



MINUTES - ACCESSIBILITY ADVISORY COMMITTEE

November 12, 2024, 4:00 P.M.

COUNCIL CHAMBERS, CITY HALL, 1 CENTENNIAL SQUARE

The City of Victoria is located on the homelands of the Songhees Nation and Xwsepsum Nation.

Meeting conducted electronically via Zoom and in-person

PRESENT

ELECTRONICALLY: S. Jennings (Chair), S. Hough (Vice Chair), L. Bartram, N. Moss, C. Marks, P. Singh

ABSENT: C. Paisley

STAFF: A. Galiev - Equity, Diversity & Inclusion Lead, S. Mackenzie – Equity, Diversity & Inclusion Coordinator, Y. Funahashi – IMPACT Associate, A. Heimburger– Legislative Coordinator

GUESTS: M. Moore – Lived Experience Consultant, J. Olarte – CNIB, Digita11y Accessible

The Chair requested that the Vice Chair perform duties of the Chair for the November 12, 2024 meeting of the Accessibility Advisory Committee.

Committee member S. Hough assumed the role of Chair.

A. Call to Order

The meeting was called to order at 4:00 p.m.

B. Land Acknowledgement

Committee member N. Moss acknowledged that the City of Victoria is located on the homelands of the Songhees First Nation and Xwsepsum First Nation communities, and thanked them for allowing us to live, work and play on their lands.

C. APPROVAL OF AGENDA

Moved By L. Bartram

Seconded By S. Jennings

That the agenda be approved.

CARRIED UNANIMOUSLY

D. READING OF MINUTES

D.1 Minutes from the meeting held October 08, 2024

Moved By C. Marks

Seconded By N. Moss

That the minutes from the meeting held October 08, 2024 be approved.

CARRIED UNANIMOUSLY

E. Welcome Remarks from the Chair

The Acting Chair noted that they would be filling in for committee member S. Jennings as Chair.

F. NEW BUSINESS

F.1 Accessibility in Digital and Print Material (consultant - led)

Accessibility Consultant J. Olarte, provided an overview of the scope, goals and operations of his organization and provided an overview of a digital and print media accessibility project that Digita11y Accessible was contracted to work on for the City.

Committee discussed the following:

1. *Accessibility challenges and improvements for ATMs and Online Banking*
2. *Standards established to rate and consider digital and print material*
3. *Potential for artificial intelligence to improve accessibility of web-based content.*
4. *Difference in quality and capabilities of various screen reader types.*
 1. *Importance of ensuring digital media is clear to maximize utility by a variety of screen reader types*

The consultant presented questions to the committee to determine accessibility needs for the digital and print media project.

Consultant Question No. 1:

What are some specific accessibility goals [EXAMPLES] you'd like the City to prioritize for digital and print content?

Committee discussed the following:

1. *City website review project and newly implemented accessible website*
 1. *Good accessibility when searching for documents*
 2. *Not all City documents are accessible*

2. *Would like to see a shift away from calendar and table-based formats to improve accessibility for those using screen readers*
3. *Desire for City to work with stakeholders on improving empathy regarding accessibility to improve inclusion for community members with disabilities in everyday business and activities.*
4. *Accessibility concerns and barriers for accessing various recreation programs*
 1. *Application forms for programs are not always available online*
 1. *Online documents allow ESL users to use translation apps to complete forms*
 2. *Interest in having QR codes on site or incorporated in print media to direct users to accessible forms online*

Consultant Question No. 2:

In your view, how effectively does the City's current approach meet the [INFORMATION or CONTENT] accessibility needs of our community?

Committee discussed the following:

1. *Various methods that the City uses to provide accessible information*
 1. *Project alerts*
 2. *Alerts about construction activities*
 3. *Garbage collection reminders*
2. *Would like to see more consistency between various online platforms such as Facebook, Instagram, website, YouTube, etc.*
 1. *Need for a more robust approach to alt text*
 2. *Lack of described content to accompany videos*

Consultant Question No. 3:

[HOW DO YOU PROVIDE FEEDBACK] Is it easy for residents to provide feedback or report issues they encounter with the City's digital and print content? How could communication channels be improved?

Committee discussed the following:

1. *Accessibility Reporting Mechanism through the City website or by e-mail to accessibility@victoria.ca*
 1. *Simple and effective system*
2. *Need for development of a system for reporting urgent accessibility-related bylaw infractions*

Consultant Question No. 3:

Are there specific processes or barriers that you feel make digital and print accessibility challenging? How could these be simplified or improved?

Committee discussed the following:

1. *Complex imagery such as maps, tables and graphs*
 1. *daunting to make sense of these even if expressed on the page through text*

Committee member N. Moss left the meeting at 5:26 p.m.

Committee member S. Jennings left the meeting at 5:30 p.m.

2. *Accessibility of Council meeting videos*
 1. *Not able to use a screen reader to assist with scrolling to applicable part of meeting*
 2. *Decreases opportunities for civic participation*
3. *Desire for improved accessibility for the Crystal Pool referendum through improved communications and tactile options*
 1. *Opportunity to work with the Canadian National Institute for the Blind to create interactable and tactile media and displays*

F.2 Chair and Vice Chair updates (Suzan Jennings and Sandra Hough)

F.2.1 Accessibility Assessments of City Washrooms

Committee member S. Hough provided an update on the twelve City-owned washroom assessments completed to date.

Committee discussed the following:

1. *Variability and surprise of layouts and types*
2. *Clover Point Washroom*
 1. *Universal, Two stall washroom facility*
 2. *Only washroom inspected with a functional power door*
 3. *Privacy concerns due to a transparent glass wall*
 4. *Small signage which included braille*
 5. *Aesthetic but overall non-functional space*
3. *Project goals:*
 1. *To inform City staff of:*
 1. *Current accessibility features in City-owned washrooms*
 2. *Opportunities for improvement to accessibility for City-owned washrooms*
 2. *Mapping of accessibility features included at each washroom site*
 3. *Applying Rick Hansen Foundation meaningful accessibility framework to washrooms*

F.2.2 Year-end Festivities

Committee member S. Hough discussed options for the Accessibility Advisory Committee to hold a year-end event to celebrate successes of the committee.

Committee discussed the following:

- 1. EDI Office staff to make arrangements*
- 2. Event to take place during next regularly scheduled committee meeting on December 10.*

F.3 Community Roundtable

This item was referred to the December 10, 2024 Accessibility Advisory Committee meeting.

G. Next Meeting Agenda & Date – December 10, 2024

H. Adjournment

Committee, by unanimous consent, adjourned the meeting at 6:04 p.m.