



## AGENDA – ACCESSIBILITY ADVISORY COMMITTEE

June 14, 2022, 4:00 P.M.

VIA ZOOM and TELECONFERENCE

The City of Victoria is located on the homelands of the Songhees and Esquimalt People

- A. Call to Order
- B. Land Acknowledgement
- C. APPROVAL OF AGENDA
- D. READING OF MINUTES
  - D.1. Minutes from the meeting held May 10, 2022
- E. Remarks from the Chair
- F. Business Arising
  - F.1. Presentation from Information Technology – Website Redesign feedback
    - 10-15 minute presentation with questions after (approximately 30 minutes)
    - Level of engagement: Involve
  - F.2. Action Log
    - Prioritize short-term actions
- G. NEW BUSINESS
  - G.1. Pride Parade
- H. Next Meeting Agenda & Date – July 12, 2022
- I. ADJOURNMENT

**Attachments:**

- Attachment A\_Minutes from May 10, 2022 meeting
- Attachment B\_City of Victoria Website Redesign (PowerPoint presentation)
- Attachment C\_City of Victoria Website Redesign (Plain text)
- Attachment D\_Accessibility Action Log (Excel spreadsheet)
- Attachment E\_Accessibility Action Log – Prioritization Summary (1 & 2)



## MINUTES – ACCESSIBILITY ADVISORY COMMITTEE

May 10, 2022, 4:02 P.M.

COUNCIL CHAMBERS, CITY HALL, 1 CENTENNIAL SQUARE

The City of Victoria is located on the homelands of the Songhees and Esquimalt People  
Meeting conducted electronically via Zoom

PRESENT: S. Jennings (Chair), S. Hough, (Co-Chair), L. Bartram, C. Marks, N. Moss, C. Paisley, P. Singh

COUNCIL LIAISON: S. Potts

STAFF PRESENT: A. Galiev – Equity, Diversity & Inclusion Lead, J. Dutton – Social Planner, B. Eisenhauer – Head of Engagement, M. Jolley – Engagement Advisor, T. Piwowar – Manager of Facility Development, D. Newman – Assistant Director of Parks and Open Spaces, C. Anderson – Deputy City Clerk, B. Roder - Committee Secretary

### A. Call to Order

The Chair called the meeting to order at 4:02 p.m.

### B. Land Acknowledgement

The Chair acknowledged the City of Victoria is located on the homelands of the Songhees and Esquimalt First Nations communities, and thanked them for allowing us to live, work and play on their lands.

### C. APPROVAL OF AGENDA

**Moved By** C. Marks  
**Seconded By** N. Moss

That the agenda be approved.

#### **Amendment:**

**Moved By** N. Moss  
**Seconded By** L. Bartram

That items **G.1 In-Person/Hybrid Meetings, G.2 Accessible Elections and G.3 Teams Meeting Accessibility** be added to the agenda.

**CARRIED UNANIMOUSLY**

**On the main motion as amended:**

**CARRIED UNANIMOUSLY**

**D. READING OF MINUTES**

**D.1 Minutes from the meeting held April 12, 2022**

**Moved By** L. Bartram

**Seconded By** C. Marks

That the minutes from the meeting held April 12, 2022 be approved.

**CARRIED UNANIMOUSLY**

**E. Remarks from the Chair**

The Chair commented on the agenda and noted that there were two staff presentations due to time sensitivity.

**F. Business Arising**

**F.1 Presentation from Parks & Facilities – Accessible Washrooms in Public Parks**

T. Piwowar, Manager of Facility Development, provided a presentation on the park washrooms accessibility project, addressed questions from the Committee and provided an opportunity for comments.

*Committee discussed:*

- *Usage of Rick Hansen Foundation for project design guidelines*
- *Requested to be involved in early design phase of project to provide feedback ensuring washrooms are accessible to everyone*
- *Requested commitment to be consulted on future design plans*
- *Opportunity for individuals to visit washroom sites to review plans*
- *Noted to consider all disabilities and to broaden their scope on accessibility*

**F. 2 Presentation from Engagement – Inclusion and Equity Update to the Engagement Framework**

B. Eisenhauer, Head of Engagement, provided a presentation on the inclusion and equity update to the Engagement Framework, addressed questions from the Committee and provided an opportunity for comments.

*Committee discussed:*

- *Important that voices are being heard and all input is shared to ensure Council is making informed decisions*
- *Barriers to participating in surveys and suggested providing assistance with registration and/or the option to complete a survey over the phone*
- *City Hall is still not accessible to a segment of the community as the scent-free policy is not enforced*
- *Suggested a pet-free policy in City Hall*
- *Suggested meetings should be held in a facility that allows for individuals of all abilities to participate in engagement*
- *Incentives for engagement events, such as gift cards, with advance notice to participants*

*N. Moss left the meeting at 5:15 p.m.*

### **F.3 Review remaining sections of Accessibility Action Log**

The Committee reviewed the Items In Progress tab of the Accessibility Action Log and unanimously agreed on the following priority levels for each agenda item:

1. Accommodation policy: **1** – Committee considered this to be of high importance and noted that the City needs to develop accommodation processes to ensure safety and health needs are met.
2. Scent-free/reduction policy: **1** – Committee understood that the policy has been completed but is concerned that they were not consulted to provide comments.
3. Update City communication guidelines and visual standards: **3** – Committee noted that City documents and reports require accessibility improvements but is of lesser importance.
4. Best practices for accessibility and inclusion for public event organizers seeking permits: **3** – Committee agreed that improving accessibility of public meetings and events is important but lesser than the items impacting safety.
5. Tactile Walking Surface Indicators: **1** – Committee considered this to be a high priority as it is a safety concern for people in wheelchairs and with impaired vision.
6. New technologies Topaz and Stadacona Parks: **3** – Committee noted this is lower on the list of priorities as it does not pose a safety concern.
7. Community Garden Accessibility toolkit & audit summary: **4** – Committee was not consulted; however, it is not a City document which limits the opportunity for input. Committee requested to receive the document as information at a future meeting, so they are aware of the standards.
8. Design guidelines for accessible sidewalk cafes – **1** – Committee is not aware of any design guidelines but considered this to be a high priority due to safety concerns, including placement of sandwich boards.

Committee unanimously agreed to include “Update Old Curb Cuts” to the Active Items tab to address safety concerns and rated it at a priority level of **1**.

Committee discussed that next steps for the Accessible Action Log should include creating a work plan based on the agreed high priority items.

**G. NEW BUSINESS**

**G.1 In-Person/Hybrid Meetings**

Committee discussed the opportunity to meet in a hybrid capacity for future meetings as there was an interest from Committee members to attend in-person. It was suggested to consider hybrid meetings to provide greater accessibility for participants.

**G.2 Accessible Elections**

Committee highlighted the interest in accessible voting machines and availability of mail-in ballots to everyone. It was noted to ensure previous standards from the bi-election are maintained.

**G.3 Teams Meeting Accessibility**

Committee discussed that the accessibility of Teams has improved and that it may be worth testing to consider using it for future meetings.

**H. Next Meeting Agenda & Date – June 14, 2022**

Committee discussed adding the item **Accessible Parking** to the next meeting to be held on June 14, 2022.

**I. ADJOURNMENT**

That the Accessibility Advisory Committee Meeting adjourn at 6:09 p.m. by unanimous consent.

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CITY CLERK

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CHAIR

2022

CITY OF VICTORIA | Information Technology

# Website Redesign – Your input

Accessibility Advisory Committee Presentation  
July 16, 2022



# Purpose

To involve the Accessibility Advisory Committee with the upcoming website redesign project, and discuss ways we can reduce barriers and improve accessibility in the new website.



# Agenda

- Introduction to the website redesign project
- Overview of the current website
- New website goals
- Sneak peak at public feedback
- Your feedback

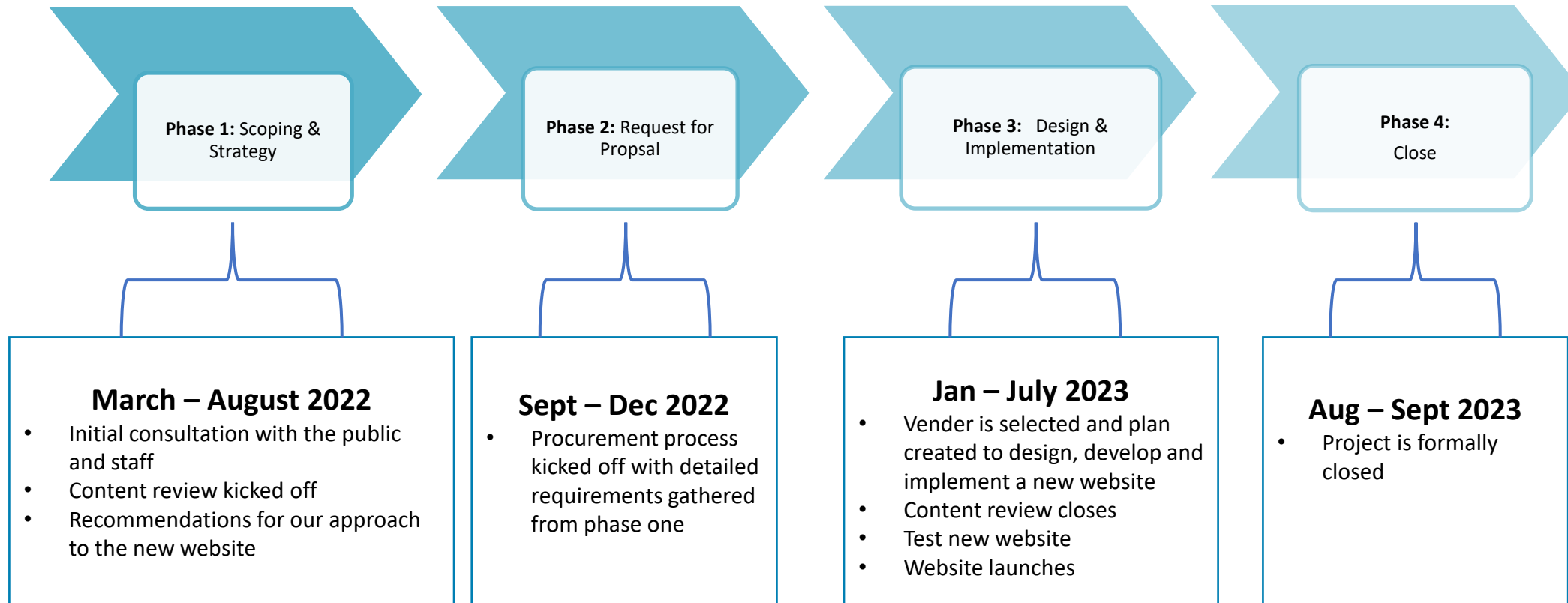
# Project background

- Our website is at the end of its life and needs to be replaced
- Our accessibility scores are low, we need to rethink what content we present and how we present it
- Overall, we want to improve our digital experience for the public and staff

# The main project goal

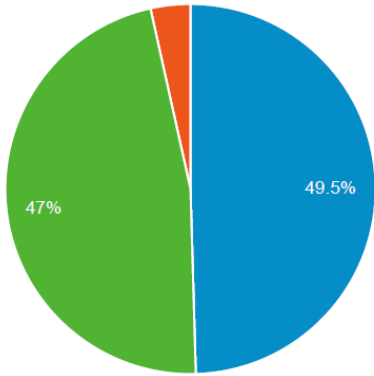
- The City of Victoria will engage with the public and staff to deliver a modern website experience with improved accessibility and ease of use.

# Project structure/timeline



# Current website trends (2021)

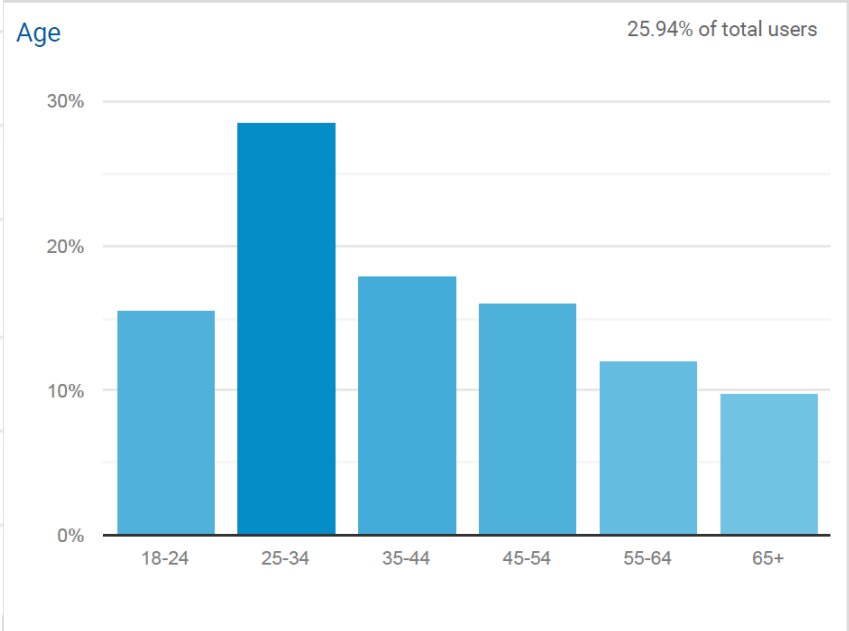
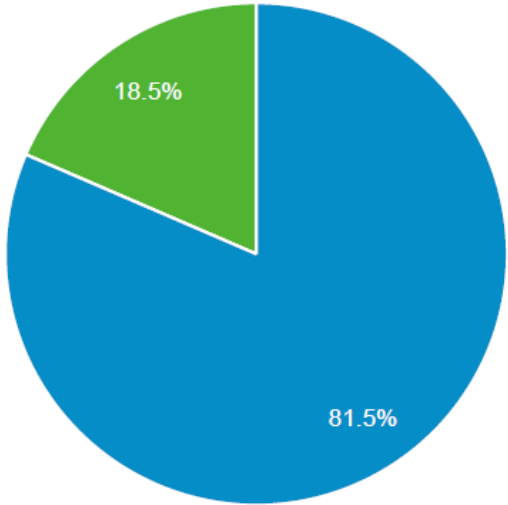
1. Crystal Pool & Fitness Centre | Victoria
2. Garbage Collection Schedule | Victoria
3. Parking | Victoria
4. Search Results | Victoria
5. Programs & Registration | Victoria
6. VicMap | Victoria
7. Council & Committee Meetings | Victoria
8. Parkades | Victoria
9. Careers with the City | Victoria
10. Recreation | Victoria



1. ■ mobile
2. ■ desktop
3. ■ tablet

Users  
**927,929**

■ New Visitor   ■ Returning Visitor



# New website goals

- Deliver a great user experience!
  - Mobile friendly
  - Easier to find information and services
  - More accessible content (and content standards to support)
  - Modern look & feel
  - Streamline our online services (and set ourselves up to offer more in the future)

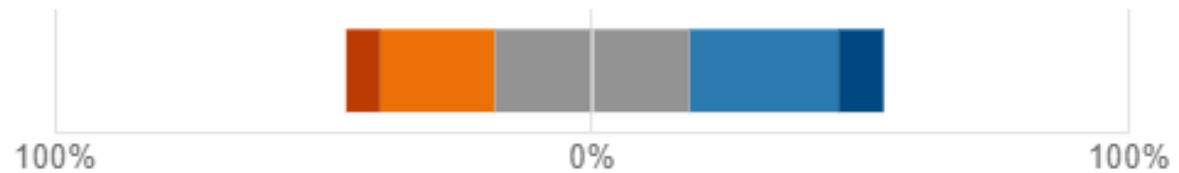
# Public feedback – What we've heard so far

1. Overall, how satisfied are you with the City's website?

[More Details](#)

■ Very Satisfied   ■ Satisfied   ■ Neutral   ■ Unsatisfied   ■ Very Unsatisfied

Please rate your satisfaction level.



# Public feedback – What we've heard so far

[More Details](#)

## Rank Options

1 Make the site more accessible

2 Quicker to load

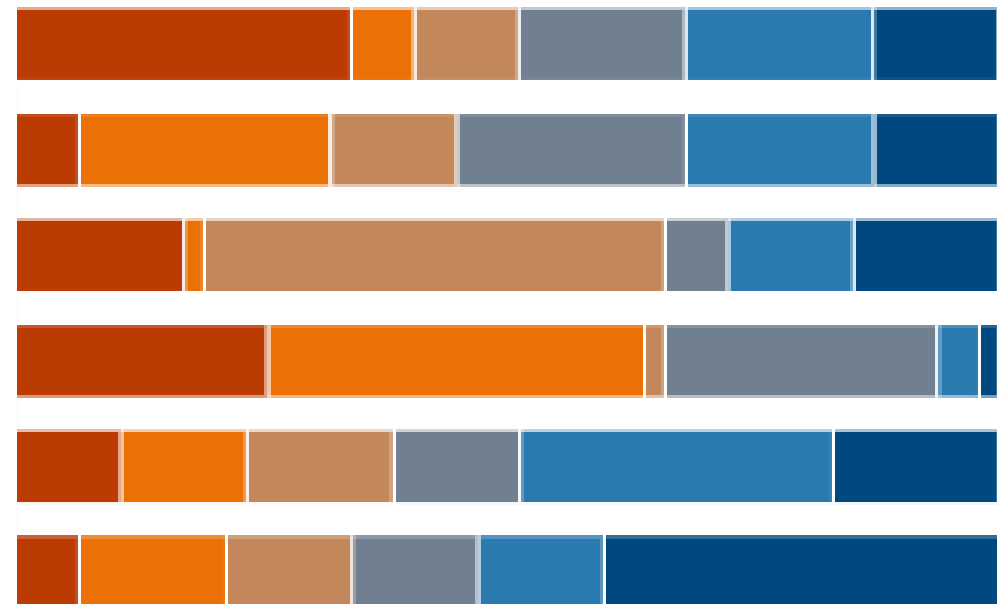
3 More modern

4 Easier to find stuff

5 Offer more online services

6 Mobile friendly

First choice ■ ■ ■ ■ ■ Last choice



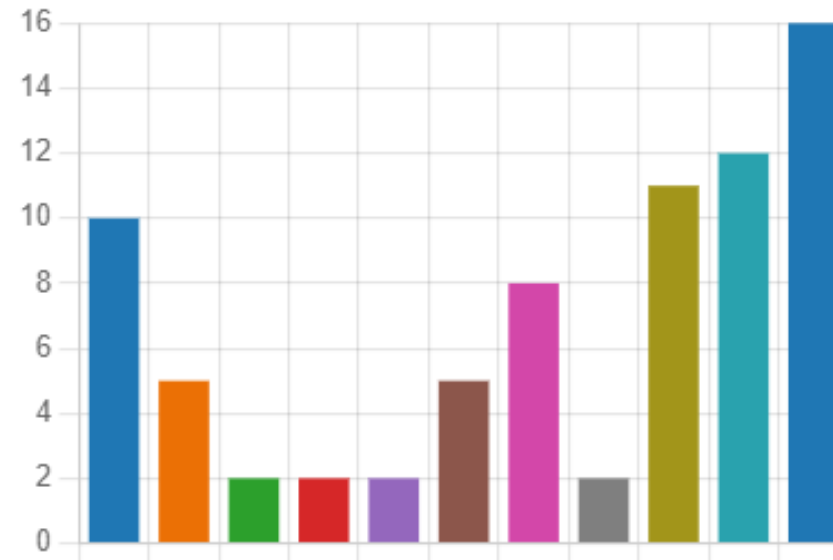


# Public feedback – What we've heard so far

6. Why did you come to the website today? Answer all that apply.

[More Details](#)

● Pay a bill	10
● Report an issue	5
● Contact the City	2
● Apply for a permit	2
● Apply for a job	2
● Recreation registration/informat...	5
● Parking	8
● Garbage	2
● Council meetings/information	11
● Read/watch/learn about someth...	12
● Other	16



# Public feedback – General themes and comments

- Hard to find information and services
- Search challenges
- Want more services
- Too much content
- Slow to load pages
- Do these themes align with how you see the website?

# Now for your feedback!

On our **current** website...

- How do you rate the current accessibility standards on the website?
- How do you use the current website? (Please provide us with some examples)
- Where do you get stuck?

# Your feedback continued

On a **new** website...

- Please rate your top accessible features you'd like to see
  - What would you like to see more of?
- Help us understand what's important:
  - How the site functions
    - Screen reader (alt tags, labels, clean text, simple fonts, layout)
  - How we maintain it
    - Files and images (e.g. colours on a map)
    - Language

# Next steps

- Send the AAC an overview of what we've heard today
- Reconnect with the AAC for testing in 2023

# Any other questions?

Do you have any questions or comments for our consideration?

## CITY OF VICTORIA | Information Technology

The City of Victoria is located on the homelands of the Songhees and Esquimalt People

## City of Victoria Website Redesign | Project Information Package

### Purpose

To inform the Accessibility Advisory Committee about the upcoming website redesign project, and consult with them on ways we can reduce barriers and improve accessibility in the new website.

### Agenda

- Introduction to the website redesign project
- Overview of the current website
- New website goals
- Sneak peak at public feedback
- Your feedback

### Slide 1 – Project background

- Our website is at the end of its life and needs to be replaced
- Our accessibility scores are low, we need to rethink what content we present and how we present it
- Overall, we want to improve our digital experience for the public and staff

### Slide 2 – The main project goal

The City of Victoria will engage with the public and staff to deliver a modern website experience with improved accessibility and ease of use.

### Slide 3 – Project structure/timeline

- March to August 2022 is phase one and we will be conducting an initial consultation with the public and staff. We will be starting a content review and we will close the phase with recommendations for the approach to the new website.
- September to December 2022 is phase two and will include a procurement process with detailed requirements gathered in phase one.

- January to July 2023 is phase three where we plan on selecting the vendor and working on a plan to design, develop and implement a new website. We will close our content review. We will do testing on the new site. We will launch the new site!
- August to September 2023 is phase four where we will formally close the project.

#### Slide 4 – Current website trends for 2021

We show approximately one million total users per year. We have a high about of new visitors each year, eighty percent. Approximately half of our visitors are on a mobile device, the other half on a desktop computer. The biggest age demographic we have visiting the site is twenty five to thirty four years old. Our top ten pages for the year include:

- Crystal pool
- Garbage collection
- Parking
- Searching
- Programs and registration
- VicMap
- Council and committee meetings
- Parkades
- Careers
- Recreation

#### Slide 5 – New website goals

We want to deliver a great user experience! The main areas of focus will include:

- Mobile friendly
- Easier to find information and services
- More accessible content (and content standards to support)
- Modern look and feel
- Streamline our online services (and set ourselves up to offer more in the future)

#### Slide 6 – Public feedback – What we've heard so far



This is just a sneak peak at some of the results we're seeing. Overall we see most people are unsatisfied with the current website. The most important options for people are making it easier to find information and services, and making the site more accessible. The majority of people tell us they come to the site to pay a bill, look at council meetings or information, and read, watch and learn something.

Slide 7 – Public feedback – General themes and comments

- Hard to find information and services
- Search challenges
- Want more services
- Too much content
- Slow to load pages

We'd like to know, do these themes align with how you see the website?

Slide 8 – Now for your feedback!

On our current website:

- How do you rate the current accessibility standards on the website?
- How do you use the current website? (please provide us with some examples)
- Where do you get stuck?

Slide 9 – On a new website...

- Please rate your top accessible features you'd like to see.
- What would you like to see more of?
- Help us understand what's important:
  - How the site functions?
    - Screen reader (alt tags, labels, clean text, simple fonts, layout)
  - How we maintain it?
    - Files and images (e.g. colours on a map)
    - Language

Slide 10 – Next steps

- Send the AAC an overview of what we've heard today
- Reconnect with the AAC for testing in 2023

Slide 11 – Finally, we will discuss any other questions or comments

For questions, please contact either:

Kate Salholm, Business Analyst

[ksalholm@victoria.ca](mailto:ksalholm@victoria.ca) | 778-746-6057

Heather Follis, Digital Experience Advisor

[hfollis@victoria.ca](mailto:hfollis@victoria.ca) | 250-217-9129

Thank you!

## AAC Action Log – Prioritization Summary

### ACTIVE ITEMS (INTAKE)

Item	Priority	Comments	Timeframe	Notes
Accessible Parking: Continue to evaluate the locations, pricing and regulations associated with accessible parking stalls as a part of city-wide curb management planning	1	Transportation is hoping to bring more information on this to the April/ May meetings (Most likely May due to full agenda)		
Beacon Hill Park – accessible washrooms, access to top of the hill	1	Concern: Roads didn't take too close to parking		
Clover Point	1	not a proper ramp		

Government Street Refresh	1	Community Planning presented to AAC at the March 8 meeting		
Helping Hands Program (raised to the City)	1	to assist people with disabilities (proof required) and aged over 80 (no proof required) to get garbage cans to the street (gray bins). The process to get on the list is not equitable for persons with disabilities. Accessibility placard might be sufficient (to check further). Linda as a private citizen provided input		
Public washrooms (from AWG)	1	Is the thought that AAC is going to provide general accessible public washroom guidance beyond indiv applications?		

Off-Leash Dog Area Pilots	1	City keeps designating areas as off leash areas. They are called pilots ("trials"). Concern for people who walk without interference from loose dogs		
Douglas Street Public Washroom	1	Directed to engage AAC		
Pet restrictions in city facilities starting with City Hall (from AWG)	1	Clarify background on this one (not in Short term Action Plan). AWG has been asking for restrictions for a long time. It needs to be addressed. Current situation- pets are allowed in certain facilities (related to allergies)		

<p>Festival Investment Grant Policy and Guidelines Develop and promote best practices for inclusion and accessibility to organizers of permitted special event and festivals being held in the City of Victoria</p>	<p>1</p>	<p>Staff continue to work with applicants to ensure efforts are made to ensure public spaces permitted for event use are accessible. Low floor transition mats have been recently added to the festival equipment inventory. Staff continue deploy the stage lift or build temporary ramps to provide wheelchair access to temporary stages and spaces where possible and when required. Note: Criteria has not been robust enough</p>		
<p>Update of old curb cuts</p>	<p>1</p>	<p>Staff to inquire on progress of updates - phasing plan etc.</p>		
<p>Voting (from AWG)</p>	<p>2</p>	<p>Voting for by-election. Accessible voting machine became available for the first time.</p>		

**ITEMS IN PROGRESS**

Item	Priority	Comments	Timeframe	Notes
Accommodation policy Develop a formal Accessibility Accommodation Request Process for members of the public seeking support to access City Services and programs	1			
Scent-free/reduction policy Review and/or adopt scent reduction policies in public buildings, starting in City Hall	1			
Tactile Walking Surface Indicators pilot Promote, evaluate, and apply lessons learned through implementation of accessibility pilot projects	1			
Design guidelines for accessible sidewalk cafes	1			

Best practices for accessibility and inclusion for public event organizers seeking permits	2			
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