

## Attachment A: Accessibility Framework Short Term Action Plan Update

### Purpose

The following document provides a summary of the status of all actions within the Accessibility Framework Short Term Action Plan that was approved by Victoria City Council on October 8, 2020. As part of this approved Plan, staff are bringing forward an annual update on all action items in the Plan as of August 31, 2021. The action status is delineated as follows:

- Complete
- Underway
- Delay
- Future

The Action Plan is broken into three Focus Areas, outlined below, which groups actions into core segments of accessibility work that closely align with the business and structure of City work and planning.

### Focus Area #1: Governance and Services

***Removing barriers and increasing participation in local government programs, services, information, bylaws, and public decision making.***

Action	Department	Status	Comments	Timeline
1. Develop and promote best practices for inclusion and accessibility to organizers of permitted special event and festivals being held in the City of Victoria	<ul style="list-style-type: none"><li>• Business and Community Relations</li></ul>	Underway	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 to deploy the stage lift or build temporary ramps to provide wheelchair access to temporary stages and spaces where possible and when required.	2021
2. Continue to update the City's website to be compliant with latest Web Content Accessibility Guidelines	<ul style="list-style-type: none"><li>• Corporate Initiatives</li></ul>	Delay	Proposed funding for advancing this initiative is included in the 2022 Financial Plan as a supplementary request. If no funding approved, minor incremental changes will be made on an on-going basis, pending staff capacity.	2021

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3. Update City communication guidelines and visual standards to increase accessibility of public documents through alternate formats	<ul style="list-style-type: none"> <li>Engagement</li> </ul>	Underway	Accessible Guidelines and Visual Standards completed. Staff training planned for T3 2021.	2021
4. Refine guidelines and processes for accessible public meetings, special events, and community engagement	<ul style="list-style-type: none"> <li>Engagement</li> </ul>	Underway	Draft content for the City's new Accessible Meeting and Events Toolkit provided to Accessibility Advisory Committee for feedback in August. Pending feedback, toolkit to be finalized for layout, the toolkit is planned to be available on City Intranet Site for staff and City website as best practice by the end of 2021.	2020-2021
5. Promote participation in Emergency Preparedness Workshops and other preparedness events and exercises among agency partners who serve people with disabilities	<ul style="list-style-type: none"> <li>Engagement</li> <li>Victoria Fire Department</li> </ul>	Underway	Connect & Prepare Program promotions are planned to start again in the fall of 2021, including outreach to agency partners who serve people with disabilities.	2021
6. Promote, evaluate, and apply lessons learned through implementation of accessibility pilot projects	<ul style="list-style-type: none"> <li>Engineering and Public Works</li> <li>Parks, Recreation and Facilities</li> </ul>	Underway	<p>The City's first accessible beach project was completed in August 2021 at Ross Bay. This new amenity reduces barriers to access to the waterfront, including a new beach mat for those with mobility aids.</p> <p>New accessible parking guidelines field tested along Dallas Road with corresponding public engagement was held to review and modify guidelines as required. More information regarding this item in action 26.</p> <p>Tactile Walking Surface Indicators (Tactile Domes) are being trialed at new curb ramp and crosswalk locations as part of ongoing capital projects.</p> <p>Previous Accessible Pedestrian Signal (APS) pilot are now being installed as part of all new traffic signal installations.</p>	on-going
7. Review accessibility resources, requirements and/or criteria for various granting or participatory budgeting programs offered by the City	<ul style="list-style-type: none"> <li>Finance</li> <li>Business and Community Relations</li> <li>Parks, Recreation and Facilities</li> </ul>	Delay	A new Recreation Inclusion Coordinator will be hired later this year. This position will provide support and resources, for programs and grant opportunities.	2020-on-going

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8. Review the Council Procedures bylaw for opportunities to increase accessibility in City decision making	<ul style="list-style-type: none"> <li>Legislative Services</li> </ul>	Underway	Procedures Bylaw Amendment brought to Council to continue electronic meeting practices. Further review will occur as a part of the Governance Review into 2022.	2021
9. Develop a formal Accessibility Accommodation Request Process for members of the public seeking support to access City Services and programs	<ul style="list-style-type: none"> <li>Legislative Services</li> </ul>	Delay	Interim Public Hearing Accommodation Policy adopted in December 2019. Review and development of broad policies for other services to start in 2022.	2022
10. Review and update accessibility of webcasting services	<ul style="list-style-type: none"> <li>Legislative Services</li> <li>IT</li> </ul>	Underway	Improvements made to webcasting services and future iFrame improvements to be made to webcasting landing page.	2020

### Focus Area #2: Capacity and Collaboration

***Developing increased corporate capacity to deliver professional services in a more accessible manner. This includes partnerships and advocacy with other levels of government and community stakeholders. Collaborating with community partners can set a strong example for community accessibility attitudes and awareness.***

Action	Department	Status	Comments	Timeline
11. Promote established resources and programs for businesses owners on accessibility	<ul style="list-style-type: none"> <li>Business and Community Relations</li> </ul>	Underway	Scheduled updates to the website with accessibility resource materials planned for third quarter triannual report in 2021.	2021-on-going
12. Integrate accessibility as a topic into Small Business Information Sessions offered through the Business Hub	<ul style="list-style-type: none"> <li>Business and Community Relations</li> </ul>	Future	Business Information Sessions will be programmed in 2022.	2022-on-going
13. Hire new staff positions to resource and support corporate equity objectives and the implementation of the accessibility framework	<ul style="list-style-type: none"> <li>Corporate Initiatives</li> </ul>	Complete	Staff have been hired for the newly established Office of Equity, Diversity, and Inclusion.	2020-21
14. Report out on implementation of the Accessibility Framework	<ul style="list-style-type: none"> <li>Corporate Initiatives</li> </ul>	Underway	Current report is the first annual report back to Council and the community on the progress on the Accessibility Framework.	ongoing

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15. Recognize December 3rd as the International Day of Persons with Disabilities	<ul style="list-style-type: none"> <li>Council</li> </ul>	Future	Council Liaisons to the Accessibility Advisory Committee to bring forward proclamation to Council (C. Isitt and/or C. Potts).	ongoing
16. Participate in the provincial annual Access Awareness Day	<ul style="list-style-type: none"> <li>Engagement</li> </ul>	Underway	No public events due to COVID-19 pandemic. The City supported SPARC BC's Access Awareness Day social media campaign in June 2021 and will continue to plan for the annual event in 2022.	ongoing
17. Promote and participate in National AccessAbility Week	<ul style="list-style-type: none"> <li>Engagement</li> </ul>	Underway	Continued support for Accessible Canada's social media campaign planned.	on-going
18. Share information with disability organizations and service providers on new technologies being used within the built environment and public facilities	<ul style="list-style-type: none"> <li>Engineering and Public Works</li> <li>Parks, Recreation and Facilities</li> <li>Engagement</li> </ul>	Underway	Public engagement, including disability organizations, has been a part of the scope for recent park projects where new technologies are being used in both initiatives. Universal design consultants engaged on the Topaz Park Skateboard and Bike Parks project, as well as the Stadacona Park Playground Replacement project.	2021-on-going
19. Continue accessibility related training and professional development learning opportunities for City employees	<ul style="list-style-type: none"> <li>Human Resources</li> </ul>	Underway	Roster of vendors to deliver training established. Communication with vendors underway to determine training dates for Fall 2021, and next steps.  Employees have been provided access to webinars and other professional development opportunities on a variety of EDI topics including accessibility through the City's membership with Canadian Centre for Diversity (CCDI).	2020-on-going
20. Incorporate accessibility organizations into food security initiatives	<ul style="list-style-type: none"> <li>Parks, Recreation and Facilities</li> </ul>	Underway	The Public Health Association of B.C. (PHABC) is projected to complete the Community Garden Accessibility Toolkit by the end of 2021. The City of Victoria's Community Gardens Accessibility Audit summary will also be complete by end of 2021 and be made available to the community.	2020-on-going
21. Explore the feasibility of a comprehensive accessibility survey with government partners to obtain localized and accurate data on the prevalence of disabilities in Victoria	<ul style="list-style-type: none"> <li>Sustainable Planning and Community Development</li> <li>Engagement</li> <li>Corporate Initiatives</li> </ul>	Future		2022

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### Focus Area #3: Built Environment

***Promoting accessibility as a collective good and a key component in urban policy, design, planning, and development. This focus area includes the systematic reduction and prevention of physical barriers across transportation and mobility, public facilities, and public spaces.***

Action	Department	Status	Comments	Timeline
22. Undertake a Cultural Spaces Roadmap which will include identifying existing venues and spaces that require modifications for accessibility and create awareness of tools and resources to ensure accessibility standards are met.	<ul style="list-style-type: none"> <li>• Business and Community Relations</li> </ul>	Underway	Partially completed through Cultural Infrastructure Grant Program in sharing resources and information for accessibility projects.	2021
23. Install pedestrian activated 2021–2022 lights at floating bus stop crosswalks along Pandora bike lanes	<ul style="list-style-type: none"> <li>• Engineering and Public Works</li> </ul>	Complete	Completed April 2021.	2021
24. Develop and/or update City of Victoria standards and specifications, building off the existing CSA B651-18, to further support accessibility in the built environment and within city facilities	<ul style="list-style-type: none"> <li>• Engineering and Public Works</li> <li>• Parks, Recreation and Facilities</li> <li>• Sustainable Planning and Community Development</li> </ul>	Future		2022-2024
25. Integrate a universal design section into the City's Project Management Framework documents	<ul style="list-style-type: none"> <li>• Engineering and Public Works</li> <li>• Parks, Recreation and Facilities</li> <li>• Corporate Initiatives</li> </ul>	Delay	To be combined with Project Management Framework update in 2022 to also incorporate equity considerations.	2021
26. Develop municipal accessible parking requirements and design standards (CSA Standard B651 or equivalent) for parking in new developments and for City-owned parking	<ul style="list-style-type: none"> <li>• Engineering and Public Works</li> </ul>	Underway	Council endorsement of proposed off-street parking requirements and associated design requirements in February 2021. Further public engagement, as directed by Council, completed in spring / summer 2021 including field testing of stalls on Dallas Road, additional review of specific	2020

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	<ul style="list-style-type: none"> <li>Sustainable Planning and Community Development</li> </ul>		<p>parking rates with feedback from Accessibility Advisory Committee. Staff to finalize recommended zoning bylaw amendments for Council consideration in late 2021.</p> <p>For public accessible parking stalls, the City has been applying updated design approaches (stall dimensions, paint and signage) to establish new and retrofit existing parking stalls in several locations. Newest stalls will be available in Q3 2021 in Beacon Hill Park, Oswald Park, and Broad Street.</p>	
27. Continue to evaluate the locations, pricing and regulations associated with accessible parking stalls as a part of city-wide curb management planning	<ul style="list-style-type: none"> <li>Engineering and Public Works</li> <li>Finance</li> </ul>	Underway	In 2021, Sunday parking fees at metered locations were removed for accessible permit holders. Candidate locations for new and/or retrofitted public accessible parking stalls are currently being identified for 2022.	2022
28. Initiate review of and amend City Bylaws, including associated fines, to reduce barriers to accessibility of sidewalks and pathways	<ul style="list-style-type: none"> <li>Engineering and Public Works</li> <li>Parks, Recreation and Facilities</li> </ul>	Underway	Minor amendments to Sidewalk Cafe Bylaw planned for fall 2021 to incorporate updated accessibility requirements using best practices and lessons learned from Build Back Victoria (BBV). This will include updating the minimum allowable sidewalk width next to a patio to ensure that sidewalks remain clear. Review of other bylaws will be future project.	2020-2021
29. Train applicable staff on the National Accessible Design for the Built Environment standards (CSA B651-18) in capital planning for facilities and the built environment	<ul style="list-style-type: none"> <li>Engineering and Public Works</li> <li>Parks, Recreation and Facilities</li> </ul>	Underway	Training to be delivered in the fall of 2021.	2020-2021
30. Undertake detailed design and build Phase 1 of the Centennial Square retrofit, including accessibility upgrades	<ul style="list-style-type: none"> <li>Parks, Recreation and Facilities</li> </ul>	Future		2021-2023
31. Review and/or adopt scent reduction policies in public buildings, starting in City Hall	<ul style="list-style-type: none"> <li>Parks, Recreation and Facilities</li> <li>Human Resources</li> </ul>	Complete		2021
32. Staff engage the Victoria Civic Heritage Trust and report back to Council on the feasibility of introducing accessibility requirements in relation to heritage building incentive grants	<ul style="list-style-type: none"> <li>Sustainable Planning and Community Development</li> </ul>	Underway	Discussions with Victoria Civic Heritage Trust underway.	2021
33. Review design guidance for sidewalk cafes to be accessible.	<ul style="list-style-type: none"> <li>Sustainable Planning and Community Development</li> </ul>	Underway	Minor amendments to Sidewalk Cafe Bylaw planned for fall 2021 to incorporate updated accessibility requirements using best practices and lessons learned from Build Back Victoria	2022

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			(BBV). Comprehensive review of design guidance will be future project. Accessibility of patios and flex spaces was a requirement of all BBV permits.	
34. Continue to integrate accessibility and universal design into different elements of the Art in Public Places Program	<ul style="list-style-type: none"> <li>• Business and Community Relations</li> </ul>	Underway	Process has started and applied during Topaz Park capital planning process and design of Harbour Road Neighbour Hub project.	2022