therefore should be reviewed.

Priority Level	Action	Importance	Feasibility	
<i>Essential Priority</i> High Importance & High Feasibility	1	Require accessibility training for staff	89.0	85.6
	2	Create an accessibility policy to protect and assist staff	86.8	83.8
	3	Examine the City of Penticton website for accessibility and summarize findings	89.8	76.4
	4	Offer live closed captioning during City meetings	94.0	70.0
	5	Create an advisory list to consult for City projects for accessibility	79.6	77.1
	6	Ensure accessibility features are piloted with people with disabilities	90.0	63.8
	7	Examine bus stops for accessibility and summarize findings	87.6	66.7
	8	Examine progress reporting mechanisms both internally and externally	76.4	74.3
<i>Significant Priority</i>	9	Create an accessible notification system for emergencies	91.2	57.9

High Importance & Medium Feasibility	10	Create accessibility policies for City projects	85.2	61.7
	11	Advocate with BC Transit for accessible buses	75.6	70.7
	12	Geo-map accessibility barriers in Penticton	78.2	66.7
	13	Undertake a public education campaign about accessibility and disabilities	87.4	56.4
	14	Examine City services for accessibility alternatives and summarize findings	80.4	63.3
	15	Examine the City of Penticton's spaces for accessibility and summarize findings	83.6	58.8
	16	Hire people with disabilities	83.4	58.3
<i>Moderate Priority</i>	17	Install wayfinding in City buildings	73.4	61.9
	18	Examine bike lanes for accessibility and summarize findings	68.2	65.0
Medium Importance & Medium Feasibility	19	Meaningfully engage with residents with disabilities on a continuous basis	72.6	58.6
	20	Create an Accessible Independent Resident Policy	67.2	55.6

The High Level Accessibility Plan

An accessibility plan provides a framework and guiding actions to follow in order to identify, remove and prevent barriers to accessibility for all community members and visitors. The City of Penticton created its accessibility plan in consultation with the Accessibility Taskforce. Highlighted in this document is a high-level overview of the plan. The detailed plan can be found in Appendix A.

Employment and Staff

Action	Details	Priority Level	Identified Barriers
Offer accessibility training for staff.	Education about disabilities, accessibility needs and adaptation and barriers to accessibility.	Essential	Policy and Practice
Hire people with disabilities.	Including ensuring that hiring policies are effective for people with disabilities.	Significant	Policy and Practice / Attitudinal and Social
Create an accessibility policy to protect and assist staff.	Including ensuring that current policies are not causing harm and creating biases in staff against staff with disabilities.	Essential	Policy and Practice

Delivery of Services

Action	Details	Priority Level	Identified Barriers
Examine the City of Penticton Website for accessibility and summarize findings.	Accessibility audit.	Essential	Information and Communication / Technology
Advocate with BC Transit for accessible buses.	Communicate the findings of accessibility engagements to BC Transit.	Significant	Physical / Architectural and Structural
Examine City services for accessibility alternatives and summarize findings.	Accessibility audit.	Significant	Policy and Practice
Create accessibility policies for City projects.	The intent is to eliminate the identified barrier of having accessibility integrated into projects as an afterthought and not throughout.	Significant	Policy and Practice / Attitudinal and Social
Create an Accessible Independent Resident Policy.	The intent is to ensure that community members are able to use all city services independently and with dignity.	Moderate	Policy and Practice / Physical

Built Environment

Action	Details	Priority Level	Identified Barriers
Examine the City of Penticton's spaces accessibility and summarize findings.	Accessibility audit. This may include buildings, parks, beaches, roads, sidewalks, dog parks, etc.	Significant	Architectural and Structural / Physical
Install wayfinding in City buildings.	This is the use of signage, colour and design elements to help occupants navigate a space.	Moderate	Architectural and Structural
Examine bike lane for accessibility and summarize findings.	Accessibility audit.	Moderate	Architectural and Structural / Physical
Examine bus stops for accessibility and summarize findings.	Accessibility audit.	Essential	Architectural and Structural / Physical
Ensure accessibility features are piloted with people with disabilities.	This is to ensure that features in the community are truly effective and serve their purpose.	Essential	Policy and Practice

Information and Communication

Action	Details	Priority Level	Identified Barriers
Examine progress reporting mechanisms both internally and externally.	This is to ensure that both community members and internal staff are kept up to date on the items of the Accessibility Plan.	Essential	Information and Communication
Create an advisory list to consult for City projects for accessibility review.	This list will consist of community-based individuals who have lived experience with disability and accessibility needs which will be available to internal staff.	Essential	Information and Communication
Meaningfully engage with residents with disabilities on a continuous basis.	The legislatively mandated Feedback Mechanism will play a role in this, but this is about keeping a broader line of communication between the City and its' residents with accessibility needs.	Moderate	Information and Communication
Geo-map accessibility barriers in Penticton.	This would be similar to the CommuniTREE Plan Map, where residents can pinpoint places in Penticton that are accessible and not-accessible.	Significant	Information and Communication / Technology
Create an accessible notification system for emergencies.	Looking at where we can bolster our notification systems for people with different kinds of disabilities.	Significant	Information and Communication / Technology
Undertake a public education campaign about accessibility and disabilities.	Meant to remove biases and attitudinal barriers within the community.	Significant	Information and Communication / Attitudinal and Social
Offer live closed captioning during City meetings.	Both online on Zoom and on the TV's in the council chambers.	Essential	Information and Communication / Technology

Feedback Mechanism

How to give us feedback

- Website
- Geomapping?

How the feedback will be integrated into the plan

- Living Document

Monitoring and Evaluation

Monitoring

A monitoring report will be produced on an annual basis and be delivered at the first accessibility committee meeting of the fiscal year.

Evaluating

The organization will conduct a review and evaluation of the accessibility plan every three years from adoption (Sept. 2026). This plan will be made public on our website.

Committee moving forward

The recommendation of the Taskforce is... quarterly standing committee/ working group. OR age friendly / accessibility committee. (Council committee or not Council committee)

Conclusion

- Next steps

Appendices

- Appendix A: The Detailed Plan
- Appendix B: Penticton Resources for Accessibility and Disability Supports
- Appendix C: Groups