

Appendix C: City of Victoria Accessibility Action Plan

Actions	Focus Area	Accessibility Working Group or Council Motions (Historical Reference)
1 -3 Year		
Adopt a City-Wide Accessibility Policy	Government and Services	
Hire an Accessibility Coordinator	Capacity and Collaboration	
Establish an external advisory body to enable ongoing input from persons with lived-experience on issues relating to accessibility	Capacity and Collaboration	
Add the Accessibility Framework to City's website	Government and Services	
Continue to assess needs and incorporate accessibility into the City's Corporate Learning Program	Capacity and Collaboration	
Review the Council Procedures bylaw opportunities to increase accessibility in City for Decision Making	Government and Services	<p>July 2017: <i>The AWG requests the Clerk to include in his recommendations to Council regarding an Overarching Committee Policy, that committee meetings and business be accessible in forum, information and procedures, to make participation in this aspect of civic life accessible to all.</i></p> <p>November 2017: <i>The AWG recommends to Council that it direct Staff, in consultation with the AWG, to develop a policy and guidance material to implement Council's direction of January 20, 2017 that staff include Accessibility Impacts in all reports to Council</i></p> <p>August 2019: <i>The AWG recommends that Council refrain from requesting or receiving any verbal-only staff reports, especially when it relates to matters of accessibility, as they are not accessible to all members of the AWG. And that the matter of Council information accessibility be referred to the Accessibility Framework project so the City adopts policies</i></p>

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		<i>and procedures to ensure that public information provided in graphic or verbal format also be provided in agreed upon accessible alternative formats</i>
Trial and refine the Accessibility Prioritization Tool, integrated with the Project Management Framework, to help inform accessibility project planning	Built Environment	October 2018: <i>That Council direct staff to develop and implement a plan to install APS/audible signals at all existing controlled intersections/crossings, to be completed by 2021 and that staff work with the AWG to determine priority intersections/crossings to be addressed each year. That the new standard be that APS or audible signals be installed whenever a new pedestrian signal is installed</i>
Participate in the provincial annual Access Awareness Day	Capacity and Collaboration	
Commence development of a City universal design manual (guidelines, specifications and standards), integrated with capital planning tools/processes, for (1) built environment and (2) city facilities.	Built Environment	<p>December 2015: <i>That truncated dome mats be installed on all new curb cuts, and that the City retrofit all existing no-lip curb cuts on an immediate basis.</i></p> <p>October 2018: <i>That Council direct staff to develop and implement a plan to install APS/audible signals at all existing controlled intersections/crossings, to be completed by 2021 and that staff work with the AWG to determine priority intersections/crossings to be addressed each year. That the new standard be that APS or audible signals be installed whenever a new pedestrian signal is installed</i></p> <p>October 2018: <i>That Council direct staff, when reporting back to Council as part of Financial Plan with resource estimates for AWG recommendations, that staff consider combining the AWG’s recommendations regarding conducting a parking study for City-provided parking, with the scope of the accessible parking study for privately-provided parking, to determine any efficiencies that might be gained.</i></p>

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		<p>October 2018: That Council direct staff to include in criteria for making City Hall accessible, accessible artificial lighting, particularly in public areas.</p> <p>June 2019: The AWG recommends that the City of Victoria follow the example of Saanich and other municipalities and install tactile dome markings and tactile strips at mid-block bus stops, as an example, stops along Yates St between Douglas and Fernwood.</p> <p>August 2019: The AWG recommends to Council that they direct staff to put a moratorium on the installation of any further uncontrolled crossings over bike lanes until measures acceptable to pedestrians who are blind are put in place at the existing inaccessible crossings.</p>
Share City accessibility goals and commitments with municipal partners through the CRD	Capacity and Collaboration	
Integrate accessibility as a topic into Small Business Information Sessions offered through the Business Hub	Government and Services	
Develop a formal Accessibility Accommodation Request Process for members of the public seeking support to access City Services and programs.	Government and Services	<p>November 2016: That Council instruct Recreation Services to research, develop, codify and publicize a robust disability accommodation process for recreation facilities and programs</p> <p>October 2018: Continue to remove barriers to access in the Council Chamber and other public areas at City Hall, including entrances, corridors and washroom facilities associated with access to, and use of, these public spaces</p>
Initiate, scope and plan for the City's website to be compliant with latest Web Content Accessibility Guidelines	Government and Services	September 2018: That Council direct staff to research and plan to address barriers in the Council documents and webcasting service and system/page and report to Council

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		<p><i>on financial implications as part of the 2019 Financial Planning process. Such barriers include but may not be limited to: 1. Inaccessibility of webcasts to people with hearing impairments. 2. Unreliability of webcasts for people who cannot attend City Hall, 3. Navigation issues on the page for people using screen readers (very difficult to find and play the webcast or access documents associated with agenda items), and 4. Lack of process for people who cannot attend City Hall to address Council.</i></p>
<p>Develop guidelines / processes for accessible public meetings, special events, and community engagement</p>	<p>Government and Services</p>	
<p>Initiate the update of City communication guidelines and visual standards to increase accessibility of public documents</p>	<p>Government and Services</p>	<p>September 2018: <i>That Council direct staff to research and plan to address barriers in the Council documents and webcasting service and system/page and report to Council on financial implications as part of the 2019 Financial Planning process. Such barriers include but may not be limited to: 1. Inaccessibility of webcasts to people with hearing impairments. 2. Unreliability of webcasts for people who cannot attend City Hall, 3. Navigation issues on the page for people using screen readers (very difficult to find and play the webcast or access documents associated with agenda items), and 4. Lack of process for people who cannot attend City Hall to address Council.</i></p> <p>August 2019: <i>The AWG recommends that Council refrain from requesting or receiving any verbal-only staff reports, especially when it relates to matters of accessibility, as they are not accessible to all members of the AWG. And that the matter of Council information accessibility be referred to the Accessibility Framework project so the City adopts policies and procedures to ensure that public information provided in</i></p>

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		<i>graphic or verbal format also be provided in agreed upon accessible alternative formats</i>
<p>Improve availability and accessibility of mobility options and parking infrastructure for people with disabilities (including on-street parking, Transit services, accessible taxis and ride-hail, and handiDART) through the implementation of the Go Victoria Strategy</p>	Built Environment	<p>September 2017: <i>The AWG recommends that the sidewalk in front of Centennial Square be improved for wheelchair access to BC Transit</i></p> <p>January 2018: <i>AWG recommends that the sidewalk on the west side of Douglas adjacent to the Bay Centre be improved for wheelchair access to BC Transit.</i></p> <p>October 2018: <i>That Council direct staff, when reporting back to Council as part of Financial Plan with resource estimates for AWG recommendations, that staff consider combining the AWG’s recommendations regarding conducting a parking study for City-provided parking, with the scope of the accessible parking study for privately-provided parking, to determine any efficiencies that might be gained.</i></p> <p>June 2019: <i>The AWG recommends that the City of Victoria follow the example of Saanich and other municipalities and install tactile dome markings and tactile strips at mid-block bus stops, as an example, stops along Yates St between Douglas and Fernwood.</i></p>
<p>Improve accessibility options related to municipal election processes</p>	Government and Services	<p>June 2019: <i>The AWG recommends to Council to direct staff to make civic elections as accessible as possible to persons with disabilities including, but not limited to, employing accessible voting machines and banning pet dogs from attending voting locations.</i></p> <p>August 2019: <i>Make an accessible voting machine available for the next municipal election or by-election on polling day</i></p>

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		<p><i>and that it be located at City Hall or another equally central polling location</i></p> <p>August 2019: <i>Ensure that there is at least one polling station in a pet-free facility available to all voters on polling day and that the no-pet policy is enforced; and Widely publicize these accessibility options well in advance of polling day</i></p>
Continue the assessment of accessibility for City facilities and parks and incorporate improvements into retrofit planning	Built Environment	
Develop and implement landscaping pilot projects that incorporate low allergen plantings on public land	Built Environment	May 2019: <i>The AWG recommends that Council direct staff to make the Songhees Park Expansion a demonstration pilot for low allergen planting and to collaborate with experts and the AWG in development of the planting plan from the ground cover to trees</i>
Commence review of City Bylaws, including associated fines, for reducing barriers to accessibility	Government and Services; Built Environment	December 2018: <i>the AWG request Council to direct staff to step up enforcement of the sandwich board provisions of the portable sign bylaw in the name of pedestrian safety.</i>
Support education efforts to reduce and prevent barriers in built environment	Built Environment	
Continue to incorporate support for people with disabilities as a part of city- wide emergency preparedness and planning	Capacity and Collaboration	
Communicate requirements and expectations to lease holders of City buildings to reduce or eliminate barriers to accessibility	Built Environment	
Review and/or adopt scent free policies in public buildings, starting in City Hall	Built Environment	October 2018: <i>Take steps on a priority basis to create a meeting space at City Hall that is accessible to people with a</i>

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		<i>range of disabilities, including people who cannot participate due to allergens / air quality</i>
Review and/or adopt policy related to pet access to City facilities and parks	Built Environment	June 2019: <i>That Council postpone considerations of any pet dog related initiatives until after this already-planned and inclusive review of pet dog policy is undertaken.</i>
Initiate a community-wide accessibility data survey to obtain localized, accurate and statistically relevant information on disabilities in Victoria	Capacity and Collaboration	
Refine and expand recreational program opportunities for people with disabilities		November 2016: <i>That Council instruct Recreation Services to research, develop, codify and publicize a robust disability accommodation process for recreation facilities and programs</i>
3 - 5 Years		
Implement special event accessibility requirements for permitted events and encourage best practices for inclusive events and festivals being held in the City of Victoria	Government and Services	
Review accessibility requirements and criteria for the City's Participatory Budgeting program	Government and Services	
Review strategies to improve accessibility of heritage buildings	Built Environment	
Review the downtown streetscape standards and furnishing guidelines to further incorporate accessibility features at the next document update	Built Environment	
Consider an accessibility layer to the City's wayfinding system, including digital and other forms of information sharing	Built Environment	