

Accessibility Public Feedback Group: Meeting notes from April 29, 2026 (5:30pm at the Bernice Sayese Centre)

Main topic of focus: City-owned Building Accessibility

- General feedback that buildings are accessible.
- Priority not always given to clearing snow from disabled spots in parking lots – so accessibility of building is irrelevant if people cannot get into it.
- Challenges associated with Community Centres which are not

as accessible as other City-owned buildings.

Other Discussion Points

1. Governance & Accountability

Define ownership and reporting to enable execution of the Accessibility Plan.

- The City has established a cross-departmental working group to drive internal ownership.
- Create plain language terms of reference for the Accessibility Public Feedback Group.

- Clarify what progress can be made easily vs those that are more challenging/costly.

2. Accessibility & Mobility

Prioritize infrastructure fixes and inclusive access to services.

- High impact sidewalks, bus stops, and cross walk upgrades using federal transit/active transportation grants.
- Standardize audible crosswalk technology and expand captions/sign language access to meetings and at counters.

- Enforce snow-clearing along side walks with contractor backfill and billing.

3. Parking & Enforcement Strategy

Separate equity from revenue and align technology with policy.

- Expand and mark disabled parking with simple ticket-cancellation for valid tags.
- Retain paid parking on busiest blocks while making surrounding areas free to protect turnover without penalizing workers and shoppers.

- Enable time-limited free parking if automated plate scanning reliably enforces rules.

4. Engagement & Communication

Meet people where they are and reduce barriers.

- Use multi-channel communication with at least two-weeks notice for meetings and non-digital pathways for participation.
- Accept audio submissions and improve Search Engine Optimization so bylaws and

service information surface in voice/AI searches.

- Test meeting times/locations and hold July's session at Alfred Jenkins for on-site universal design validation.

Actions/Follow Up Items:

- City to consider minute with Mayor focused on accessibility and advertising next public feedback meeting.
- City to explore Daily Herald column to draw attention to next meeting.
- Advertise meeting on billboard.

- Use posters in senior centres and specifically ask residents to let people know who might otherwise not be able to access communications.
- Explore IPAD at City Hall for closed captioning at front desk.
- Google Voice activation on website?
- Next meeting – BBQ at Alfred Jenkins Field House in July.