



AGENDA
ADVISORY COMMITTEE ON ACCESSIBILITY AND INCLUSIVENESS

Wednesday, July 9, 2025, 4:00 p.m. - 6:00 p.m.

Boardroom, Service and Resource Centre

411 Dunsmuir Street, Nanaimo, BC

	Pages
1. CALL THE MEETING TO ORDER:	
[Note: This meeting will be live streamed and video recorded for the public.]	
2. INTRODUCTION OF LATE ITEMS:	
3. ADOPTION OF AGENDA:	
4. ADOPTION OF MINUTES:	
a. <u>Minutes</u>	3 - 8
Minutes of the Advisory Committee on Accessibility and Inclusiveness Meeting held in the Boardroom, Service and Resource Centre, 411 Dunsmuir Street, Nanaimo, BC on Wednesday, 2025-MAY-14, at 4:02 p.m.	
5. CHAIR'S REPORT:	
a. <u>Welcome to New Member and Roundtable Introductions</u>	
To be introduced by Councillor Eastmure.	
6. COUNCIL COMMUNICATIONS:	
7. PRESENTATIONS:	
a. <u>Woodgrove Area Plan</u>	9 - 12
To be introduced by Kasia Biegun, Planner, Community Development.	
b. <u>Accessibility and Transit</u>	13 - 17
To be introduced by Jamie Rose, Manager, Transportation, and Darren Marshall, Senior Manager, Transportation Services, Regional District of Nanaimo.	
c. <u>Downtown Transit Exchange</u>	18 - 22

To be introduced by Phil Stewart, Manager, Engineering Projects.

8. REPORTS:

9. OTHER BUSINESS:

- a. Update re: National Disability Employment Awareness Month

To be introduced by Sean Enns, At Large Member.

10. ADJOURNMENT:



MINUTES

ADVISORY COMMITTEE ON ACCESSIBILITY AND INCLUSIVENESS MEETING

Wednesday, May 14, 2025, 4:02 P.M.
Boardroom, Service and Resource Centre
411 Dunsmuir Street, Nanaimo, BC

Present: Councillor H. Eastmure, Chair
R. Harlow, At Large Member
T. Hirasawa, At Large Member
B. Kinrade, At Large Member* (disconnected at 5:32 p.m.)
J. Maffin, At Large Member*
S. Pump, At Large Member*
A. Stuart, At Large Member
N. Sugiyama, At Large Member

Absent: Councillor S. Armstrong
T. Brzovic, At Large Member
L. Derksen, At Large Member
S. Enns, At Large Member

Staff: A. Breen, Manager, Culture and Special Events
D. Burgos, Manager, Corporate Communications Community
Relation
L. Clarkson, Manager, Recreation Services
D. Johnston, Manager, Recreation Services
J. Rose, Manager, Transportation
N. Vracar, Deputy Corporate Officer
L. Young, Zoom Moderator
K. Lundgren, Recording Secretary

1. CALL THE MEETING TO ORDER:

The Advisory Committee on Accessibility and Inclusiveness (ACAI) Meeting was called to order at 4:02 p.m.

Councillor Eastmure recognized that 2025-MAY-15 is Moose Hide Campaign Day where Canadians are called to join together to take a stand against violence towards women and children.

* Denotes electronic meeting participation as authorized by "Council Procedure Bylaw 2018 No. 7272"

2. ADOPTION OF AGENDA:

It was moved and seconded that the agenda be adopted. The motion carried unanimously.

3. ADOPTION OF MINUTES:

It was moved and seconded that the minutes from the Advisory Committee on Accessibility and Inclusiveness Meeting held in the Boardroom, Service and Resource Centre, 411 Dunsmuir Street, Nanaimo, BC, on 2025-MAR-12, at 4:00 p.m., be adopted. The motion carried unanimously.

4. COUNCIL COMMUNICATIONS:

(a) Westwood Lake Park Accessible Wayfinding Signage

Nikolina Vracar, Deputy Corporate Officer, advised the Committee that during the 2025-APR-07 Regular Council Meeting, Council adopted the following motion:

"That Council endorse blue as the colour palette for Westwood Lake Park wayfinding and signage as part of the Westwood Lake Park Amenity Improvements project."

5. PRESENTATIONS:

(a) Integrated Action Plan Recreation - Mini-Workshop

Damon Johnston, Manager, Recreation Services, introduced the workshop and requested the Committee's input on identifying barriers to participating in City of Nanaimo (the City) recreation and culture programs and potential ways to reduce those barriers.

Committee discussion took place. Highlights included:

- Physical disabilities often require adaptive recreation equipment, and the access, maintenance, storage of this equipment is a barrier
- The kitchens for cooking programs are often too small to accommodate more than one or two people with disabilities
- Paperwork and reading materials can be challenging for those with literacy difficulties, brain injuries or neurodiversity
- Encouraged the use of colourful graphics, succinct messages and the use of social media to promote recreation events
- Encouraged more drop-in programs to reduce registration barriers
- Importance for children to see themselves represented, and encouraged offering more accessible programs for youth

- Suggestions for low sensory areas/times to accommodate those with sensory-related barriers to escape when echoes, noise or music is too overwhelming
- Offering services that can help facilitate preparing children to participate in the programs (e.g. a private instructor to work with children so they are ready for group swimming lessons)
- Challenges with the universal changeroom at the pool as the height of the change table is not adjustable, and there is difficulty fitting a wheelchair in the space
- Camp Sunsation and Camp Integration summer programs' staff's skills/training could be utilized to provide services throughout the year
- Partnering with Vancouver Island University students who want experience working with people with disabilities
- Concerns that the registration paperwork for Camp Sunsation is still being sent by mail
- Suggestion to partner with Nanaimo Pride Society to offer a Pride swimming event during Pride Month to provide a more welcoming environment at the pool
- Consideration for equipment/partnerships to offer TrailRiders (wheelchairs designed for remote/uneven trails) for trail accessibility
- Consideration for tactile trails for people with vision loss or programming to help new hikers explore trails with adaptive guides

Adrienne Breen, Manager, Culture and Special Events, continued the presentation and requested input from the Committee on ways to make City recreation and culture facilities more inclusive and welcoming.

Committee discussion took place. Highlights included:

- While lobbies of City recreation facilities are often used as warming/cooling spaces, those spaces are not seen as welcoming to the vulnerable population, with the exception of the Senior Centre at Bowen Park which offers soft seating, carpet, and activities
- Challenges with accessible parking at Maffeo Sutton Park during special events
- Individuals are often unaware of options available to them, and it would be beneficial to have a central point of contact that has knowledge/experience with adaptive recreation
- Representation of adaptive equipment in the Activity Guide images so individuals can better see what is available

- Considerations around language translation capabilities for new families to Canada
- Displaying symbols of inclusive spaces such as the Pride Flag, Indigenous artwork, and pronouns on name tags

A. Breen, Manager, Culture and Special Events, continued the presentation. Highlights included:

- Information gathered will be shared with City staff and could be incorporated into the next fall or winter programming guide
- For facilities, if budget is required, items may be added to the 2026 budget planning cycle
- Staff intend to track changes and report back to the Committee at a future meeting

(b) Update re: Transportation 2025 Workplan

Jamie Rose, Manager, Transportation, provided an update on the Transportation 2025 Workplan, and spoke regarding projects that are in the early planning stages, ongoing and upcoming.

Committee and Staff discussion took place regarding the accessibility features that are regularly included in transportation projects such as dedicated sidewalks, Tactile Warning Surfaces Indicators (TWSIs), and touch-free crosswalk buttons.

7. **REPORTS:**

(a) Pedestrian Infrastructure Upgrade Priorities

J. Rose, Manager, Transportation, provided an on-screen presentation, included in the agenda package. Highlights included:

- The City allocates \$300,000 each year towards pedestrian mobility and safety projects throughout the City
- An overview of the following recommended projects for the pedestrian unallocated funding:
 - Townsite Road at St. Patrick Crescent
 - Wallace Street at Franklyn Street
 - Portsmouth Road at Applecross Road
 - Waddington Road at Duffering Crescent
 - Mary Ellen Drive at Dover Road

Committee and Staff discussion took place. Highlights included:

- The need for accessible parking for the office building at 256 Wallace Street
- Accessibility considerations around construction sites
- Considerations for the type of fencing used around constructions sites as some can cause hazards

B. Kinrade disconnected from the meeting at 5:32 p.m.

- Support for the recommended project at Portsmouth Road at Applecross Road considering the Harvest Church, bus stop and pedestrian traffic in the area

8. OTHER BUSINESS:

(a) National AccessAbility Week

Dale Burgos, Manager, Corporate Communications and Community Relation, spoke regarding National Accessibility Week and advised that the City's draft News Release mentions the Committee's work.

Committee discussion took place regarding the Disability Pride Flag.

(b) Verbal Update re: City Statement on Accessibility, Equity and Inclusion

D. Burgos, Manager, Corporate Communications and Community Relation, presented the City's statement on Accessibility, Equity and Inclusion which was revised based on feedback received at the 2025-JAN-08 ACAI Meeting. The City is actively working on improving its accessibility on the website homepage including adding icons, alternative text on all images, and an accessibility feedback tool on the web pages.

(c) Request for a Presentation by the City of Nanaimo and Regional District of Nanaimo regarding Accessibility at Transit Stops

Richard Harlow, Member, ACAI, spoke regarding barriers experienced at bus stops throughout the City.

Committee and Staff discussion took place regarding the potential to have a discussion with Regional District of Nanaimo staff regarding transit stops at a future Committee meeting. Staff noted that they would undertake follow up

(c) Verbal Update re: Committee Member Recruitment

N. Vracar, Deputy Corporate Officer, advised that Sahara Roden has resigned from their position on the Committee, and the City has commenced the recruitment process to fill the vacant position.

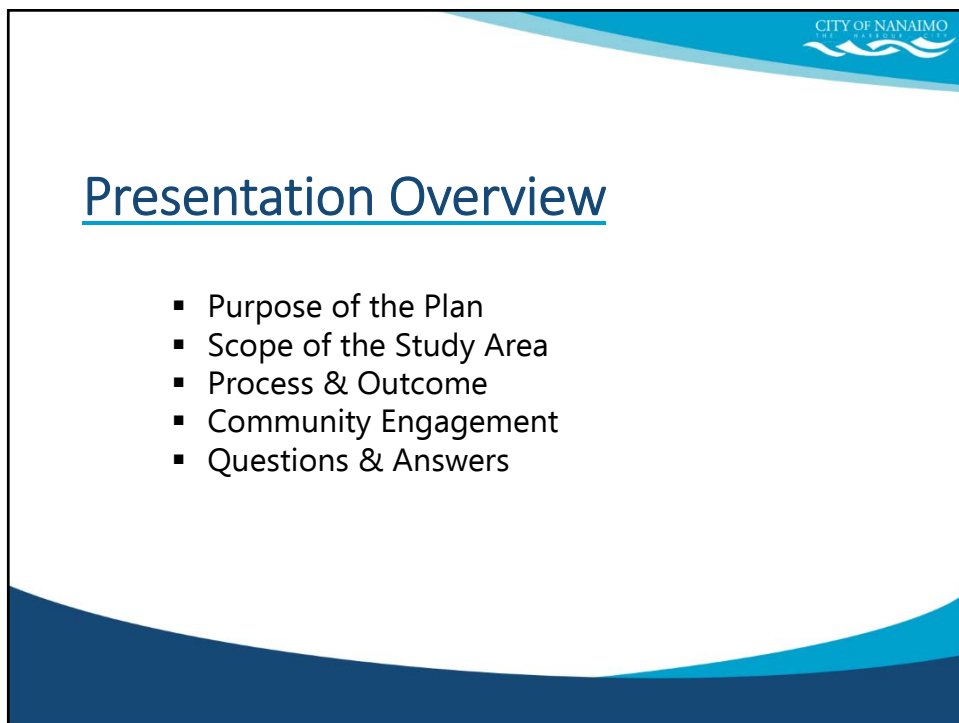
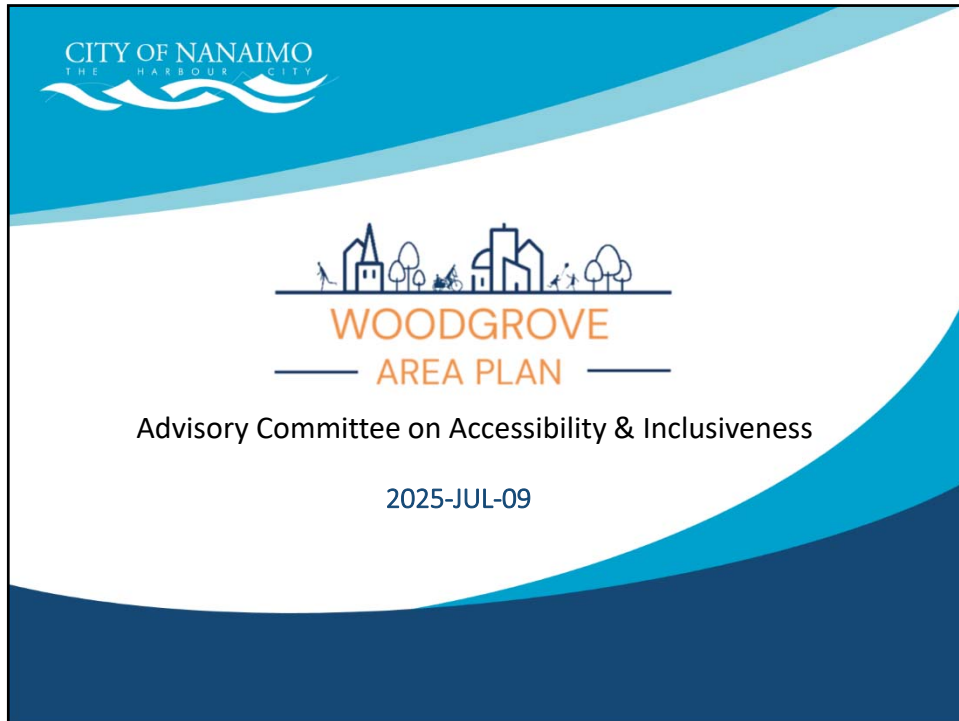
9. ADJOURNMENT:

It was moved and seconded at 5:55 p.m. that the meeting adjourn. The motion carried unanimously.

CHAIR

CERTIFIED CORRECT:

DEPUTY CORPORATE OFFICER



Purpose Woodgrove Area Plan

1. Refine vision for Woodgrove Urban Centre
2. Refine amenity needs
3. Identify implication of growth on transportation & infrastructure network
4. Identify policy, actions and monitoring to realize the community's vision

Study Area



Process & Outcome



Community Engagement

Phase 2 | Community Engagement Now Open

- Seeking feedback on growth scenarios
- Survey available at:
getinvolvednanaimo.ca/Woodgrove
- Survey will be open until July 16, 2025

Thank you!

Questions & Answers



ACCESSIBILITY AND TRANSIT

ACAI – July 9, 2025

1



Accessible Transit - City

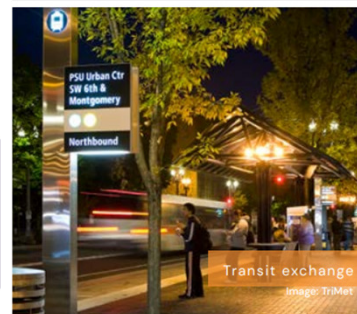
- City is responsible for providing access to and from Transit Stops
- City has also provided educational material to introduce new forms of infrastructure

Education example – tutorial video

In anticipation of opening its first two-way protected bicycle lane, the City of Nanaimo developed a "Floating Bus Stop Tutorial". This 3-minute video reviews the rules of the road for each type of mode in order to increase community understanding of this new type of infrastructure.



Multi-modal streets



Transit exchange

Image: TriMet

2

Monitoring and Improving

- Staff have worked in the past with ACAI members to review and enhance Transit Stops to meet the needs of the community

Site Visit April 5



3

Moving Forward

- Ways to enhance the experience

Figure 59: Tactile Layout Map Sign Prototype



Types of Tactile Delineators

There are a range of different types of tactile delineators that can be used for a range of purposes and which are referenced throughout this Design Guide. Tactile warning surface indicator (TWSI) is the umbrella term for the different types of standardized tactile surface carefully designed to help people with sight loss independently and safely navigate the pedestrian realm. The different types of TWSIs must be reliably detectable with a white cane and/or underfoot, discriminate from each other, and traversable by people using mobility devices. TWSIs are recommended by the CSA as the standardized detectable warning surface treatment. The CSA Accessible Design for the Built Environment provides detailed guidance on TWSI construction and placement. TWSIs should have a visual contrast of 30% from the pavement (white is typically used). They are most effective when placed adjacent to smooth pavement so that the difference is easily detected.

TransLink has conducted research on the use of TWSIs at bus stops in Metro Vancouver to share information on best practices for the use of TWSIs and achieve a more consistent approach to TWSIs in Metro Vancouver. The various applications of tactile delineators are summarized below:

Tactile Attention Indicator: Also referred to as a Detectable Warning Surface (DWS), a Tactile Attention Indicator (TAI) is a standardized tactile surface comprising a grid of truncated domes that alert people of an impending change in elevation, conflicts with other transportation modes, and/or other potential hazards. Tactile Attention Indicators are not to be used to provide alignment or guidance information.



Tactile Directional Indicator: A Tactile Directional Indicator (TDI) is a surface of parallel raised elongated bars with flat tops, typically oriented parallel to the path of travel. These are typically installed for wayfinding guidance along an unobstructed path. They are intended to be used underfoot and should not be used for edge delineation. Tactile directional indicators can also be used as a system for wayfinding with the use of Tactile Attention Indicators to indicate decision points.



Figure 20: Examples of Various Types of Tactile Delineators



Tactile Directional Indicator Mat: TransLink and BC Transfer provide guidance for the use of a Tactile Directional Indicator Mat to be used at the front door of where a bus will stop. The parallel raised board bar should be oriented perpendicular to the path of travel.



Tactile Warning Delineator: A Tactile Warning Delineator (TWD) is a rectangular shaped delineator that can be used as a detectable edge between a sidewalk and bicycle lane at the same height. There is currently limited research on the use of TWSIs and they are an emerging treatment that transportation professionals may consider.



Source: Benay Benayon

4

Transportation Services - Accessibility



Darren Marshall – June 2025



5

Context & Importance

- Why Accessibility Matters
- Customer Service Focus
- Strategic Alignment



6

Training Framework

- Core Materials:
 - Wheelchairs and Scooters
 - Boarding Procedures
 - Cross-Training & Signoffs:



www.rdn.bc.ca

7

Policy & Incident Response

- Incident Reporting
- Management Integration



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8

Continuous Improvement

- Feedback Loops
- Organizational Commitment
- Leadership Engagement



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9

Questions?

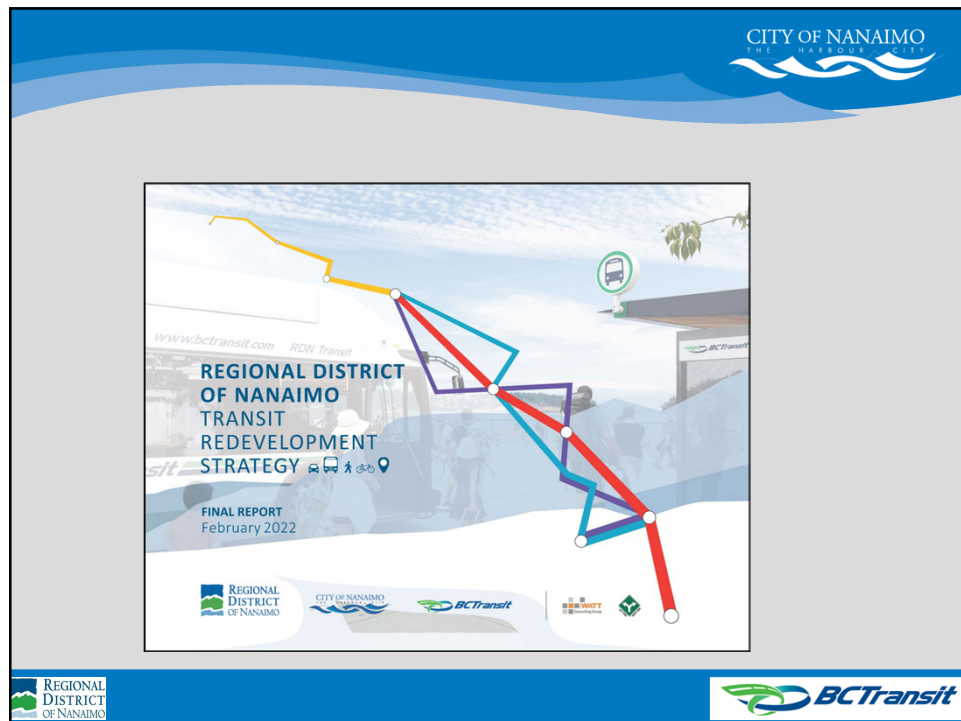


REGIONAL
DISTRICT
OF NANAIMO

10





1



2

CITY OF NANAIMO
THE HARBOUR CITY

➤ 960 Surveys Completed
➤ 177 People at the Public Event

TOP DESIRED AMENITIES FOR TRANSIT EXCHANGE

- 1 LIGHTING AND VISIBILITY
- 2 CLEARLY MARKED PEDESTRIAN CROSSINGS
- 3 STREET TREES AND GREENERY
- 4 REAL-TIME BUS ARRIVAL INFORMATION

REGIONAL DISTRICT OF NANAIMO

BC Transit

3

CITY OF NANAIMO
THE HARBOUR CITY



DESIGN COMMERCIAL FUTURE PHASE 3

ONE COMMERCIAL REDEVELOPMENT

FUTURE JEAN BURNS REDEVELOPMENT

LEVEL WALKWAY FROM VICTORIA CRESCENT TO EXCHANGE

REPLACEMENT CHINA STEPS DESIGN TO BE COORDINATED WITH NANAIMO CHINESE CULTURAL SOCIETY

DESIGN COMMERCIAL FUTURE PHASE 1B

TERMINAL PEDESTRIAN CROSSING LIGHT TO BE USED TO STOP TRAFFIC FOR BUS EXIT PRE-EMPTION

TERMINAL AVENUE UPGRADES PHASE 1

PASSENGER PICKUP BAY

NORTHBOUND RAPID BUS DROP OFF / PICK UP

PASSENGER DROP OFF BAY

SOUTHBOUND RAPID BUS DROP OFF / PICK UP

PEDESTRIAN CROSSING

PASSENGER PICKUP BAYS

PRIVATE PARKING FOR SHAW LANE ADDRESSES

PRE-EMPTION SIGNALS FOR BUS EXCHANGE EXIT

2 GENDER NEUTRAL ACCESSIBLE PUBLIC BATHROOM

NEW STAIRS

MOBILITY RAMP TO LOIS LANE

REGIONAL DISTRICT OF NANAIMO

BC Transit

4



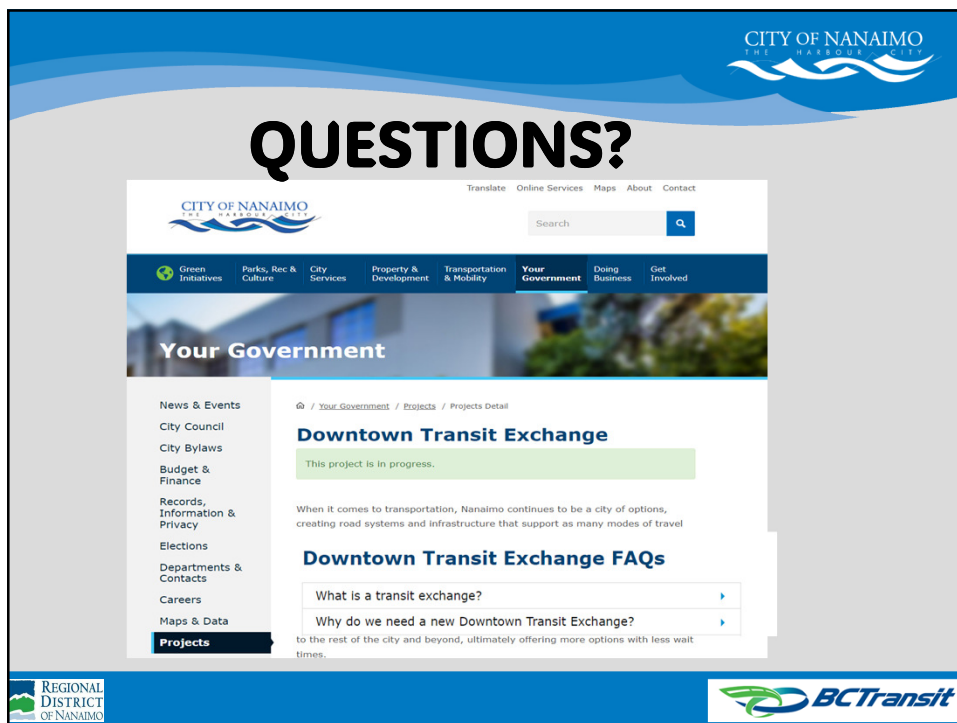
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