



AGENDA – ACCESSIBILITY ADVISORY COMMITTEE

March 14, 2023, 4:00 P.M.

ESQUIMALT NATION ROOM, 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 and in-person**

- A. Call to Order**
- B. Land Acknowledgement**
- C. APPROVAL OF AGENDA**
- D. READING OF MINUTES**
 - D.1 Minutes from the meeting held February 22, 2023**
- E. Remarks from the Chair**
- F. NEW BUSINESS**
 - F.1 Accessible British Columbia Act review presentation (Urban Matters)**
 - F.2 Action Log Update**
 - F.3 Committee Update Roundtable**
- G. Next Meeting Agenda & Date – April 11, 2023**
- H. ADJOURNMENT**

Attachment:

- A. Draft AAC Minutes from the meeting held February 22, 2023**
- B. Accessible BC Act Review Presentation**
- C. AAC Action Log**



MINUTES – ACCESSIBILITY ADVISORY COMMITTEE

February 22, 2022, 4:30 P.M.

ESQUIMALT NATION ROOM, 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 and in-person

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

STAFF PRESENT: A. Galiev – Equity, Diversity & Inclusion Lead, A. Bronee – Manager of
Communications & Engagement, M. Harris – Strategic Planning &
Communications Advisor, B. Roder – Committee Secretary

A. Call to Order

The Chair called the meeting to order at 4:30 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 S. Jennings
Seconded by unanimous consent

That the agenda be approved.

CARRIED UNANIMOUSLY

D. READING OF MINUTES

D.1 Minutes from the meeting held January 10, 2023

Moved By L. Bartram
Seconded by unanimous consent

That the minutes from the meeting held January 10, 2023 to be adopted with the following revisions:

F.1 Patio Bylaw Update

Committee discussed the following:

1. *Suggested a minimum of one accessible table or a percentage of the number of tables, whichever is higher*
2. *Could businesses consider having 2 or 3 accessible tables in case 1 or 2 are already occupied and that the location and distance of accessible tables from the entrance and the maneuverability to the table be considered*
3. *Discourage the use of high tables as they reduce the number of tables which might be used and if used, limit number*
4. *Furniture placement, size and height as well as number must be considered*
5. *Challenging for people who are blind to navigate around a sidewalk patio when delineated by bollards or planters with spaces in between . All patios should have a continuous railing delineating the perimeter.*
6. *Temporary tables and chairs become obstacles for persons who are blind and therefore something delineating a perimeter should be used such as stanchions with heavy cords strung between. this needs further discussion.*
7. *.*
8. *There is concern about the City suggesting that businesses consult with agencies and suggested that the City provide some funding or a fee-for-service to individuals or agencies to provide feedback.*
9. *Might staff consider accessible parking locations be linked to applications for new sidewalk patios?*
10. *Recommended that menus should be available online if possible.*
11. *Could recommend a braille or large font menu for patio guidelines, but not mandate*
12. *A patio is more accessible if the designated entrance and exit are the same. Remove separate entrance and exit requirement.*
13. *Applauded incorporating Opals Ratings – Allergy Friendly Plants into patio guidelines*
14. *90 patios currently participating in Build Back Victoria program, and staff anticipate about 30 businesses will apply for the new Sidewalk Café program which will be available in the spring*
15. *Patios participating in the Sidewalk Café program will be required to comply with the new bylaw and guidelines*
16. *Rectangular wheeled planters might work as the patio perimeter*
17. *Sandwich boards and signs can impair wheelchair maneuverability and be an obstacle for blind persons.*
18. *Noted the importance of reporting sandwich boards and sign infractions to the City, and indicating whether they are licenced (sticker displayed on sandwich board). Observed more barriers with increased number of sandwich boards since more patios have opened during the pandemic*
19. *Suggested that sandwich board advertising be replaced by signage attached to building or patio structures*
20. *Patios must abide by the City's electrical requirements, including that electrical cords cannot run along the ground*
21. *Staff will bring the patio bylaw updates back to the Committee within the next couple of months as it will be going to Council at the end of March*

F.7 Committee Updates – Roundtable

L. Bartram requested that floating bus stops be added to the action log. She noted that the installation of flashing amber lights at floating bus stops has been added to Provincial Active Transportation Design Guidelines despite the fact that this mitigation has not been proven effective or been requested by persons who are blind. TransLink and CNIB are conducting studies and a review of this and other existing guidelines for inclusive (floating) bus stops next to bike lanes in the next six months.

CARRIED UNANIMOUSLY

S. Hough joined the meeting at 4:40 p.m.

E. Remarks from the Chair

The Chair expressed appreciation for the continued work of the Committee.

F. NEW BUSINESS

F.1 City's New Accessible Meeting and Events Toolkit presentation (Communications and Engagement Department)

Manager of Communications and Engagement, and Strategic Planning and Communications Advisor provided a presentation to the Committee regarding the new Accessible Meeting and Events Toolkit, which is designed to assist City staff in planning and conducting virtual and in-person meetings, events, and engagement activities to ensure they are accessible to all community members.

Committee discussed the following:

- 1. Noted Council passed the framework in October 2022*
- 2. Addressed need for scent-reduction and noted that the wording should be to avoid usage of scents rather than suggest reducing scent*
- 3. Send suggestions to the Communications and Engagement department staff*

P. Singh joined the meeting at 4:45 p.m.

F.2 Floating Bus Stops

Committee discussed the following:

- 1. Human rights complaint launched by Canadian Federation for the Blind (CFB) regarding unsafe bus stops*
- 2. Noted concerns with five floating bus stops in the City that require pedestrians to cross bike lanes to access the bus stop*
- 3. Concerned for safety of citizens, particularly for the blind community*
- 4. Complaint was based on discrimination towards blind people*
- 5. Based on Human Rights Tribunal, decision was made to install a flashing amber light and a button that, when pressed, states "cross with caution, moving vehicles may stop" at Wharf Street*

6. *Concerned as the Ministry of Transportation and Infrastructure has used this example in the Active Transportation Guide*
7. *The CNIB Foundation and Translink are conducting a study to review floating bus stops to assess safety concerns*
8. *Stressed need for the City to come up with solutions to address safety concerns with the floating bus stops*
9. *Recounted instances where Committee members or members of the public have had issues navigating floating bus stops with mobility devices*
10. *Provided feedback through the Translink stakeholder survey, Design Guide for Inclusive Bus Stops Next to Bike Lanes, forwarded by the City's Manager of Sustainable Transportation Planning and Development*
11. *Requested that staff or the Committee brings this back to a future meeting for further discussion*

F.3 Committee Updates – Roundtable

S. Jennings informed the Committee that Yellow Cab has removed themselves from the Taxi Saver Program, and that she has submitted a letter to management, requesting that they rescind their decision.

Committee discussed the following:

1. *Provincial government has granted \$3 million in rebates to taxi operators to support taxi service accessibility*
2. *Noted ongoing challenges with taxi services and frequent misuse of accessible taxi vans for airport/ferry pick ups*
3. *Concerned that taxi operators participating in the Taxi Saver Program aren't receiving reimbursement from BC Transit in a timely manner*
4. *Review of BC Transit's Taxi Saver Program needed*

G. Next Meeting Agenda & Date – March 14, 2023

Committee discussed and made the following updates to the AAC Action Log:

1. *Clover Point Infrastructure Changes was postponed from March to April 2023*
2. *A discussion on the City's compliance and a facilitated session on the Accessible British Columbia Act to be held in March 2023*
3. *At the March 2023 meeting, discuss coordination, including noting specific locations the Committee is interested in visiting, of the curb cut and tactile walking surface indicators field trip to be held in May 2023*
4. *Scent-free/reduction policy to be addressed September 2023, with staff attendance requested to discuss the concerns with the language being too soft, and enforcement and compliance of the policy. The Committee is interested in the opportunity to share their lived experiences and discuss public education.*

H. ADJOURNMENT

Moved By J. Scott

Seconded by unanimous consent

That the Accessibility Advisory Committee meeting be adjourned at 6:03 p.m.

CARRIED UNANIMOUSLY

ACCESSIBILITY FRAMEWORK

Review and update to comply with Accessible BC Act

urban
matters

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Agenda

- Project Overview
- Phase 1 Key Findings
- Preparing for Phase 2
- Discussion



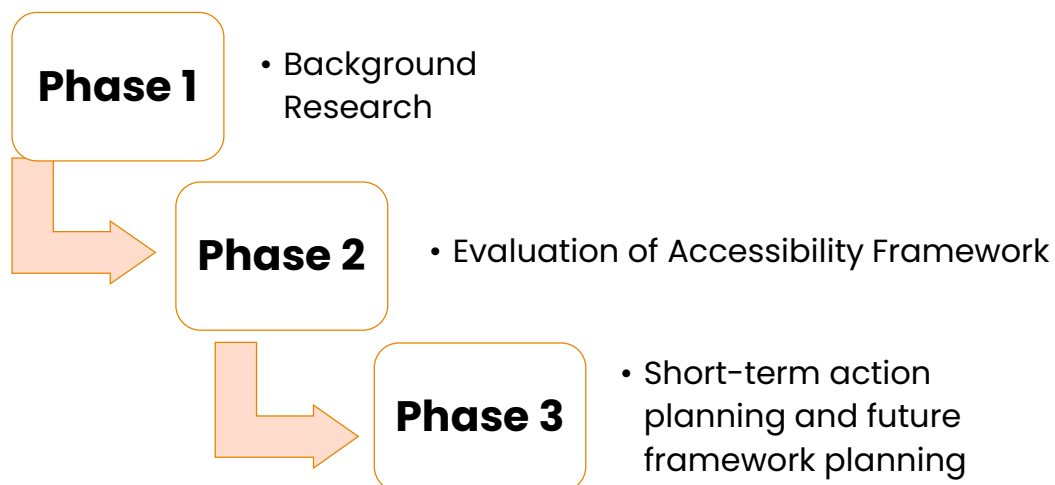
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Project Overview – Purpose

- Gain a comprehensive **understanding** of the measures implemented by the City of Victoria since the establishment of the Accessibility Framework in 2020.
- Evaluate the **effectiveness** of the initiatives undertaken as part of the Accessibility Framework and gather insights on their impact.
- Identify **opportunities** for improvement in the Accessibility Framework and align it with the requirements of the new Provincial Accessibility Act, while also finding ways to better integrate its objectives and actions into City departments.

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Project Overview



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Phase 1

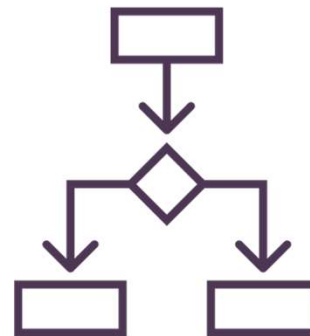
- Review background information on the Accessible BC Legislation and current best practices for accessibility



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Phase 2

- Develop an evaluation method which identifies what success means, what metrics it can be measured by, and who may hold that knowledge.
- Complete the Evaluation



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Phase 3

Once evaluation is complete, there is an opportunity to begin planning for implementation based on the findings. We propose to initiate an action plan with two intended outcomes:

- Meet the Accessibility Act BC requirements by September 2023
- Development of a framework for future Accessibility Planning which considers guiding principals, parameters, and approaches.

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PHASE 1 FINDINGS

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ACCESSIBLE BC PRIORITIES – PROVINCIAL GOVERNMENT ACTION PLAN

Priority 1: Creating a Culture of Accessibility and Inclusion

Priority 2: Information and Communications

Priority 3: Building, Infrastructure and Public Spaces

Priority 4: Employment in the B.C. Public Service

Priority 5: Delivery of Goods and Services

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THE ACT – WHAT IT INCLUDES

Part 1 – Interpretation

Part 2 – Recognition and Accountability

- Responsibilities of the Minister related to promotion of accessibility

Part 3 – Accessible Organizations

- Defines responsibilities of government and prescribed organizations for working towards accessibility

Part 4 – Accessibility Standards

- Enables the Lieutenant Governor in Council to make regulations for accessibility

Part 5 + 6 – Enforcement and Compliance (NOT IN FORCE)

Part 7 – General

- Functional and application pieces

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LOCAL GOVERNMENT AND PRESCRIBED ORGANIZATION REQUIREMENTS – PART 3 OF THE ACCESSIBLE BC ACT

Establish a committee to assist in identifying barriers to individual in or interacting with the organization and advise on the removal or prevention of barriers. Committees must include: at least half people with disabilities, or individuals who support persons with disabilities; reflect the diversity of persons with disabilities in BC; at least one Indigenous persons; reflect the diversity of persons in BC.

Create an Accessibility Plan to identify, remove and prevent barriers to individuals in or interacting with the organization; review and update at least once every 3 years; consider the guiding principals; consult with the accessibility committee; consider comments received from public feedback.

Create a mechanism for receiving comments from the public related to the organizations accessibility plan and barriers to individuals in or interacting with the organization.

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UPDATED DEFINITIONS OF ACCESSIBILITY

Accessibility Act of BC definition of Accessibility:

- Accessibility means that all people can take part in their communities through work, play and other daily activities.
- Accessibility is important for everyone, especially people with disabilities.
- Accessibility is about removing barriers and increasing inclusion and independence for everyone.

City of Victoria's current definition:

The degree of ease that something (e.g. device, service, place) can be used and enjoyed by people with disabilities

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KEY PRINCIPALS IDENTIFIED

Accessible BC Act

- Inclusion
- Diversity
- Adaptability
- Universal Design
- Self-determination
- Collaboration

City of Victoria Accessibility Framework

- Inclusion
- Diversity
- Respect
- Collaboration
- Adaptability

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TYPES OF BARRIERS IDENTIFIED

City of Victoria:

- Attitudinal, informational or communication, technological, physical or architectural and organizational and systemic.

Accessibility Act:

- Attitudinal, informational or communication, technological, physical or architectural and organizational, **sensory** and systemic.

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TO MEET REQUIREMENTS

- Update framework with new definitions, additional barriers, and principles.
- Consider additional recruitment for AAC if necessary.
- Create a feedback mechanism.

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QUESTIONS?

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matters

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Research Questions

- Are there gaps between what has been included in the City of Victoria's 2020 Accessibility Framework and the requirements of the new Accessibility Act BC?
- How has the process of implementing actions identified in the City of Victoria's 2020 Accessibility Framework gone. Have there been barriers to implementation?
- What are the high-level objectives for accessibility for the City, city staff, community at large, and Accessibility Advisory Committee?

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Evaluation Plan

1. Review City of Victoria Documents of activities completed to improve accessibility
2. Focus groups and meetings with City staff
3. Focus Group with external stakeholders



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Evaluation Approach

- Gaps Analysis – are there any changes to the City of Victoria’s current accessibility framework and the AAC needed to meet legislative requirements?
- What is the scale of any changes needed?
- Identify Goals – To create a lasting approach to accessibility, what are the high level aspirations of the community for accessibility? How can we create an approach that evolves as the community does?

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CREATING AN EVALUATION PLAN

- Who do we engage externally?
- What do we need to know from them?
- Are there any key areas or topics in the Accessibility Framework that need to be revisited?

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Potential External Stakeholders

- » Victoria Disability Resource Centre
- » SPARC BC
- » Action Committee of People with Disabilities
- » Rick Hansen Foundation
- » Inclusion BC
- » Seniors Serving Seniors

Are there any missing? Is this the right list?

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Discussion:

- What aspects of this project may be tricky?
- What aspects of this project do you expect to go well?
- How can we best proceed with this in mind?

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AAC Action Log – Prioritization Summary (Workplan)

Updated: March 8th, 2023

ACTIVE ITEMS (intake and progress combined)

Item	Priority	Progress	Timeline - TBD	Notes
<p>Accessible Parking: “Continue to evaluate the locations, pricing and regulations associated with accessible parking stalls as a part of city-wide curb management planning”</p>	<p>1</p>	<p>May 2022: Transportation is expected to bring more information on this to May meetings due to full agenda</p> <p>June 2022: Committee agreed to discuss the item in the July meeting as it will be before Council.</p> <p>July 2022: Committee was updated on the accessible parking project and the new stall locations on public roads and in public parking lots. Updates will be provided regularly.</p> <p>Dec 2022: Committee received update from staff on new accessible parking stalls and retrofits to existing stalls. An update will be provided at the end of 2023 as well as an outline of the 2024 roster of new parking stalls. Staff requested suggestions for Priority areas in Victoria for further accessible parking upgrade consideration</p>	<p>Dec 2022</p>	

<p>Design Guidelines for Accessible Sidewalk Cafes</p>	<p>1</p>	<p>June 2022: Committee discussed reviewing the sidewalk patio policy in the fall for changes to be implemented for 2023</p> <p>July 2022: Committee discussed moving this item to November 2022.</p> <p>Jan 2023: City staff provided an update and consulted the Committee on accessibility recommendations and improvements for end of March Council report</p>	<p>Jan 2023</p>	
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<p>Helping Hands Program (raised to the City)</p>	<p>1</p>	<p>May 2022: The program aims 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.</p> <p>June 2022: Committee discussed changes to the program causing eligibility issues and agreed to discuss it at a following meeting.</p> <p>Sept 2022: Committee received a verbal presentation to gather feedback on the accessibility of the application form.</p> <p>Jan 2023: The revised form incorporated members' suggestions.</p>	<p>Jan 2023</p>	
<p>Accessibility Framework and Short Term Action Plan - "Refine guidelines and processes for accessible public meetings, special events, and community engagement"</p>		<p>Draft content for the City's new Accessible Meeting and Events Toolkit provided to Accessibility Advisory Committee for feedback in August 2021</p> <p>Feb 2023: Update on the Accessible Meeting and Event Tool Kit</p>	<p>Feb 2023</p>	

Accessible BC Act		<p>Oct 2022: Representative of BC Ministry of Social Development & Poverty Reduction provided a presentation on accessibility requirements for municipalities.</p> <p>Jan 2023: Committee discussed how the Committee will interact and engage with the consultant. Working Group has been formed.</p>	March 2023	
Clover Point Infrastructure Changes	1	<p>May 2022: not a proper ramp</p> <p>June 2022: Committee discussed accessibility concerns with the implemented changes, though due to timing the issue would not be discussed until next year. Members did note an unsafe ramp, and discussed submitting a service request.</p> <p>Jan 2023: Service request will be submitted. Upcoming walk/roll event with transportation, engineering and parks staff to address barriers for people with disabilities at Clover Point on January 23 at 11:30 a.m.</p>	Requested for April 2023	
Accessibility Accommodation Policy “Develop a formal Accessibility Accommodation Request Process for members of the public seeking	1	<p>June 2022: Committee discussed the development and implementation of an accommodation policy, and level of priority in relation to other items.</p> <p>Jan 2023: The Committee requested staff provide an update on the accommodation</p>	May 2023	

support to access City Services and programs		policy in addition to the Advisory Committee orientation		
Update on Old Curb Cuts	1	<p>May 2022: Staff to inquire on progress of updates - phasing plan etc.</p> <p>June 2022: Committee discussed consideration of curb cuts and tactile walking surface indicators together and are requesting a staff presentation.</p> <p>Nov 2022: Staff presented on the progressive implementation of accessible pedestrian signals, curb retrofits and tactile warning indicators and was requested a field trip.</p>	<p>May 2023 Coordinate a field trip</p> <p>To schedule outside of May meeting</p>	
Tactile Walking Surface Indicators pilot “Promote, evaluate, and apply lessons learned through implementation of accessibility pilot projects”	1	<p>June 2022: Committee discussed consideration of curb cuts and tactile walking surface indicators together and are requesting a staff presentation.</p> <p>Nov 2022: Staff presented on the progressive implementation of accessible pedestrian signals, curb retrofits and tactile warning indicators.</p>	<p>May 2023 Coordinate a field trip</p> <p>To schedule outside of May meeting</p>	
Douglas Street Public Washroom (discussed in conjunction with Public Washrooms)		April 2022: Committed received presentation on the Douglas Street Public Washroom.	June 2023	

		<p>May 2022: Council directed to engage AAC,</p> <p>June 2022: Committee discussed concerns about inaccessible modular washrooms being ordered by the City and have noted inadequate consultation from staff. In particular, the placement of the sink outside the washroom and the lack of space beneath it for wheelchair users.</p> <p>Sept 2022: Committee was provided information on additional accessible changes from the base model.</p> <p>Jan 2023: Committee expressed on-going concerns regarding the Douglas Street washroom design being used as an example for future washroom designs.</p>		
Washrooms in the Public Realm (from AWG)	1	<p>May 2022: Committee received presentation on Accessible Washrooms in Public Parks</p> <p>June 2022: Committee discussed concerns about inaccessible modular washrooms being ordered by the City and have noted inadequate consultation from staff. In particular, the placement of the sink outside the washroom and the lack of space beneath it for wheelchair users.</p>	June 2023	

		Jan 2023: Council adopted recommendations of the Park Washrooms Accessibility Assessment – “Implement a workplan that addresses the accessibility upgrades required at all park washrooms within a seven-year timeframe”		
Snow plowing and Accessibility		Jan 2023: Committee discussed challenges with snow plowing and accessibility and requested to provide suggestions to staff Jan 2023: Staff tentatively will engage to hear concerns and ideas from the AAC and share improvements in the snow plowing process	Sept -Oct 2023 Tentatively confirmed	
Scent-free/reduction policy “Review and/or adopt scent reduction policies in public buildings, starting in City Hall”	1	June 2022: Committee noted a lack of staff consultation and a seeming lack of enforcement on the policy, though the item was not considered time-sensitive Sept 2022: The scent free policy was provided. Committee was provided a written clarification on the scent free/reduction policy from City administration Oct 2022: Committee compiled a list of questions for City administration to review.	Sept 2023 – Request for a staff update	

<p>Pet restrictions in city facilities starting with City Hall (from AWG)</p>	<p>1</p>	<p>May 2022: 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> <p>June 2022: Committee agreed that to reduce allergens in the environment they would discuss restrictions at the September meeting.</p> <p>October 2022: The Committee agreed to move the pet restriction policy to the March 2023 meeting.</p>	<p>Sept 2023 – Revisit</p>	
<p>Accessible Parking</p>		<p>Year-end update</p>	<p>Nov 2023</p>	
<p>Off-Leash Dog Area Pilots</p>	<p>1</p>	<p>May 2022: City keeps designating areas as off leash areas. They are called pilots ("trials"). Concern for people who walk without interference from loose dogs</p> <p>June 2022: Committee discussed discomfort around off-leash dog parks, particularly for individuals with mobility issues.</p>	<p>Nov 2023</p>	

		July 2022: Moved to December 2022		
Meeting and Event Toolkit		Jan 2023: Committee would like to review the Meeting and Event Toolkit To be scheduled for Feb 2023	TBD	
Protected bike lanes and safe transit access		Jan 2023: Committee agreed to add protected bike lanes and safe transit access	TBD	

ADDITIONAL ITEMS REVIEWED/ARCHIVED

Inclusion and Equity Update to the Engagement Framework		May 2022: Presentation provided to the Committee. Jan 2023: Committee requested that staff provide a copy of the Engagement Framework	In progress	
Website redesign feedback		June 2022: Presentation provided to the Committee Oct 2022: Call to test accessibility on website has been sent out to AAC members	Feb 2023 update to be provided	

		Nov 2022: A focus group provided feedback		
Garden Suite Design Guidelines staff		Sept 2022: Staff provided presentation to gather feedback on the accessibility of the guidelines.	Completed	
Accessible Voting (from AWG)	2	<p>May 2022: Voting for by-election. Accessible voting machine became available for the first time.</p> <p>June 2022: <i>Accessible Voting</i>: Committee discussed accessibility provisions for the upcoming general local election.</p> <p>Aug 2022: Committee received accessible voting clarification from Legislative Services.</p> <p>Jan 2023: Committee discussed challenges including lack of staff training on how to use equipment. Comments will be forwarded to Legislative Services at elections@victoria.ca</p>	Completed	
Beacon Hill Park – accessible washrooms, access to top of the hill	1	<p>May 2022: Roads didn't take too close to parking</p> <p>June 2022: Committee discussed the closure, and noted that the decision would not be revisited for some time</p>	March 2023 – Completed	

Best practices for accessibility and inclusion for public event organizers seeking permits	2	June 2022: Committee noted that these items were a low priority due to the onset of summer, and therefore agreed to removing the items from the prioritization summary.	Removed	
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”	2			
Government Street Refresh	1	<p>May 2022: Community Planning presented to AAC at the March 8th meeting</p> <p>June 2022: Committee discussed removing the item from the priority list due to timing with other items, Councils schedule and staff timelines.</p>	Removed	