

CDBC.VRS-DWCC Comments to CAV's Answers to CRTC RFI Q22 - Q27:
Topic 5: User Engagement, Feedback & Support

This document from **CDBC.VRS-DWCC** focuses on User Engagement, Feedback, and Support.

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Executive Summary

ES1: CDBC.VRS-DWCC would like to ensure that the recognition goes to the efforts of many individuals and organizations that have long advocated and dreamed of communication equity these decades. Notable mentions go to the *Canadian Association of the Deaf-Association des Sourds du Canada (CAD-ASC)*, the *British Columbia VRS Committee (BCVRS)*, the *Ontario Video Relay Service Committee (OVRSC)*, and many provincial and local Deaf organizations. Their impassioned work of these Community Groups and interventions in TNC CRTC 2013-155 led to the policy establishments that are the current CAV administrator's current guiding principles. The CAV would have appreciated appropriate acknowledgement of these groups in its response to the CRTC RFI.

ES2: A few of these groups did mention Deaf-Blind in their written interventions and presentations during the public hearing for TNC 2013-155. Despite their efforts, Deaf-Blind consumers have been treated as an “afterthought” throughout the history of the VRS service provisions.

ES3: In the spirit of Truth and Reconciliation, Indigenous culture needs to be acknowledged and respected with having further user engagement and support provisions for this population. The Indigenous VRS users should have equal opportunity for more hands-on experience and to become more familiar with the VRS app. Customer support needs to become a safe space for Indigenous to ask questions without judgment.

ES4: Customer Satisfaction Surveys need to be more accessible and culturally sensitive, and safe, with explicit pictures as options when trying to answer the questions to comprehend in plain language due to the language and cultural deprivation of Indigenous Peoples.

ES5: When examining demographic and categorized analysis, the Indigenous consultant wonders whether the future research will include Indigenous DDBHH's accessibility to VRS in remote and rural areas with customer services and support of these VRS users.

ES6: Deaf Seniors find engaging with the customer support staff challenging, saying they don't use the same ASL. They sign too fast and repeatedly, and there is still miscommunication. Engagement with customer services appreciates greater sensitivity to the client's nature.

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ES7: While CAV describes its quadrilingual staff, it has still been challenging to engage more fluidly in customer services and support without one primary language. Miscommunications have ensued when attempting to resolve technical issues.

ES8: Deaf-Blind finds it challenging with Customer Support, as virtually when they ask me to do this or that, it takes longer to navigate computers with the application not accessible. Deaf-Blind commented that it would be better if the customer/tech support could come to meet the Deaf-Blind and help solve the issues with their devices in person due to the visual challenges. Also, Deaf-Blind needs some orientation or training on how to ask for help appropriately.

ES9: Statistically speaking, the low number of point-to-point calls was a concern of several parties, including the **CDBC.VRS-DWCC** group, in light of its work to push for communication equity with new data on wireless networks while using the *SRV Canada VRS* app included in the major companies' wireless companies' accessibility plans.

ES10: 9-1-1 calls are on the increase with VRS and **CDBC.VRS-DWCC** wonders the more specifics concerning these calls. Were there difficulties in the video connections? Were there delays? Stakeholder groups would appreciate more statistical breakdowns of VRS 9-1-1.

ES11: Outages, planned or unplanned, are not consistently reported, but the reason for the outages is not explained, and the reasons for the outages should also be published in the spirit of transparency.

ES12: **CDBC.VRS-DWCC** is pleased with the trends and reporting and appreciates the information to see that the overall user numbers and hours of usage are rising. With the hearing caller numbers not being so large, it is our position that the CAV must work diligently to improve the notifications for incoming calls for the VRS users so that the Deaf can catch the calls from their hearing family, friends, colleagues and community.

ES13: With Annual Reporting, testimonials from Indigenous DDBHH VRS users would be excellent for the following Report to encourage and promote VRS as a viable communication tool for these to communicate with their families and communities.

ES14: Finally, DDBHH stakeholders would appreciate that Annual Reports are created with visual elements within ASL and LSQ videos. We note that CAV translated its first Annual Report to ASL and LSQ, and we are thankful for this accessibility of information to the public. An extra step is needed, captions for hard-of-hearing VRS users and transcripts for Deaf-Blind viewers to read.

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Methodology

1. A total of nine Committee Members (CM) participate in commenting on this category of Service, and each member has been assigned a number. It is their wording below that they contributed. The team leaders sent the questions and CAV's responses to the Committee members to provide comments from their experiences and perspectives. The following eight Committee numbers participating in this Response are **CM#1, CM#2, CM#3, CM#8, CM#9, CM#10, CM#13, CM#14** and **CM#15**.

2. To create a flow between the questions, one Committee member consultant pulled all the answers together and tied up the response for each question, summarizing the answers together for each question in the same numbered Response (R#). The ordering of the CM comments is not necessarily in numerical order, but instead of relevance and flow to the perspectives of CAV's responses to these questions.

General comments

3. Overall, the **CDBC.VRS-DWCC** provides perspectives from specific views of the Indigenous, Deaf-Blind, and general Deaf and Hard of hearing comments on the VRS Services responses the CAV gave in their replies to the CRTC's queries.

QUESTION 22

Question 22: Explain how Canadians whose first language is sign language were involved in the development of VRS and how the CAV continues to engage with its users as it improves and evolves the service.

4. **CM#9:** In response to this question, CAV stated: "Members of Canada's Deaf and sign language users' communities participated in the development of the original requirements for Canada VRS, in Commission proceedings such as those which led to Telecom Decision 2008-1, Broadcast and Telecom Regulatory Policy 2009-430, TRP 2014-187 and TRP 2014-659 as reflected in the CRTC's mandate to CAV."

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5. The quote above from CAV gives a brief and bland statement about how VRS came about. It does not recognize the tremendous efforts by the many individuals and organizations that have advocated, dreamed and hoped for communication equity all these decades, beginning in the 1970s. **DWCC** and **CDBC.VRS** recognizes the efforts of these people and groups. The *Canadian Association of the Deaf-Association des Sourds du Canada*, the *British Columbia VRS Committee (BCVRSC)*, the *Ontario Video Relay Service Committee (OVRSC)*, and many provincial and local Deaf organizations.

6. One can read a more detailed and motivating description of how Deaf, Deaf-Blind Canadians and their hearing and hard of hearing community members rallied, dialogued with telecommunications industry experts before the actual CRTC proceedings, and then testified before the Commission persistently to achieve the implementation of what their American peers had had for more than ten years before CRTC's groundbreaking decision. It was the impassioned work of several Deaf Community Groups, especially the Interventions by the **B.C. Video Relay Services (BCVRS) Committee** should be required to read and review by the current Commissioners and all participants.¹

7. The BCVRS Committee had always included references to the inclusion of Deaf-Blind community members in their Interventions, Replies, and Comments. In the Response to the CRTC 2014-188, the Committee not only emphasizes this population but focuses on other members of the Deaf community:

1.5.6. Deaf-Blind persons also need to be included in the process. Establish a permanent advisory committee to the VRS Administrator board composed of members of the following groups: Deaf-Blind persons, immigrant Deaf persons, hard of hearing (who may advise on VCO access) and First Nations people.

8. Deaf-Blind consumers have served as an "afterthought" throughout the history of public service provision in many of Canadian society's activities and infrastructure. Telecommunications - from television broadcasting to wireless communication, to transportation, health care, social services, and many other areas of life. It is because of this ignorance; that they are pushing forward their efforts in this Review. Here are the actual comments made by Deaf-Blind community members.

¹ [BCVRS TNC 2013-155](#) and [TNC 2014-188](#)

Additional proceeding documents are found here: [Resources – Deaf Wireless Canada Committee](#)

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Deaf-Blind

9. **CM#13 Comments:** I was a little slow to learn about VRS when it started back in 2016. I remember we waited many years to get VRS compared to our American friends, who had it long before Canada. So, it was initially exciting to have our way of communicating in ASL without having to depend on TTY and MRC. I was a little excited to hear about that. Because there are no more TTY problems. I was always annoyed with the TTY relay service.

10. **CM#13 describes further:** With VRS, I did not love it immediately or find it very interesting at the beginning. But I slowly found it was 'ok.' I say 'okay' because it was so small to see the video that it was only useful in an emergency, or I had an important call to make. The reason is that I only had my cellphone to use VRS at the time until I got an iPad and set up the VRS app. Maybe a few times a year, I would use VRS to call.

11. **CM#9 Comments:** As one of the more computer-literate Deaf consumers, I felt that the *SRV Canada VRS* launch was a significant historical moment and had been looking forward to continuing the access option, in addition to the TTY or computer-based TRS (Text Relay Service) as we had downloaded a program for computer use that was equal to having a TTY - could be used for TRS or calling up friends who had TTYs. When that computer program became obsolete, so did our calls to other TTY users. We switched to emails with family and friends or using the IP Relay (ours was under Rogers as we had wireless accounts with them), but our internet and tv were with TELUS.

12. **CM#9 further comments:** When we moved to our current home in a suburb of Vancouver, the area didn't have TELUS Fibre Optic, so we switched to Shaw for TV and internet, without the phone option. We stopped using the IP relay because the service format had changed, and the screen views were awful. We began using VRS more and more. Now I use it about half the time when needing to contact hearing persons, businesses, or agencies which will not communicate through email or text calls. There needs to be a significant improvement on this critical communication app.

Indigenous

13. CAV mentioned that in the early designs, they had the opportunity to have selected users test the apps' user interface. **CM#1** would like to recommend the invitation to all Indigenous DDBHH to be a part of this focus group to get input and feedback. **CM#1** would like to see the same opportunity for the Indigenous to have a

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more hands-on experience and bring this same experience to the Indigenous Deaf and Hard of hearing (DDBHH) people to become more familiar with the VRS app and how to use these apps' user interface in their communities where they live in the rural and remote areas.

14. Additionally, some Indigenous DDBHH may not be familiar with the technology; therefore, they would rely on family members or friends to assist with their devices. Case by case, some are digitally and computer illiterate and unable to write responses about their service experience due to language deprivation. There is a lack of communication with members of their families due to their "more demanding lifestyle and the inability of family members to understand the modern digital language of communication." They should feel independent, and Indigenous DDBHH should express in verbatim comments in the language they are comfortable with.

QUESTION 23

Question 23: Describe the CAV's feedback, inquiry, and complaint-handling processes for spoken and signed language users, including the various channels available to users and the approach taken to resolve complaints or respond to feedback.

15. **CAV wrote:** "CAV's vision from the start was to leverage its Deaf centric lens with its video conferencing technology to create a video-based customer service capability, staffed with Deaf, quadilingual Customer Service Representatives (CSRs) to ensure the most effective communication connection between staff and customers."

The Myth about Quadrilingual Support

16. **CDBC.VRS-DWCC comment:** One wonders about the emphasis on having quadrilingual Customer Support staff instead of having a team specialized in customer support fluent in ASL and written English, with the same number of staff fluent in LSQ and written French. CAV has provided a choice of ASL or LSQ as the consumer's primary language focus, so why not have this choice in the Customer Support personnel? The reason for this recommendation follows the description of language proficiency provided.

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17. Deaf Canadians with four-language FLUENCY (true quadrilingual) are few and far between.
18. In Canada, Deaf people rarely have had the same amount of study about their signed languages (ASL or LSQ) as they may have in English or French. And the latter study does not equal fluency, as many Deaf people have experienced in our educational environments. DDBHH signing youths and adults may have used their respective sign languages for years but did not study it from Deaf adults trained in teaching the language.
19. Recently, courses (in-person and online) have been developed to teach LSQ to Deaf ASL users. But classroom or online learning is the bare minimum to gain vocabulary and usage in a new language - one must constantly use it every day, 24/7 as much as possible, to become skilled and if one genuinely wants to be able to sign in the secondary language fluently enough to switch back and forth effortlessly.
20. Until recent years, the well-known national organizations of the Deaf have not had administrators fluent in the four languages necessary for high-level communication. Sign language interpreters are typically fluent in two languages - the written and the sign. Some are fortunate to have a second spoken and written language, but not necessarily the equivalent of additional sign language.

Indigenous

User Engagement and Gathering feedback

21. **CM#1:** The first step is to work on the promotions (*Category 7*) to ensure Indigenous are aware of VRS and the availability and options to give feedback via Social Media, e-mail, newsletter, and so on, that is, if they can comprehend in some way to communicate.
22. Another way to gather feedback and engage the consumer is by communicating with the DDBHH people in person, such as by attending their events and conferences that Indigenous DDBHH would attend.
23. With feedback surveys, use more simplistic ways of gathering feedback; for example, with a question-answer survey format, provide three different photos to choose from in each question, and allow them to circle, or if computerized, click an image.

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Asking for support

24. **CM#1:** In some Indigenous DDBHH communities, they may feel uncomfortable asking for help. Some may feel that lack of computer skills and digital illiteracy is affecting their life in remote and rural areas. Indigenous DDBHH finds themselves at sea using computers, laptops, tablets, and smartphones. This needs to be assessed on the impact of the “ever-widening demographic gap” on the lives of Indigenous DDBHH.

25. Perhaps there would be some training for Indigenous DDBHH consumers where they could learn computer applications and get digital training.

Staffing

26. **CM#1:** IVèS Canada's team provides recruiting, hiring, training, and supervising the CSRs, in line with CAV's requirements and policies. Indigenous consultants would recommend additional training for the CSRs to hire Indigenous individuals to work with the Indigenous DDBHH communities similar to what CSRs duties, complete training curriculum, and continually upgrade training.

27. Another option would be to hire an Indigenous DDBHH liaison, and the technical and staff liaison could attend to rural and remote areas to interact with the Indigenous DDBHH people to assist with how to use VRS and so on.

28. It would help the population get government benefits and other grants for chatting with friends and relatives, internet banking, online utility bills payment, gainful engagement, and entertainment, among others. This would help Indigenous DDBHH to learn soft skills, despite their backgrounds.

Senior Citizens

29. **CM#9 Comment:** Some of my senior friends have said they were frustrated when trying to explain their issues with the Customer Support staff person, saying, “They don't use the same ASL as I do - it is not like what we used here in BC, and they sign too fast (or slow) and keep repeating what I already answered.” This mirrors one incident where I asked a simple question about how to make a change to my settings so I could edit some info.

30. **CM#9 describes the situation:** “The Customer Service tech person asked me if I could let them look at the app's functionality remotely. I told them it wasn't necessary to go outside that CAV app, but the tech kept looking around until I finally waved my hands and told him to STOP! I STOP PERMIT - NO MORE LOOK. The CS technician did relinquish the remote control, and I said, “I will find the problem myself.

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Thank you.” In the ASL communication, it was not fluent in ASL. I felt that the person's primary language was LSQ or another sign language. **This is why I mostly prefer English email communication with CAV technical support.**

31. **CDBC.VRS-DWCC** views this as not communication equity because there are still prone to misunderstandings and miscommunications with not true quadrilingual fluency of the Customer Support Staff.

Deaf and Deaf-Blind Experiences

32. The experience of several Deaf and Deaf-Blind consumers would seem to support the previous comments. They have reported frustration at describing their issues to the Customer Service Representative in ASL or in written English in a text message or email to Customer Services (CS). See here:

33. **CM#15 Comments:** “Related to Customer Service, I find it very challenging, for me as a Deaf-Blind person, to use the VRS app because the design and options are not built appropriately for Deaf people with vision issues. I have used Customer Service mainly for four issues: to get my password or reset the password; how to know when a hearing person is calling me - no ring signal available on the app; the VRS screen does not appear - blank or does not start up right; how to set up the app at my work computer; and finally dealing with poor connection and needing to test the Wi-Fi.

34. I could not say I am partly satisfied with Customer Services - much less than 100%. One issue is that the opening and closing hours for Customer Services are not available to help me when I need them. When I have problems, I will have to wait one week until I have free time to reach them to solve the issues.

35. Sometimes, it is challenging to solve an issue. For example, it will take forever to get things done if I have one question because they keep asking different questions and want to do this test or that test. I've often been asked to update the app to get it to work.

36. While at my place of employment, it is not accessible for me to navigate the App, using my iPhone and computer to fix the problem, so I will have to rely on other staff for assistance with interpreting the customer service and finding the thing that the customer support person asks to find on the computer.

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37. It would be much better if customer support staff could visit the customer's place of residence or employment and help solve the issues. Solving issues over the phone is challenging because I find it stressful to navigate computers and apps to find things or any features due to my vision and use zoom to enlarge the computer, etc.

38. **CM#14 comments:** "I am aware of 9050 on the VRS customer service column on the app. I haven't used 9050 since I joined the VRS service three years ago. My Deaf hubby recently found out about 9050 and then asked me what it is. I explained at home to show him where to find 9050 on his app and gave some feedback on the problems. He learned some new updates.

General Concluding comments for Q22

39. The preliminary design should have separate teams of CS staff - one team with members fluent in the signed and written language = ASL and English: another team with CS members fluent in LSQ and French. Create a way for the consumer to CHOOSE their preferred language - for Video Interpreters and Customer Service Staff.

40. For the DDBHH persons with less fluency in ASL or LSQ, perhaps a Deaf interpreter experienced with new Canadians could assist the consumer. One should also consider the Deaf local communication Style - enough to be aware of unusual or regional signs (e.g., Maritime Sign Language) or have different communication abilities.

41. **CM#2:** The CAV truly deserves recognition for many improvements in its services, especially with the gradual improvement of the apps and accessibility through the test and focus groups over the last few years.

42. **CDBC.VRS-DWCC** would like to offer our feedback for the CAV to improve and make their services more accessible and open to the public on the following items for a few years below:

- Use social media, especially CAV's Facebook pages, to provide updates on unexpected network outages and how soon CAV will restore the services. It should help the management make their customers feel rest assured.
- Add the CAV constitution and bylaws on the CAV website because it is crucial for the public, especially stakeholders and customers, to understand how the Board functions and does its fiduciary duties in its best interests.

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- Publish on their website the simple and easy network diagrams for all to understand:
 - Structure from CRTC -> CAV -> SRV Canada -> all the eight vendors
 - how the 911 VRS services work

43. **CDBC.VRS-DWCC** strongly suggests the CAV Board consider adding one Deaf-Blind representative on the Board and one Indigenous person with, to the extent possible, membership from First Nations, Métis, and Inuit communities. CAV must consider the intersectionality and identity factors of all the people nominated, i.e. Black radicalized or South Asian or Asian, as well as from the 2SLGBTQIA+ community.

QUESTION 24

Question 24: Provide the number of each customer service inquiry the CAV has received, including complaints, for every year that VRS has been in operation.

Indigenous

44. **CM#1:** “In Table 24.1 Customer Service Inquiries, VI Feedback is relatively low, which is 2 percent overall. There are 92 feedbacks in 2021 which means this is improving compared to 217 in 2021.

45. My question is, will this include Indigenous DDBHH’s feedback as well? Will this be shown in a demographic that may show where the most calls are and how CAV can improve to meet Indigenous DDBHH’s accessibility to VRS in remote and rural areas?”

General

46. CDBC.VRS-DWCC greatly appreciates the CAV for providing invaluable statistics on technical/non-technical issues based on the three and a half years. With this, it is my (CM#2) consideration that the only feedback we have for the CAV is to create a national focus group(s) consisting of Deaf information technology experts to focus on the apps and identify the top issues with the management team.

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Table Analysis

47. Looking at the table provided by CAV, "Customer Service Enquiries."

	2018	2019	2020	2021 Q1	Totals	Percent of total
Account Issue	2,877	2,269	1,271	265	6,682	26%
Apps	2,606	1,563	5,901	431	6,190	24%
Audio	50	39	20	6	115	0%
Kudos	39	38	43	17	137	1%
Feedback	431	548	335	93	1,407	6%
VI Feedback	141	160	217	92	610	2%
General Question	749	1,863	2,631	644	5,887	23%

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Network	205	130	71	22	428	2%
Other	604	422	336	126	1,488	6%
Other Tech Issues	175	139	114	52	480	2%
Video	362	427	415	104	1,308	5%
Video Mail	367	161	106	32	666	3%
Total	8,606	7,759	7,149	1,884	25,398	100%

Further Analysis

48. **CM#9 Comments:** Even after just four years of tracking the issues, some problems remain in the same range. Account Issues are more than one-fourth = 26% of the total number of enquiries, and the App problems are also close to one-fourth = 24% of the total number.

49. The vague category of "General Enquiries" is useless for analysis, as one would have thought the CAV staff could flag these better and offer breakdowns of the issues. So, we have steady numbers of problems that amount to 73% of all enquiries, yet there are consistent responses even in the smaller numbered categories. Consumers are still experiencing some issues at the same rate - video and video mail - and technical glitches, some of which are detailed elsewhere in this report.

50. Even the expected category of "audio" being small (0%) has been ignored - unless one were to find out in the community that there are more DDB HH who wanted expanded services in the area where they live. Having Voice Carry Over would help people retain their choice of words and tone while watching the interpreter fully

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understand the speaker's words through ASL or LSQ.

51. Statistics should involve Consumers of diverse backgrounds - Indigenous, Black and Persons of Colour, Deaf-Blind, hard of hearing, and persons with additional disabilities. Information on how they access. When testing new apps or modifications, there **MUST BE** Deaf-Blind consumer input.

Deaf-Blind

52. **CM#14 comments:** Some interpreters I knew who they were, so I felt comfortable asking them to communicate in my preferred way - slow ASL in the square that is clear for me to see. Sometimes I would ask the interpreter to repeat what I missed or when the screen froze or there was blurry contrast.

53. Some new interpreters I don't know had caused me to feel uncomfortable with my ASL when I made calls for medical appointments or to the pharmacy for my medications.

54. One time, the interpreter did not understand what I was trying to sign: "Depo-Provera injection for menstrual period control. The interpreter would then think "drug user" and mistakenly say that to the pharmacy. I noticed their speech, so I wrote on paper and then showed it on the screen. The interpreter accepted that they made mistakes or misunderstood.

55. **CM#9 comments:** Not enough self-advocacy training is available to give DDBHH consumers the confidence to tell the Video Interpreters what they need to know to improve their work. Especially how to give compliments for good work and still be able to provide suggestions for improvement, I had one experience this year - having had a successful call just before one would sign off - I thank the interpreter for their smooth assistance. Then I added, "I would like to suggest that you do not wear this top you have on now; the black lace with your skin showing is not easily visually, and it is distracting for people with low vision." The VI was grateful that I provided two comments - to thank and to advise.

56. Only one of the Deaf-Blind Community members, **CM#15**, is actively using Customer Service (**9050**). They had used it only when they started using VRS a few years ago but haven't since, and their Deaf husband had never known about 9050, and the wife oriented him to find how to reach 9050. The other Deaf-Blind person (**CM#13**) had never heard about it and is learning about it for the first time and says that "no one had taken the time to explain to me about VRS Customer Service (9050

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on the app) to get help for any VRS issues.” This same **person** never had a chance to learn about Customer Services for help and said if they knew, they would have reached out to them about their VRS issues, but now that they know, they might use it in the future.

QUESTION 25

Q25. Describe how the CAV measures user satisfaction and the results of these measurements.

Indigenous

57. **CM#1:** “My analysis is that this reveals only a tiny portion of Indigenous DDBHH about socio-demographic data and how this relates to verbatim feedback, while this is not sufficient information about the satisfaction of the Indigenous DDBHH communities.

58. CAV needs to recognize its barriers to using the service, reasons why not using the service, and how CAV can make more improvements for Indigenous DDBHH’s accessibility and their needs in remote and rural areas.

59. With CAV’s relationship to Canadian Indigenous communities, hiring Indigenous DDBHH researchers and liaisons to interact with the Indigenous DDBHH who reside on the reserves and off reserve in remote and rural areas by building a good relationship with those communities.

60. I recommend that the CAV create a new Customer Satisfaction Survey for Indigenous DDBHH people to be more culturally sensitive and safe. It would be suggested to complete a simple survey with pictures as options or choices when trying to answer the questions for those consumers to comprehend the survey questions in a simple language due to the language and culture deprivation of Indigenous people.

61. CAV mentioned that its annual Customers Satisfaction Survey provides useful socio-demographic and telecommunications usage trends information about its VRS Users. There should be places in the survey report where the Indigenous DDBHH population is placed where Canada VRS is used or would be as if they could not use VRS from their home. They would have to use ‘on the go’ to get where the Wi-Fi is available compared to the Data showing that the registered members operate in the public places where Canada VRS is used at the home opposite of what is inaccessible to the removed and rural areas.

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62. As CAV mentioned that they track changes over time in the behaviour and opinions of CAV's registered members, it would be considered to look at how CAV can provide the quality of accessibility for the Indigenous DDBHH population in Canada.

63. CAV mentioned that they obtained comments from the customers about ways to improve from its survey as some of the Indigenous DDBHH may not be comfortable responding through Facebook or e-newsletter (this needs to be reminded as this is a challenge when it comes to literacy) and expand more outreach events to spread out to those Indigenous population

64. Recommend that this meets the Truth and Reconciliation Commission (TRC) by enriching CAV's knowledge of the socio-demographic makeup of the individuals who have registered for CAVRS and promoting to those Indigenous DDBHH who may not be aware of Canada's VRS that would make a difference by providing support and engaging, developing a relationship with the Indigenous community.

65. "Once again, users continue to express the positive impact that Canada VRS has had on their lives. At least nine of ten Canada VRS users credit the service for allowing them to communicate in the most comfortable language, communicate more easily with others, and give them access to more people or services." (CAV Survey on page 27).

66. **CM#1:** "Regarding the above quote, I sincerely disagree with how CAV says that this is 9 out of 10 that the clients are satisfied because the half-time Indigenous DDBHH would not understand what the VI say or in the opposite, the VI would not understand or would not be able to show more patience by asking politely to repeat what the client(s) has to say.

67. On the survey, the Indigenous clients may not be aware and do not know that they can use the VRS and especially would not have full access to the Wi-Fi or have the device(s) available for accessibility to VRS.

68. Indigenous DDBHH does not use email as they would like to compare to using Social Media. This is common for them to access social media as they select to use video chat, post on the social media wall, and leave messages in private messages. Indigenous DDBHH would use social media to communicate with their loved ones, friends, and work. This is the main reason this needs to have more outreach networks, and the geographical regions also have other challenging factors due to the rural, remote, and isolated areas. The biggest struggle is that the Indigenous DDBHH have a high percentage of illiteracy and mental health that affects them the most.

69. The CAV's challenge is to explore how to make this comfortable for Indigenous DDBHH to feel safe and to be able to communicate without any barriers.

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Deaf-Blind

70. In **DWCC's** intervention, in paragraph 193, on Page 50, they commented, "There needs to be a survey among identified Deaf-Blind *SRV Canada VRS* users to determine if the current design for adjusting text sizes is accessible."

71. In **CDBC.VRS'** Intervention paragraph 24 on page 11, the group of Deaf-Blind mentioned: "A survey and a hands-on focus group or group established for beta testing of Deaf-Blind should be formed to test all the current features and offer recommendations for full accessibility to a wide range of Deaf-Blind VRS users."

72. As a result, **CDBC.VRS-DWCC** comments that the CAV needs to assure two things:

- a. These surveys must be accessible to Deaf-Blind, Deaf with Disabilities and those living below the poverty line.
- b. Future annual reports will present the measurements that collect user experiences of Deaf-Blind VRS users and include statistics of its Deaf-Blind VRS users.

General

73. **CM#3: CDBC.VRS-DWCC** kindly thanks the CAV for providing detailed and well-structured 2017-2021 user surveys to the parties in the proceeding. Our group observes that the surveys are vital for fact-finding and comparing variable data based on different groups in the categories. **CDBC.VRS-DWCC** has noticed that some important questions were missing from the surveys; therefore, in the future, it is suggested that the CAV consider adding the questions below for everyone and CRTC's benefit:

- a. ISP and mobile companies often offer the Indigenous people expensive data plans or packages with limited and poor services. Many reserves and those who live off-reserve in rural and remote areas have poor internet and mobile coverage. Using the CAV's surveys, it is essential to ask Indigenous DDBHH the right questions to suit their needs.
- b. Ask the users what their internet packages are. Is the speed in the packages sufficient? Do the ISP companies offer at least 150 Mbps download and 25 Mbps upload broadband in the packages?
- c. Data plans on smartphones - Ask the users to describe their data plans in sign language or infographics.
 - i. Ask them if the data plans with 10 GB or lower limit them from using the CAV app on their smartphone or tablets.

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- ii. Which wireless broadband coverage are they in? 3G? 4G? LTE? 5G?
 - iii. Do they have an accessibility plan?
 - d. How often do the users answer the incoming calls on Mac or PC platforms?
 - e. How many bought the Embrava Blynclights? or none at all?
74. **CDBC.VRS-DWCC** hope to see the CAV ask the critical questions above to collect data from the users, and the data may help the CAV adapt their marketing strategies to help reach a wide range of users across Canada.

QUESTION 26

Question 26. Does the CAV publish its performance metrics regularly, and if so, which metrics does it publish and how often? Where is this information published (e.g., annual report, website, and newsletter)?

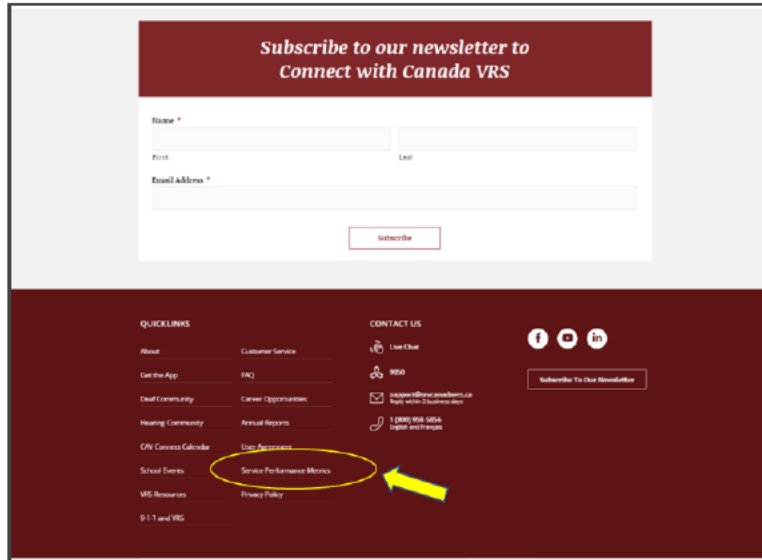
CM#1: CDBC.VRS-DWCC have read that CAV publishes its performance metrics regularly, and they only show that this information is available on Canada VRS websites and not the other way around. This should be released to the social media and e-newsletter where they could have gotten the information which the public is unaware of any update as should they continually click on their websites to obtain this information.

General

75. **CM#2 and CM#9 Comments:** On March 11, 2021, CAV provided its Response information PDF document in a table format - with the performance metric, reporting frequency, and where items are located (published). The DWCC-CDBC.VRS team members received this document in Word and the other Responses on June 10, 2022. We have reviewed the Performance Metrics information in the locations stated and have comments as follows:

76. **Location of the Information on the SRV Canada VRS website:** The information is accessed by links at the bottom of the Home Page. (illustrated below). The assumption seems to be that the average non-technical person (Deaf or hearing) would know the terminology and be able to locate it.

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SRV Canada VRS site: Key Service Performance Metrics & Status

77. The Performance Metric information is in English or French but not in ASL or LSQ. Comments below are made on the premise that *SRV Canada VRS* will abide by the Accessible Canada Act that recognizes ASL, LSQ, and ISL as the primary languages of Deaf people in Canada, as well as the two official languages, English and French.

78. The definition of specific terms could be and should be, described to help consumers understand the concepts of these measured services and the impacts on the quality of their Video Relay Service communications.

79. Average Speed of Answer or ASA - This part shows that CAV's goal of having 80% or more of answered calls within 120 seconds (or two minutes) has been met and reported monthly. Have any anecdotal statements or evidence of consumers that would expand on the perception of slow connection times (or no connection)?

80. In the next section, Average Wait Times provides information that seems to limit or put some doubts into the ASA statistics. CAV states that its "goal is that the average wait time for a call to be answered by a VI is 30 seconds or under each month." The system figures for three months this year (2022) are at or over 30 seconds. However, these figures are qualified by the statement: "Time is measured (sic) from the time the call enters the system to being connected to a VI." One wonders whether there have ever been issues related to customers' calls being unable to enter the system. Are the

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technical expert staff members able to determine this - are the VRS users ever polled on this issue, and would these statistics be shared with the public?

System uptime

81. Definitions might best be included - with explanations of why it is essential to measure this activity. Information is always good to have, as it can give consumers a better understanding of delivered services. CAV can counter myths or misinformation by providing the reasons for the recording uptime and 'downtime' (planned outages). Yet, clear explanations for the fluctuations and changes would be beneficial information, as in this example below:

Uptime Numbers in 2021 Quarterly Reporting

2021 Quarterly Reports:

Q1	Q2	Q3	Q4
Month System Uptime	Month System Uptime	Month System Uptime	Month System Uptime
January 99.95%	April 99.99%	July 99.95%	October 99.98%
February 99.99%	May 99.73%	August 99.99%	November 99.93%
March 99.80%	June 99.99%	September 99.98%	December 99.95%
Total Q1 99.91%	Total Q2 99.99%	Total Q3 99.97%	Total Q4 99.95%

82. Only in May did the uptime numbers, at 99.73%, show a fall below the usual 99.75% or higher to retain redundancy and reliability. It seems that the administration changed to another provider that would commit to better service. Subsequent reports showed better performance through the later periods of 2021.

Unplanned Outages

83. While the most recent statistics on the website show minimal occurrences of outages, the statement: "Should Canada VRS experience a service outage, it will be posted **here**" The "here" being referenced is the Key Performance Metrics and Status page on the website. That's not helpful - if you are not logged in 24/7 on their website, consumers would not be aware of this, ESPECIALLY since the information wouldn't be on their HOME page. The alert should also be on the VRS app MAIN SCREEN - where users would ordinarily open to place a call.

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84. Would it not be more beneficial to have a system of 'immediate alerts or information sharing'? For example, "alerts 'on the app'" or Twitter, Facebook, and other common social media locations. Twitter has been a handy tool for the Deaf to follow their telecommunication providers - including TV cable, wireless and internet networks. This was evidenced in situations such as regional outages for Shaw internet/cable television that have occurred at times. Deaf users check the Twitter accounts for Shaw Help and learn if the outages are in their area or perhaps due to their condo or apartment building infrastructure issues.

85. The major downside to depending on social media will be if the internet/wireless networks one joins have a massive failure (as Rogers this recent month), impacting the Canada VRS network. Other VRS users raised an excellent question: **"Does CAV have a secondary fallback during possible outages?"**

86. **We noted these more recent outages:**

Thursday, May 19, 2022

5:03pm to 6:23pm ET

Monday May 16, 2022

8:40am to 8:58am ET

Wednesday, May 11, 2022

8:47pm to 9:00pm ET

87. **CDBC.VRS-DWCC queries the CAV,**

1. What caused the outages?

2. What about disruptions in the platform's performance or the App apart from full-blown outages?

CM #9's Comments: "Sometimes there appear to be annoying glitches when trying to make a call, edit one's contact list or do other actions within one's account. My recent experience (July 12, 2022) was one such glitch. I needed to update my contact list to make an important call to a government agency, but the app would not allow me to edit or delete the contact. I was also unable to delete sign-mail videos, so I missed the window of opportunity to make my call. Is this considered a 'partial-outage' if some parts of the system do not work but do not show as being completely 'down'? We should have access to that information."

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The information available on CAV's Annual Reports:

<u>2016 ANNUAL REPORT</u>	<u>2019 ANNUAL REPORT</u>
<u>2017 ANNUAL REPORT</u>	<u>2020 ANNUAL REPORT</u>
<u>2018 ANNUAL REPORT</u>	<u>2021 ANNUAL REPORT</u>

88. **CM#2/CM#9 comments:** Initially, the **DWCC & CDBC.VRS** team had viewed the Annual Reports as a source of organizational information, showing that CAV was reporting to the stakeholders and community members. From our discussion, we are unconvinced that Annual Reports are a completely valid metric - apart from the verified statistics and audited financial reports, which would be considered reliable. Annual Reports are prepared in a glossy manner - with photographs, generally spotlighting clients and staff or describing an unusual event that highlights a particular aspect of the services. Often Annual Reports are seen as marketing and sponsorship tools yet may not tell the entire story of an organization. Seeing that this organization is thought to “belong” to the Deaf Community, appearances and information must reflect it.

89. Using an **Accessibility Lens** and a Deaf Cultural perspective in all media preparations is key to ensuring that publicly distributed materials will create the correct view of the Canadian Deaf experience. Examples of this requirement for such oversight follow.

90. Comment from **CM #9:** “The photographs on the cover of the 2021 Annual Report look like stock photos of people ‘using sign language’ - posed unnaturally and appear like fake Deaf people.” Deaf individuals KNOW when something isn’t as advertised, illustrated, or presented in a manner that does not fit with their experiences.

91. In the Deaf Community, being identified and having one’s affiliation correctly stated is valued as part of Deaf cultural norms. So, it is disconcerting to see a Deaf Community leader’s affiliation and the role attributed incorrectly. In the 2018 CAV Annual Report, on page 12, British Columbia Deaf Accessibility activist Forrest Smith related an inspiring narrative of how the newly launched *SRV Canada VRS* enabled him to have an interview and be hired for a job successfully. Unfortunately, at the bottom of the story, Forrest was misidentified as the President of the British Columbia Cultural Society of the Deaf (BCCSD) when he was President of the Greater Vancouver Association of the Deaf (GVAD).

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92. One critical comment **CM#9** was related to privacy in the microscopic Deaf world.

“In the 2020 CAV Annual Report, on page 6, there is a side-bar story titled *A Story of Transformation*. It related to a somewhat confusing experience by a Deaf person in a prairie province, where a health issue caused the person to contact the Canada VRS and call the provincial Healthline, determining that the client required emergency personnel to attend and transport the person to the hospital. The confusing part is that a specific DHH Service agency is mentioned at the story's beginning - but its connection to *SRV Canada VRS* is unclear. The upsetting part for me is that the Deaf person's name was used in the story and is now publicly known - which is concerning. Even if the Deaf person agreed to share their story in their community, with their agency and CAV - would they have wanted this narrative to be known across the country and used in evidence for a national telecommunication proceeding? I would have preferred to be anonymous for this story yet be clear on the benefits of having the *SRV Canada VRS* with 911 access.”

ASL & LSQ Accessibility an Afterthought?

93. The only Annual Report that appears to have been done in ASL or LSQ is the 2021 Annual Report. The ASL version was posted on YouTube on June 30, 2022, and the LSQ version was posted on July 11, 2022. One would think that with the stated goal of CAV doing the service as Deaf-accessible as possible, they would have created ASL & LSQ versions of every single promotional and informational document simultaneously with the written materials. CAV and SRV Canada VRS owe their very existence to the commitment of hundreds of Deaf people advocating over many years to create the service and redoubled efforts in making the organization and services fully accessible and understandable for the DDBHH community.

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94. We believe that the community is happy to see that CAV has hired a Deaf translator and video producer with an impressive background in video production and experience as a Deaf Interpreter. It is the hope of the **CDBC.VRS-DWCC** team that this new hire will set a higher standard in video production and social media distribution of *SRV Canada VRS* materials.

Increase in VRS Subscribers

95. Viewing the numerical statistics from the Annual Reports, the charts and graphs show steady trends for increased subscriber numbers, which is terrific news. But in terms of provincial numbers - there are some significant differences. The percentage of *SRV Canada VRS* users remains highest in the East - Ontario and Quebec. While the population of Deaf people IS larger in those provinces, one wonders if this is because they are closest to the head office in Ottawa. Also, Community Outreach appears more robust and frequent there. People in these areas are more into social media to promote events and news, at least it seems to be that way, looking at the VRS page on Facebook.

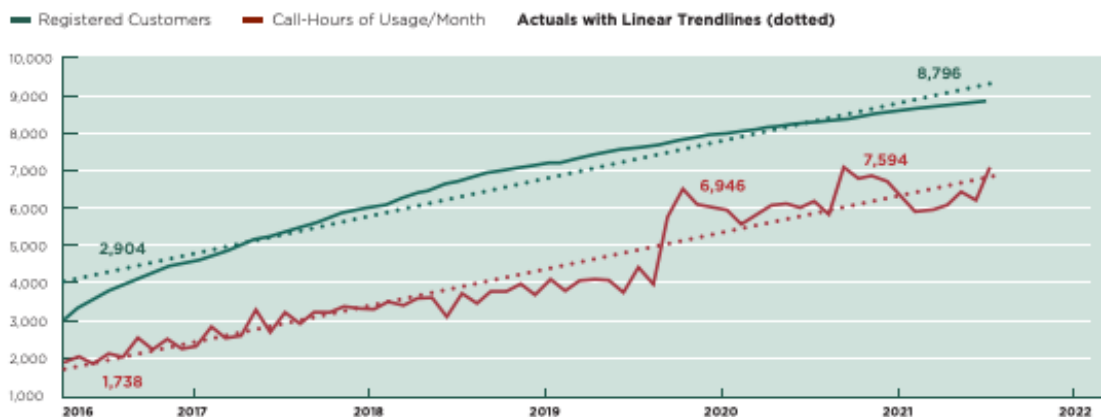
96. **CDBC.VRS-DWCC** questions how strong the recruitment efforts are in the other provinces and territories. Do they study the demographics of the DDBHH population, their education levels and employability, and all critical social-economic challenges DDBHH sign language users face in these areas, and then tailor their outreach for these places? Do they consult with community organizations and agencies to find the isolated DDBHH persons and work with stakeholders to improve their access to connectivity? All questions that CAV should be engaging with the stakeholders in each province.

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Registered Customers and Number of Usage Hours

96. **CM#2/CM#10 Comments:** The CAV informational graphics show the increasing trend of registered customers, from 2,904 Registered Customers in 2016 to 8,796 at the end of 2021. The chart also shows the usage hours expanding from 1,738 hours per month in the first year after launch, and the highest usage is 6,946 by the end of 6,501.

VRS GROWTH BY MONTH SINCE LAUNCH TO DECEMBER 31, 2021 [Figure 3]



97. **CDBC.VRS-DWCC** questions how strong the recruitment efforts are in the other provinces and territories. Do they study the demographics of the DDBHH population, their education levels and employability, and all critical social-economic challenges DDBHH sign language users face in these areas, and then tailor their outreach for these places? Do they consult with community organizations and agencies to find the isolated DDBHH persons and work with stakeholders to improve their access to connectivity? All questions that CAV should be engaging with the stakeholders in each province.

Call Usage Trends: - Number of registered users:

9-1-1 calls:

CALL TYPE	2017	2018	2019	2020	2021
Total Relay Calls*	318,480	472,959	521,569	610,731	697,736
Deaf to Hearing	80%	76%	78%	85%	84%
Hearing to Deaf	19%	23%	21%	15%	16%
Point to Point	1%	1%	1%	1%	2%
9-1-1 Calls	283	799	823	1,340	1,692
Avg Mins/Call	5.5	5.1	5.6	7.0	7.0

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98. **CM#2/CM#10 Comments:** Based on the chart above, there were 283 9-1-1 VRS calls in 2016, and as of 2021, there were 1,692 calls. This is good progressive growth, indicating awareness of 9-1-1 VRS is increasing. However, CDBC.VRS-DWCC is wondering how many 9-1-1 VRS calls failed to go through or struggled to connect. There is no such thing as 100% of successful 9-1-1 VRS calls. Our group also wonders whether the translation between the *SRV Canada VRS* user and VI to the 9-1-1 dispatcher was smooth. Our group wants more transparency with 9-1-1 VRS calls due to liability issues.

99. According to **CDBC.VRS'** intervention, the Deaf-Blind would "appreciate a record and maintenance of VRS usage data about Deaf-Blind callers with a trend analysis made possible and available to the public to identify possible Deaf-Blind accessibility challenges."

Overall Satisfaction, Interpreter and Technical

100. **CM#2/CM#10 Comments:** It is time for CAV to own up and solve the interoperability issues with international Point-to-Point calls. It does not matter that there are only 1-2% of Point-to-Point calls. There needs to be a more significant investment to ensure communication equity with our southern neighbour. The cost must not be a factor in not focusing on this long-standing issue. Investing capital costs toward licensing video interoperability for full communication access is critical. It is not right to arbitrarily decide not to invest in ensuring interoperability. Communication equity must be the priority as VRS calls are equal to voice calls, which can call any phone. It also avoids awkwardness in reaching a VI instead of the Deaf person on video calls.

101. **CM#2:** My issue with the IVèS platform is that it is Windows-based and unable to integrate into Mac, thus locking out Mac users from the *SRV Canada VRS* browser. This led to the removal of the *SRV Canada VRS* browser, which is unacceptable. It must be returned by investing in a platform that integrates into BOTH Windows and Mac. CAV needs to invest in a platform that licenses Mitel Networks Corp.

102. **CM#2:** IVèS has failed the interoperability and portability standards of the Session Initiation Protocol (SIP) Forum in the U.S, while all of the U.S. VRS providers have passed it. Three of the U.S. VIPs currently use the nWise platform. The 6 U.S. VRS providers wondered why CAV had chosen IVèS when they had dumped them after trialling it.

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103. **CM#2/CM#10:** At the end of 2017, a survey was conducted to gauge ASL and LSQ customers' satisfaction with key features of *SRV Canada VRS* in its first year of operations. The survey was distributed in English and French with ASL and LSQ videos for each question. Overall, the survey response rate was Excellent. Seven thousand nine hundred seventy-eight customers were invited to participate, and there was a response rate of 16% of 1,295 customers who completed the survey. Nine hundred fifty-seven were ASL users, and 338 were LSQ users.

104. **CM#2/CM#10:** While we think a response rate of 16% was a good start, we would like to see more respondents in the following survey. 25% would be an ideal number to strive for, representing a minimum of a quarter of respondents who have given their ratings of *SRV Canada VRS*.

105. These data validated the vision and hard work in building and delivering a consistent, high-quality *SRV Canada VRS* experience across Canada daily:

- 82% of customers said the technical quality was good or excellent
- 88% of customers said video interpretation was good or excellent
- 94% of customers said their lives have improved with *SRV Canada VRS*
- 74% of customers said their lives have improved a lot or significantly

106. Other data in the survey showed that *SRV Canada VRS* customers wanted a made-for-Canada VRS where customers have an option to communicate via the web, mobile, and desktop devices to reach their family and friends as well as make essential calls for business and personal reasons. Convo Canada now hires 100% of its interpreters to be from Canada. This is excellent, showing support for the Canadian Ecosystem. I would like to see more significant support for Canadian workers within the Canadian VRS system.

107. **CM#2/CM#3/CM#10:** DWCC's technical consultant recalls when the IVèS platform required a flash, making it difficult to access the *SRV Canada VRS* application. A temporary solution was used by using Waterfox, but CAV used it for an unnecessary extension of time. CAV still has not fixed the primary Safari issue yet. These left users frustrated with accessing VRS calls simply because a licensed investment was not deemed a priority. A majority of Mac *SRV Canada VRS* users use the Safari website anyway.

108. **CM#2:** For VRS customers, sometimes it makes good sense to enable the Wireless Location Information (WLI) on their smartphone or tablet. Operating in conjunction with GPS, it can help locate a caller who is away from their registered physical location in times of an emergency. Or it can be used to get directions to a

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destination or to find the closest restaurant.

109. **CM#2/CM#10:** We have noticed an active growth of *SRV Canada VRS* users among provinces and territories between 2016 and 2021. Ontario has the most significant increase because the main office is obviously in that province, so users can easily access its resources. We would like to see more representatives and help in other provinces and territories, especially for seniors.

Other Options for Notifications

110. **CM#2:** Noticing in one of the Annual Reports about the Fitbit having notifications from *SRV Canada VRS* configured. I wondered if the Apple Watch can assist with not missing VRS calls by vibrating or flashing. I am puzzled why CAV has not developed any notification alerts for the Apple Watch. It would be great to see CAV investing resources into developing a notification alert for it so physically fit people can respond to VRS calls while exercising.

111. To my (**CM#2**) understanding, Sorenson Communications has developed this. Why not *SRV Canada VRS* too? Fit Bit already has this, but not Apple watch? This is an accessibility concern for DDBHH to ensure they don't miss out on VRS calls. All similar products must have the same type of access.

Youtube - 2021 Metrics

LANGUAGE	SUBSCRIBERS	VIDEOS
ASL	558	157
LSQ	474	156

112. When creating YouTube videos, CAV must ensure that customizable captions and transcripts are included for accessibility to Deaf-Blind users. It must be released to the public simultaneously as the video. Do not delay any equal access to information.

113. Generally, CDBC.VRS-DWCC found it hard to find specific videos in the layout of YouTube. It is suggested that videos need to be better organized in playlists for ease of discovery.

114. According to CDBC.VRS' intervention, the Deaf-Blind would "appreciate a record and maintenance of VRS usage data about Deaf-Blind callers with a trend analysis made possible and available to the public to identify possible Deaf-Blind accessibility challenges."

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QUESTION 27

Question 27. Describe how the CAV has used ASL and LSQ videos to communicate and supply training materials and guides to its users. Provide a list of all available materials.

Indigenous

115. CAV provides Canada VRS users with information and education on topics such as how to get started with Canada VRS and other specific features. As a VRS user, I have not seen any notifications and updates about changes to the Canada VRS Apps and services. This could be a problem as this could not be informed to the Indigenous DDBHH communities for the reasons of the barriers. This could be challenging when they struggle with other critical circumstances that should have been barrier-free.

116. CAV has shared with Canada VRS and LSQ Customer users their testimonials. This mandates to have Indigenous DDBHH users share their testimonials about the barriers and what enhances connections with others in their daily lives, and this will attract more Indigenous DDBHH consumers by gaining socio-demographic with more promote advertising in Canada by hiring Indigenous DDBHH who is familiar with tech, keep the website up-to-date, take advantage of contact band offices, Indigenous communities and organizations, do social networking through organizations and within the Indigenous communities. Advertisement in local newspapers and newsletters would also be a good idea as in some areas that may not be accessible to the digital world.

117. Increase Network at Trade Shows and outreach sites. Increase Canada VRS's visibility by participating in trade shows, conferences and seminars related to the Canada VRS line of work. Choose only those that offer maximum visibility and attract more target Indigenous customers to be included.

118. Get People Talking. Remembering that it's okay to do it the old-fashioned way is essential. Word-of-mouth is still a great way to get Canada's VRS business known outside of the digital realm. In the diversity of Indigenous communities, those people prefer word-of-mouth, which feels more interactive in person than in the digital realm.

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Deaf-Blind

119. In **CDBC.VRS-DWCC Response to CAV's Answer to Q32-Q35 - Topic 7: Education, Outreach and Public Awareness**, in **paragraphs 62, 64 and 65**, the paragraphs following give a glimpse into what goes into ensuring any videos are accessible for Deaf-Blind VRS users:

64. "The videos are not accessible for the Deaf-Blind because I do not see any transcripts for any of CAV's videos. I suggest providing transcripts and image descriptions on every video and image to make it accessible for Deaf-Blind who cannot see the video (and pictures).

62. Additionally, the colour of the background and the clothes of the ASL, LSQ signers, or translators do not match the Deaf-Blind preferences and accessibility. It is not Deaf-Blind friendly. Deaf-Blind prefer contrasting colours with background and clothing, for example, black or dark navy-blue background with appropriate lighting because otherwise, the Deaf-Blind people's eyes will tire out.

65. The videos should be made with a black or dark blue background. The person(s) in the video should wear a black or dark coloured top (no lace or open neckline if a woman). If the person has dark skin, they should not wear WHITE. A beige or light-coloured top or shirt is better. But not too light - no pinks or yellows."

120. **CDBC.VRS-DWCC** would like CAV to keep the above points in mind when they do user engagement surveys for feedback and to improve the VRS services.

General

121. **CM#2:** I have only three feedbacks to share:

- Allow the users to choose whether or not to blur their background before their VRS calls in their Mac or Windows app, should they plan to upgrade them.
- Also, allow the users to choose any image as their virtual background like Zoom in the following app upgrade.
- Make the app more accessible for Deaf-Blind clients.

Conclusion

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122. **CDBC.VRS-DWCC** analyzed all the documents with statistics that the CAV provided and came up with its perceptions and questions about the numbers they were reading.

123. Statistics and keeping track of trends and records are critical for projections for budget and anticipating *SRV Canada VRS* user needs.

124. **CDBC.VRS-DWCC** would like to see more statistical breakdowns of VRS 9-1-1 calls and any technical challenges that may occur during these critical calls.

125. Future statistics should be gathered for Indigenous DDBHH and Deaf-Blind VRS users, so we can see their usage trends and observe the patterns to anticipate the future needs of these VRS consumers.

126. Data about point-to-point VRS usage trends is something the **CDBC.VRS-DWCC** wishes to keep an eye on these numbers should be increased due to the advantages that wireless accessibility packages have for those that use VRS on these networks. The CAV needs to ramp up its promotions to increase point-to-point call usage. Our group looks forward to seeing future figures and graphs with these trends.

127. Customer Engagement can be improved with cultural sensitivity and accessibility in mind with the following demographic groups: Indigenous, Deaf-Blind, and senior citizens. Those who are language deprived need to be in consideration when providing support services and engagement for feedback.

128. Finally, the Annual Reports must be provided in an accessible format, in ASL and LSQ, with supporting text and visual graphics within the video for all of its users. When possible, the translators doing these reports should be diverse, any of Indigenous, Black or Persons of Colour (IBPOC) and include intersectionality. Additionally, these reports should be available for the Deaf-Blind to read, with visual descriptions of charts.

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