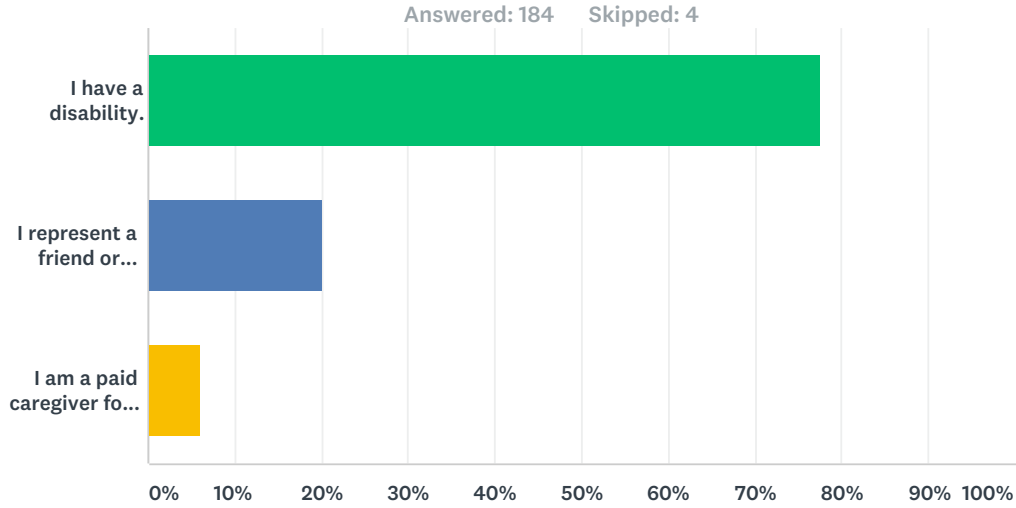
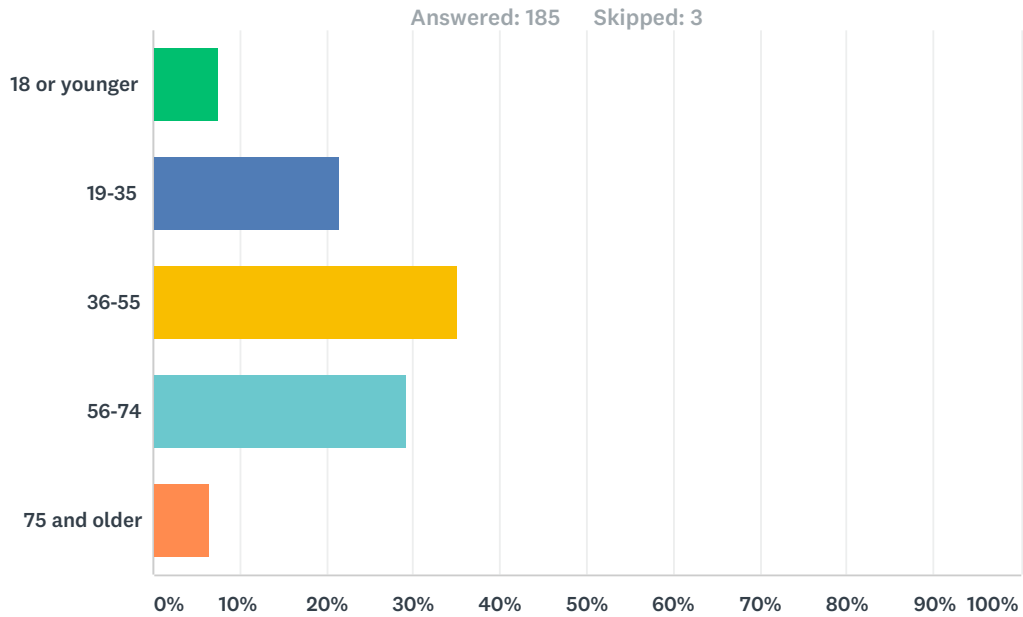


Q1 Which of the following describes you?



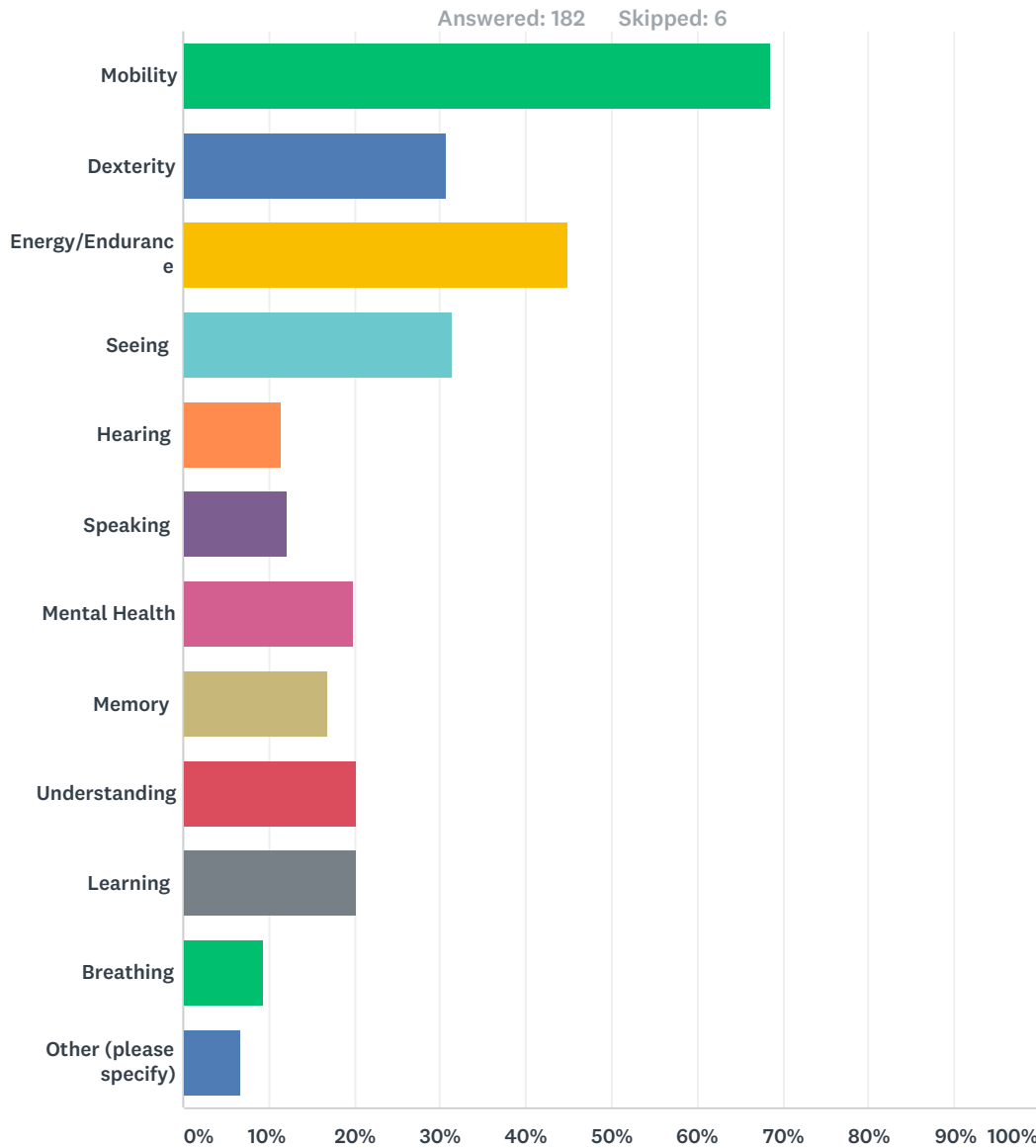
| Answer Choices | Responses | |
|---|-----------|-----|
| I have a disability. | 77.72% | 143 |
| I represent a friend or family member who has a disability. | 20.11% | 37 |
| I am a paid caregiver for someone with a disability. | 5.98% | 11 |
| Total Respondents: 184 | | |

Q2 Please indicate your age group/the age of the person you are assisting to complete the survey.



| Answer Choices | Responses | Count |
|----------------|-----------|------------|
| 18 or younger | 7.57% | 14 |
| 19-35 | 21.62% | 40 |
| 36-55 | 35.14% | 65 |
| 56-74 | 29.19% | 54 |
| 75 and older | 6.49% | 12 |
| TOTAL | | 185 |

Q3 Which of the following functions are affected by your disability/the disability of the person you are assisting? Please check all that apply.

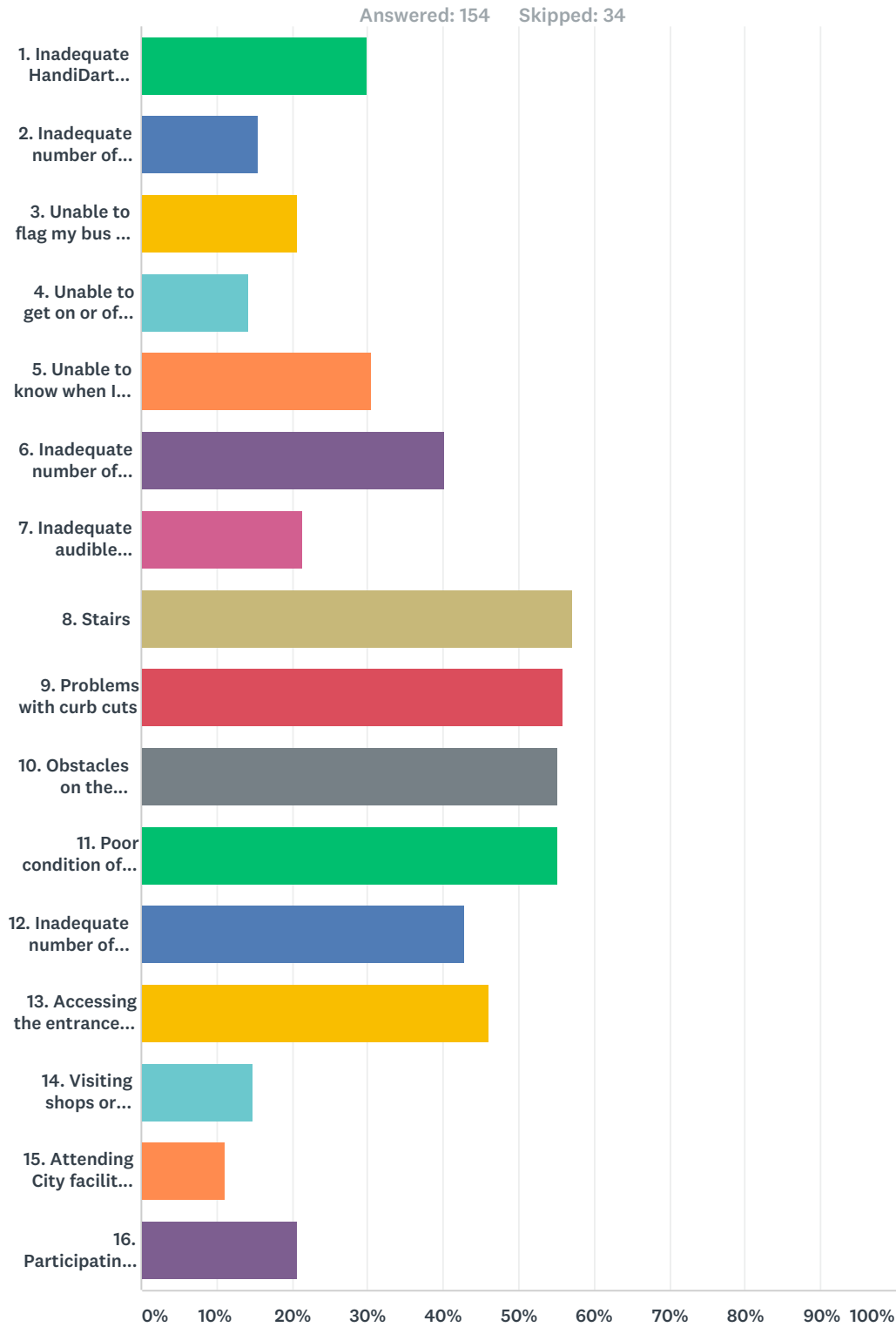


| Answer Choices | Responses |
|------------------|------------|
| Mobility | 68.68% 125 |
| Dexterity | 30.77% 56 |
| Energy/Endurance | 45.05% 82 |
| Seeing | 31.32% 57 |
| Hearing | 11.54% 21 |
| Speaking | 12.09% 22 |
| Mental Health | 19.78% 36 |

Accessibility Survey

| | | |
|-------------------------------|---------------|-----------|
| Memory | 17.03% | 31 |
| Understanding | 20.33% | 37 |
| Learning | 20.33% | 37 |
| Breathing | 9.34% | 17 |
| Other (please specify) | 6.59% | 12 |
| Total Respondents: 182 | | |

Q4 What are the accessibility barriers you face in the City of Victoria? Check all that apply.

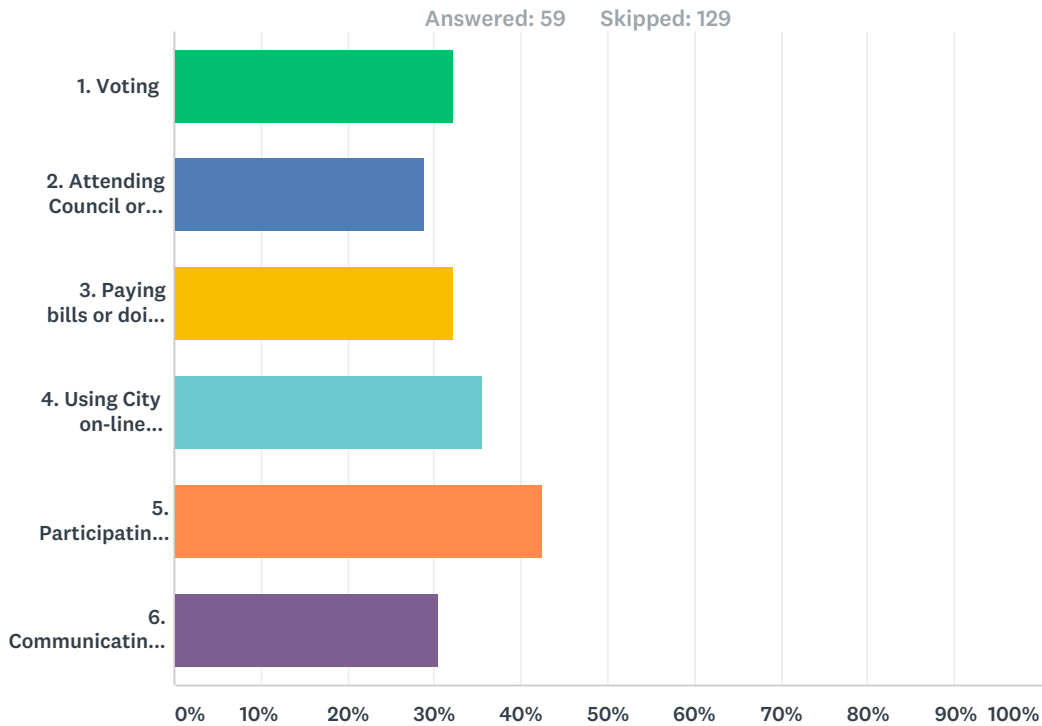


| Answer Choices | Responses | |
|---------------------------------|-----------|----|
| 1. Inadequate HandiDart service | 29.87% | 46 |

Accessibility Survey

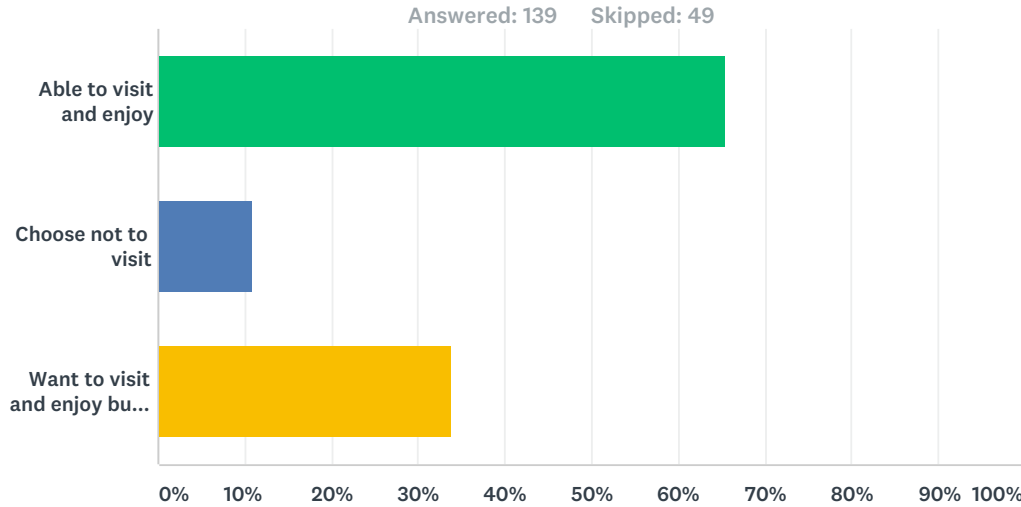
| | | |
|--|--------|----|
| 2. Inadequate number of wheelchair accessible bus stops | 15.58% | 24 |
| 3. Unable to flag my bus at a bus stop | 20.78% | 32 |
| 4. Unable to get on or off the bus safely | 14.29% | 22 |
| 5. Unable to know when I have arrived at my destination on the bus | 30.52% | 47 |
| 6. Inadequate number of accessible parking spaces | 40.26% | 62 |
| 7. Inadequate audible pedestrian signals | 21.43% | 33 |
| 8. Stairs | 57.14% | 88 |
| 9. Problems with curb cuts | 55.84% | 86 |
| 10. Obstacles on the sidewalks | 55.19% | 85 |
| 11. Poor condition of sidewalks | 55.19% | 85 |
| 12. Inadequate number of accessible public restrooms | 42.86% | 66 |
| 13. Accessing the entrance to shops or businesses | 46.10% | 71 |
| 14. Visiting shops or businesses due to the presence of allergens | 14.94% | 23 |
| 15. Attending City facilities due to the presence of allergens | 11.04% | 17 |
| 16. Participating in City run recreation programs | 20.78% | 32 |
| Total Respondents: 154 | | |

Q5 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.



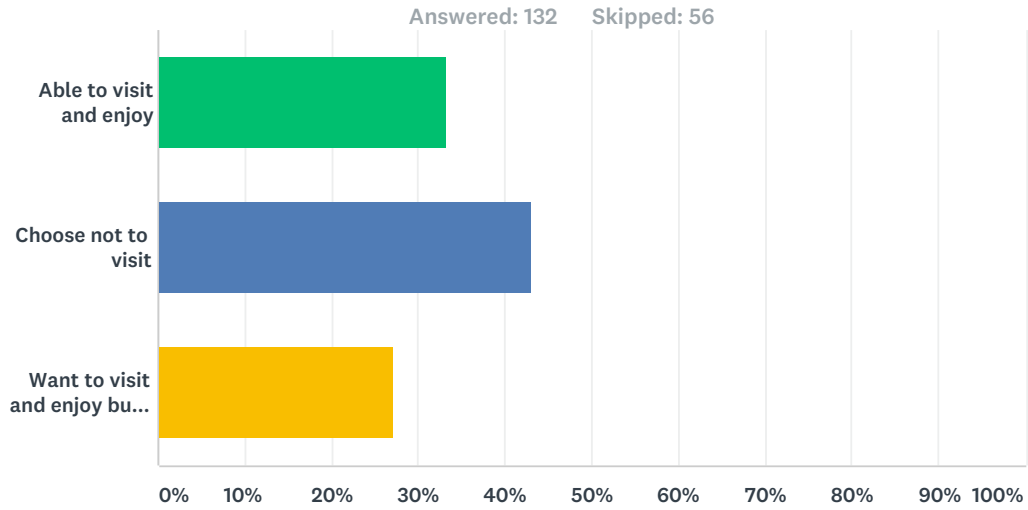
| Answer Choices | Responses | |
|---|-----------|----|
| 1. Voting | 32.20% | 19 |
| 2. Attending Council or Committee of the Whole meetings | 28.81% | 17 |
| 3. Paying bills or doing other business at City Hall | 32.20% | 19 |
| 4. Using City on-line services | 35.59% | 21 |
| 5. Participating in public consultations | 42.37% | 25 |
| 6. Communicating in-person with City customer service employees | 30.51% | 18 |
| Total Respondents: 59 | | |

Q6 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:



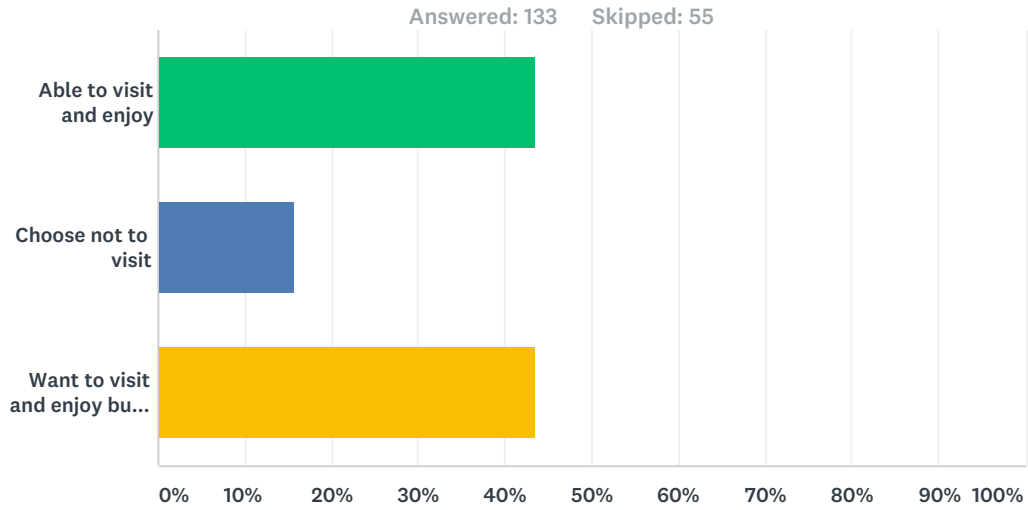
| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 65.47% | 91 |
| Choose not to visit | 10.79% | 15 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 33.81% | 47 |
| Total Respondents: 139 | | |

Q7 Outdoor sports facilities (such as sports fields, tennis courts)



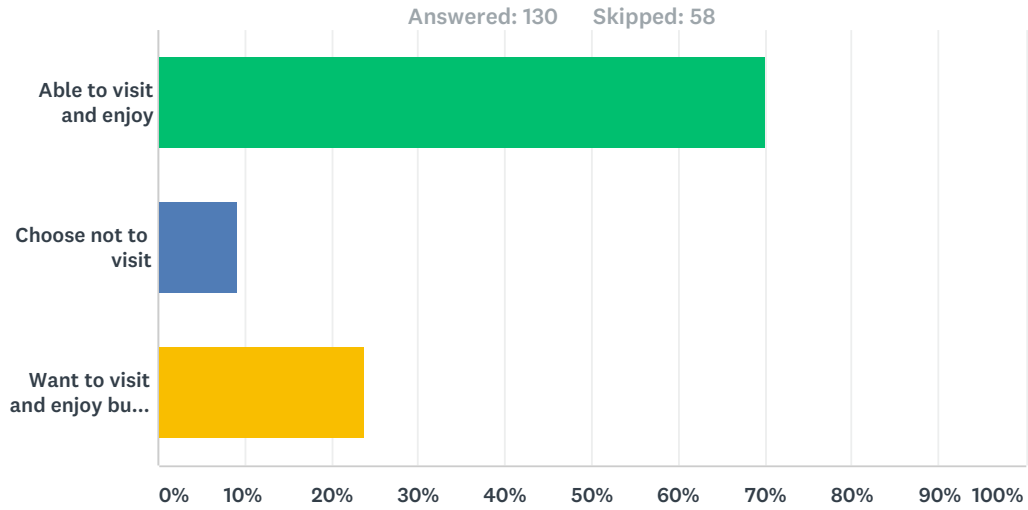
| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 33.33% | 44 |
| Choose not to visit | 43.18% | 57 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 27.27% | 36 |
| Total Respondents: 132 | | |

Q8 Beaches



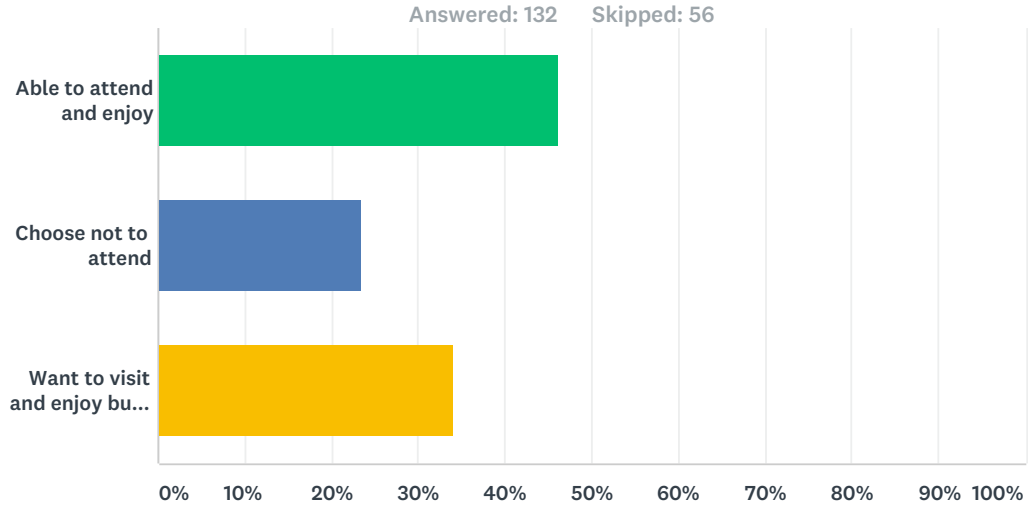
| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 43.61% | 58 |
| Choose not to visit | 15.79% | 21 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 43.61% | 58 |
| Total Respondents: 133 | | |

Q9 Inner Harbour



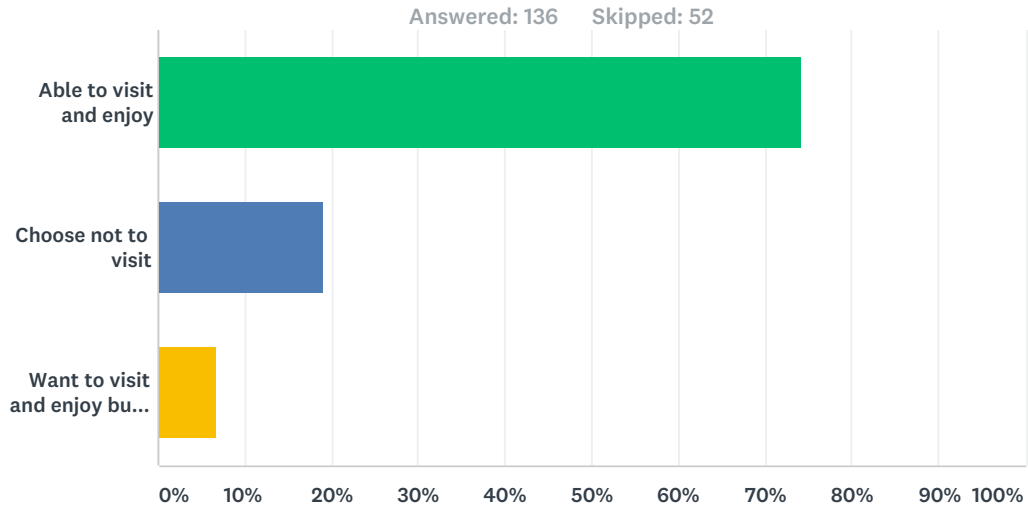
| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 70.00% | 91 |
| Choose not to visit | 9.23% | 12 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 23.85% | 31 |
| Total Respondents: 130 | | |

Q10 Free events such as concerts and festivals



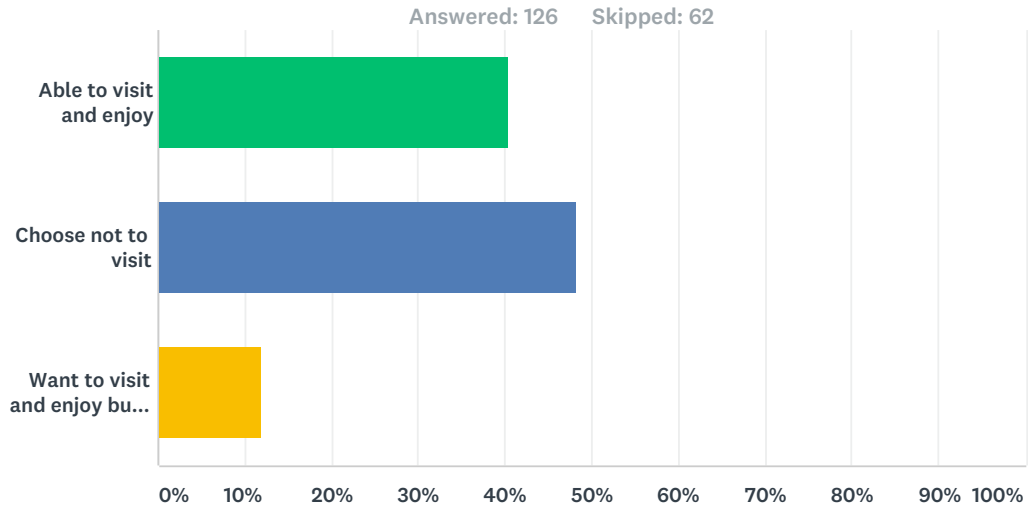
| Answer Choices | Responses | |
|--|-----------|----|
| Able to attend and enjoy | 46.21% | 61 |
| Choose not to attend | 23.48% | 31 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 34.09% | 45 |
| Total Respondents: 132 | | |

Q11 Greater Victoria Public Library



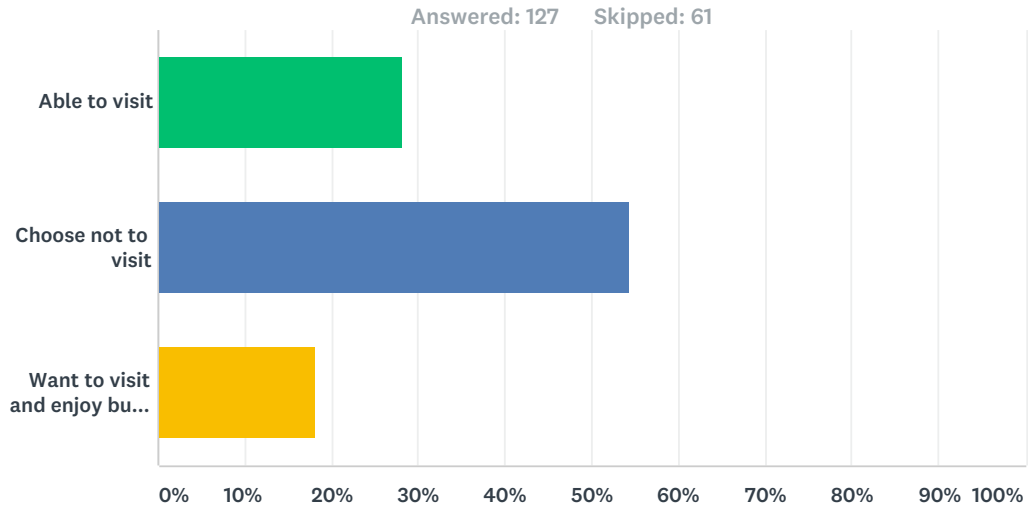
| Answer Choices | Responses | |
|--|-----------|-----|
| Able to visit and enjoy | 74.26% | 101 |
| Choose not to visit | 19.12% | 26 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 6.62% | 9 |
| Total Respondents: 136 | | |

Q12 City Hall



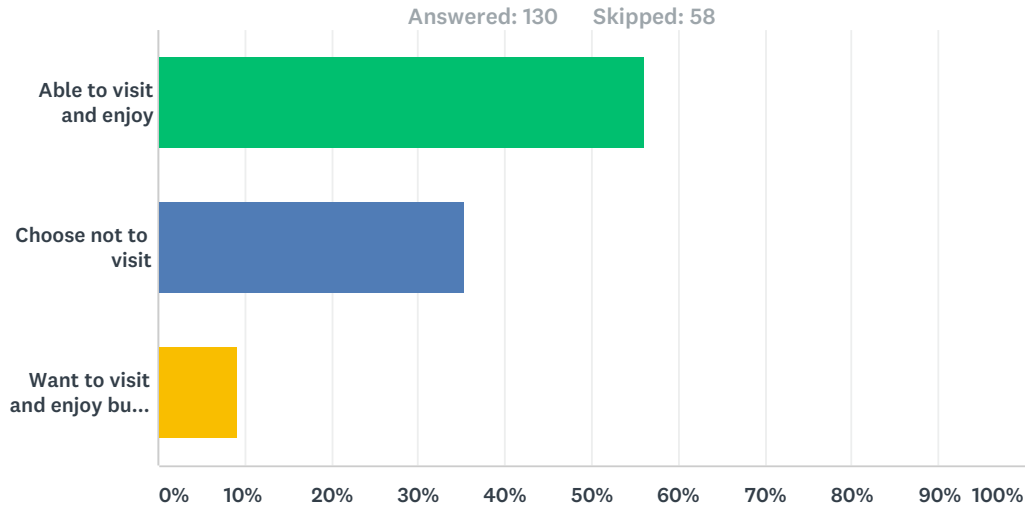
| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 40.48% | 51 |
| Choose not to visit | 48.41% | 61 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 11.90% | 15 |
| Total Respondents: 126 | | |

Q13 Crystal Pool and Fitness Centre



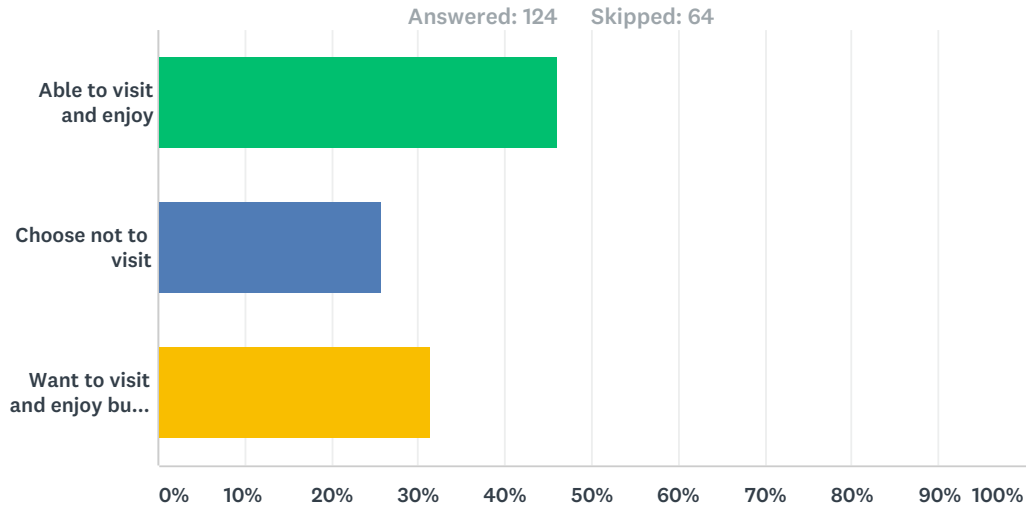
| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit | 28.35% | 36 |
| Choose not to visit | 54.33% | 69 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 18.11% | 23 |
| Total Respondents: 127 | | |

Q14 Community centres and seniors centres



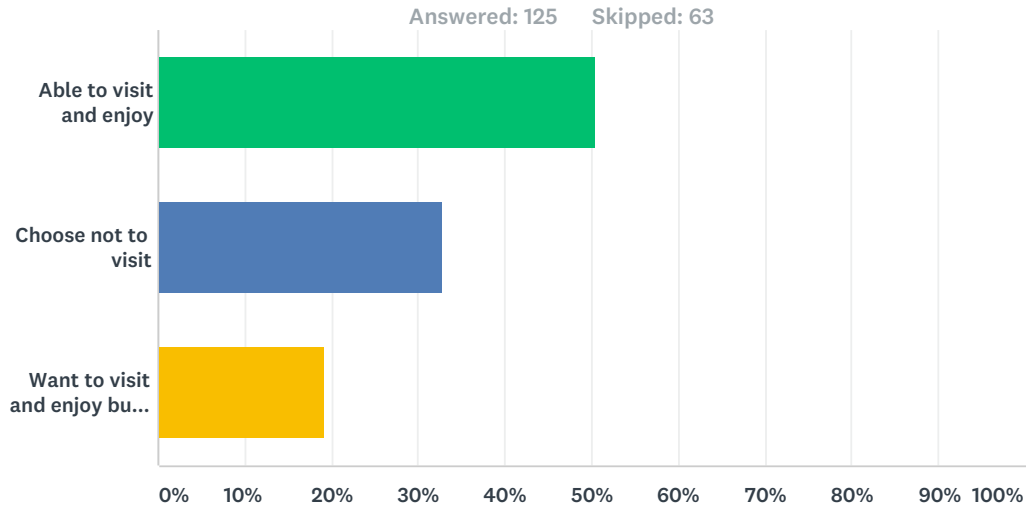
| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 56.15% | 73 |
| Choose not to visit | 35.38% | 46 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 9.23% | 12 |
| Total Respondents: 130 | | |

Q15 McPherson and Royal Theatres



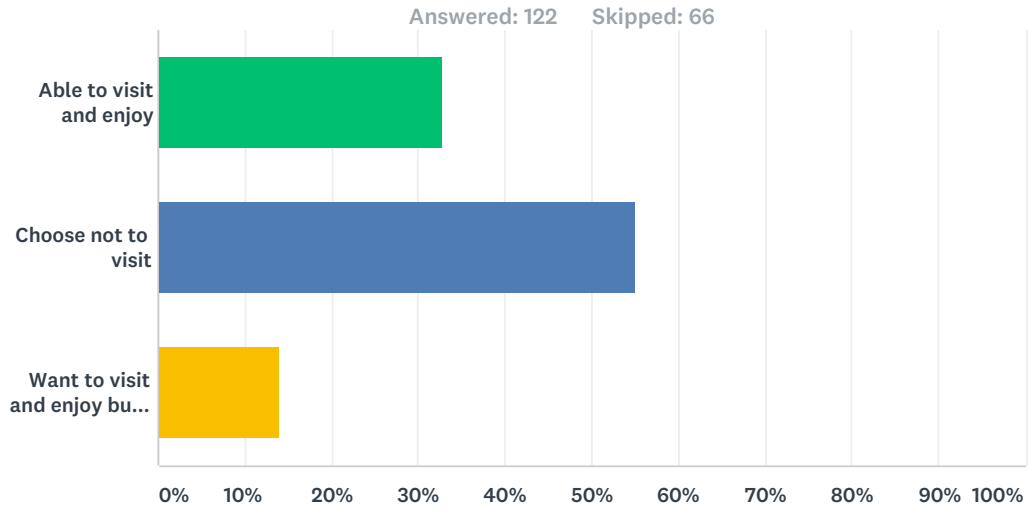
| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 45.97% | 57 |
| Choose not to visit | 25.81% | 32 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 31.45% | 39 |
| Total Respondents: 124 | | |

Q16 Save on Foods Memorial Arena



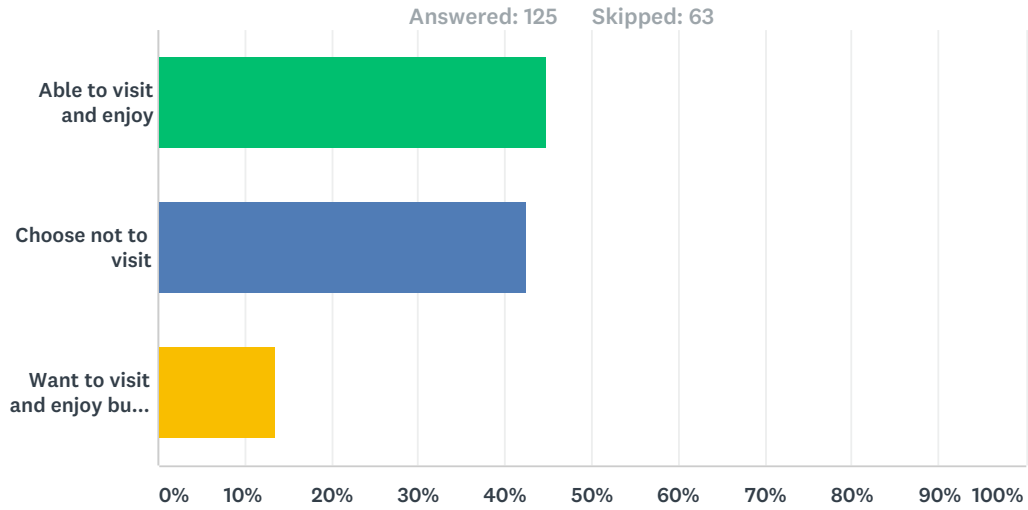
| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 50.40% | 63 |
| Choose not to visit | 32.80% | 41 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 19.20% | 24 |
| Total Respondents: 125 | | |

Q17 Royal Athletic Park



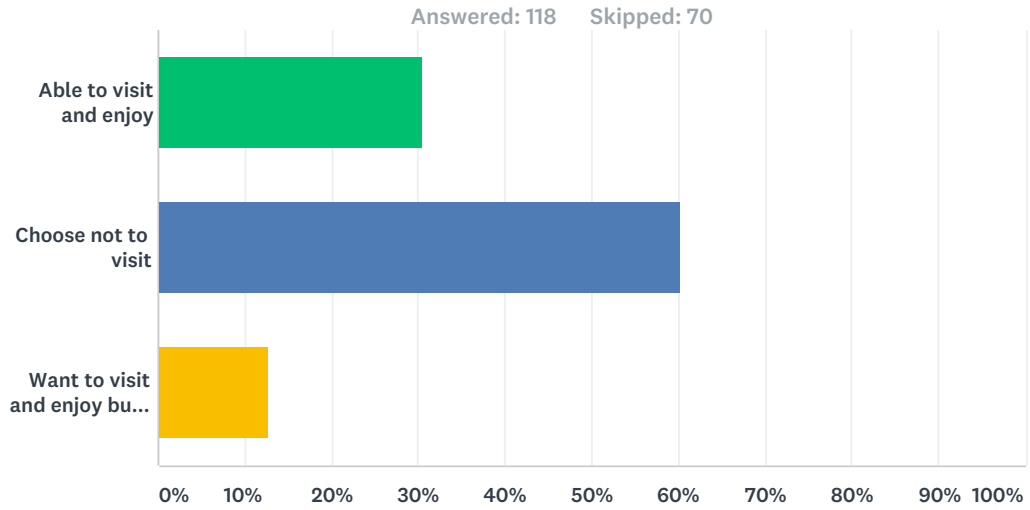
| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 32.79% | 40 |
| Choose not to visit | 54.92% | 67 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 13.93% | 17 |
| Total Respondents: 122 | | |

Q18 Victoria Conference Centre



| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 44.80% | 56 |
| Choose not to visit | 42.40% | 53 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 13.60% | 17 |
| Total Respondents: 125 | | |

Q19 Crystal Garden

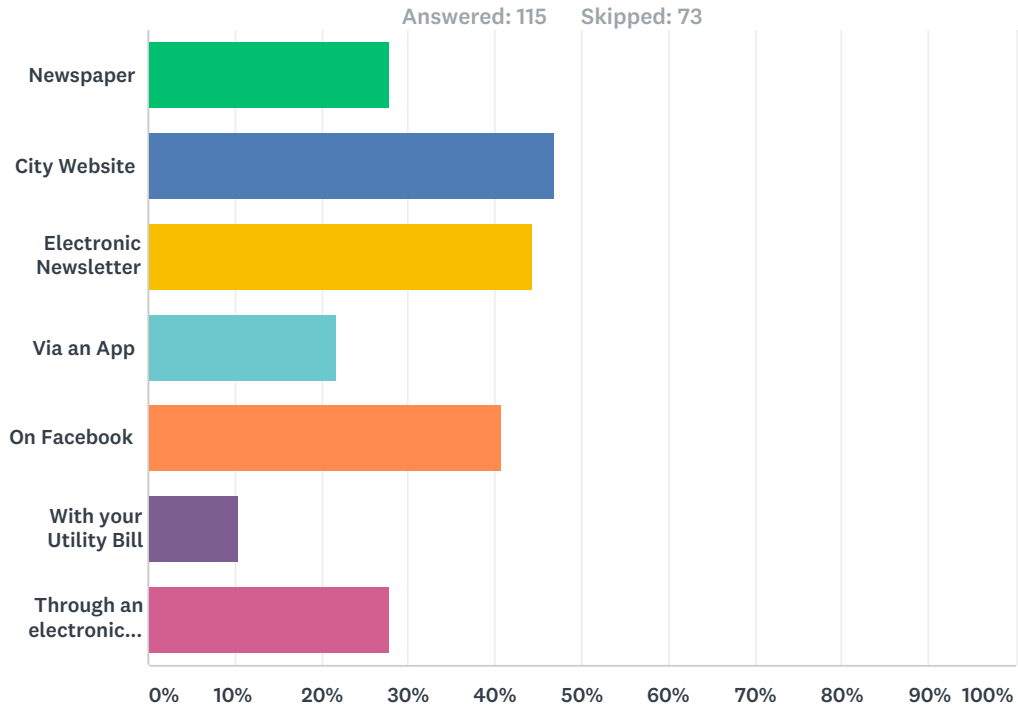


| Answer Choices | Responses | |
|--|-----------|----|
| Able to visit and enjoy | 30.51% | 36 |
| Choose not to visit | 60.17% | 71 |
| Want to visit and enjoy but unable to do so because of an accessibility barrier. | 12.71% | 15 |
| Total Respondents: 118 | | |

Q20 What type or types of information about accessibility in the City of Victoria would you like to receive?

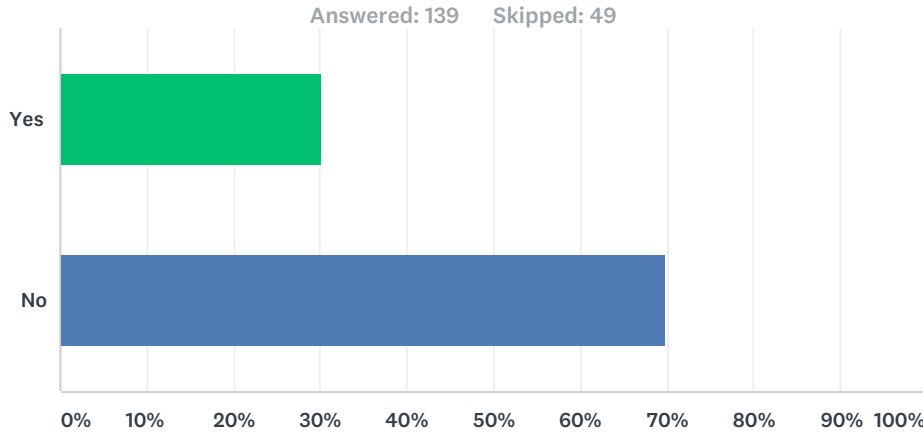
Answered: 65 Skipped: 123

Q21 How would this information be best shared with you?



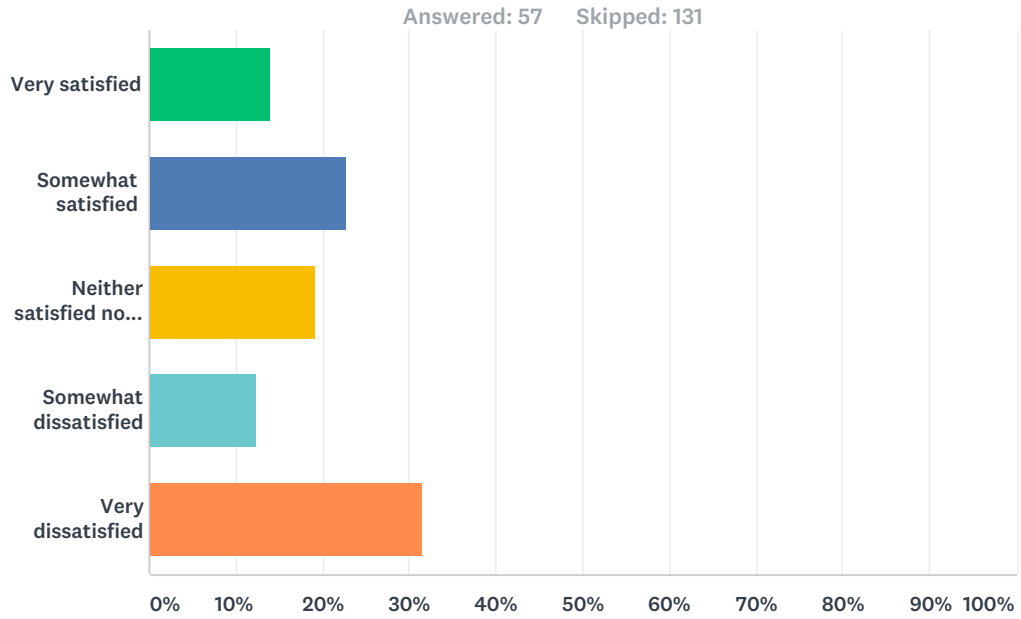
| Answer Choices | Responses |
|---|-----------|
| Newspaper | 27.83% 32 |
| City Website | 46.96% 54 |
| Electronic Newsletter | 44.35% 51 |
| Via an App | 21.74% 25 |
| On Facebook | 40.87% 47 |
| With your Utility Bill | 10.43% 12 |
| Through an electronic notice from a disability organization I subscribe to (please give name of organization) | 27.83% 32 |
| Total Respondents: 115 | |

Q22 Have you ever raised an accessibility issue with the City of Victoria?



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes | 30.22% | 42 |
| No | 69.78% | 97 |
| TOTAL | | 139 |

Q23 If yes, how would you rate your experience?



| Answer Choices | Responses | Count |
|------------------------------------|-----------|-----------|
| Very satisfied | 14.04% | 8 |
| Somewhat satisfied | 22.81% | 13 |
| Neither satisfied nor dissatisfied | 19.30% | 11 |
| Somewhat dissatisfied | 12.28% | 7 |
| Very dissatisfied | 31.58% | 18 |
| TOTAL | | 57 |