

Accessibility Survey, City of Victoria

March 2017



WELCOME AND BACKGROUND

This survey should take you about 15 minutes to complete.

Thank you for taking the time to complete this voluntary survey that has been created by the Accessibility Working Group at the City of Victoria. This City Council working group created in 2015, was brought together to consider the needs of persons with a diverse range of disabilities including, but not limited to, physical, sensory, developmental, learning and mental health challenges. The AWG aims to recommend solutions which best meet the "wants" of all without compromising the "needs" of any.

Who Should Complete this Survey?

If you are a person with a disability, and live in or visit the City of Victoria, you are invited to complete this survey. The aim of the survey is to determine the accessibility barriers persons with disabilities face when travelling, shopping, working, living, and playing in the City of Victoria.

The Accessibility Working Group (AWG) defines a disability as: a physical, sensory, developmental or mental condition or a health problem that significantly restricts the performance of one or more of a person's daily life activities for a period longer than six months, on a recurring or intermittent basis. The AWG recognizes that accessibility challenges do not stop at municipal boundaries, but for the purposes of this survey, the AWG would like to hear about your experiences within the city.

If you are assisting an individual with a disability to complete this survey, please indicate the answers of the person you are assisting.

Privacy Information and Considerations:

*Please do not provide your name and address or any other personal information that identifies yourself or other individuals. Personal information that is submitted will be treated as though the City has received your consent to disclose it to the Mayor and Council, appropriate staff and the public. If you require further information about this survey, **please contact eng@victoria.ca.***

The City of Victoria provides the option to email the Engineering Department regarding issues you face with regard to your disability(ies). If you chose this option, the City will be collecting your email and IP address. The City's legislated authority to collect this personal information are sections 26(c) and 26(e) of the Freedom of Information and Protection of Privacy Act. The personal information will be used for no other purpose than to respond to your email, if you request a response. For further information regarding the collection of your personal information, please contact staff in the Engineering Department responsible for this initiative at engineering@victoria.ca

Please begin the survey!

DEMOGRAPHICS

The survey allows you to describe specific barriers you encounter due to your disability(ies). This is valuable information for the City to know, but does not require you to identify yourself. Therefore, please do not provide your name and address or any other personal information that identifies yourself or other individuals. Personal information that is submitted will be treated as though the City has received your consent to disclose it to the Mayor and Council, appropriate staff and the public. If you require further information about this survey, please contact eng@victoria.ca.

Which of the following describes you?

- I have a disability.
- I represent a friend or family member who has a disability.
- I am a paid caregiver for someone with a disability.

Please indicate your age group/the age of the person you are assisting to complete the survey.

- 18 or younger
- 19-35
- 36-55
- 56-74
- 75 and older

Which of the following functions are affected by your disability/the disability of the person you are assisting? Please check all that apply.

- Mobility
- Dexterity
- Energy/Endurance
- Seeing
- Hearing
- Speaking
- Mental Health
- Memory
- Understanding
- Learning
- Breathing
- Other (please specify)

BARRIERS

Accessibility is a general term used to describe the degree of ease that something (e.g. device, service, environment) can be used and enjoyed by persons with a disability. A barrier is

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. Barriers may include physical, architectural and attitudinal barriers as well as information or communications barriers, technological barriers, or a policy, procedure or practice.

What are the accessibility barriers you face in the City of Victoria? Check all that apply.

- 1. Inadequate HandiDart service
- 2. Inadequate number of wheelchair accessible bus stops
- 3. Unable to flag my bus at a bus stop
- 4. Unable to get on or off the bus safely
- 5. Unable to know when I have arrived at my destination on the bus
- 6. Inadequate number of accessible parking spaces
- 7. Inadequate audible pedestrian signals
- 8. Stairs
- 9. Problems with curb cuts
- 10. Obstacles on the sidewalks
- 11. Poor condition of sidewalks
- 12. Inadequate number of accessible public restrooms
- 13. Accessing the entrance to shops or businesses
- 14. Visiting shops or businesses due to the presence of allergens
- 15. Attending City facilities due to the presence of allergens
- 16. Participating in City run recreation programs

Please provide details of each of the accessibility barriers you face using the numbers assigned to each potential barrier.

Which of the following activities present accessibility barriers when attempting to participate in civic life or interact with the City of Victoria? Check all that apply.

- 1. Voting
- 2. Attending Council or Committee of the Whole meetings
- 3. Paying bills or doing other business at City Hall
- 4. Using City on-line services
- 5. Participating in public consultations
- 6. Communicating in-person with City customer service employees

Please provide details of each of the accessibility issues you face using the numbers assigned to each:

PLACES IN THE CITY OF VICTORIA

The following is a list of City owned/run facilities/amenities which are open to the public. Check the box which applies to you after each facility/amenity listed.

Parks, playgrounds & public spaces:

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Give specific locations and barriers you face:

Outdoor sports facilities (such as sports fields, tennis courts)

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Give specific locations and barriers you face:

Beaches

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Give specific locations and barriers you face:

Inner Harbour

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Give specific locations and barriers you face:

Free events such as concerts and festivals

- Able to attend and enjoy
- Choose not to attend
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Give specific locations and barriers you face:

Greater Victoria Public Library

- Able to visit and enjoy
- Choose not to visit

- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Details?

City Hall

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Details?

Crystal Pool and Fitness Centre

- Able to visit
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Details?:

Community centres and seniors centres

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Give specific locations and barriers you face:

McPherson and Royal Theatres

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Details?:

Save on Foods Memorial Arena

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Details?:

Royal Athletic Park

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Details?:

Victoria Conference Centre

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Details?:

Crystal Garden

- Able to visit and enjoy
- Choose not to visit
- Want to visit and enjoy but unable to do so because of an accessibility barrier.

Details?:

ACCESSING INFORMATION

What type or types of information about accessibility in the City of Victoria would you like to receive?

How would this information be best shared with you?

- Newspaper
 - City Website
 - Electronic Newsletter
 - Via an App
 - On Facebook
 - With your Utility Bill
 - Through an electronic notice from a disability organization I subscribe to (please give name of organization)
-

Have you ever raised an accessibility issue with the City of Victoria?

- Yes
- No

If yes, how would you rate your experience?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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Thank you for your time and your input!

If you would like to raise an accessibility issue with the City of Victoria that has not been reflected in this survey, please email eng@victoria.ca. Your comments will be shared with the Accessibility Working Group. Please note that if you email specific concerns, your email will be a part of the public record and not anonymous.

