

Closed

Multi-Year Accessibility Plan Survey
[Multi-Year Accessibility Plan](#)

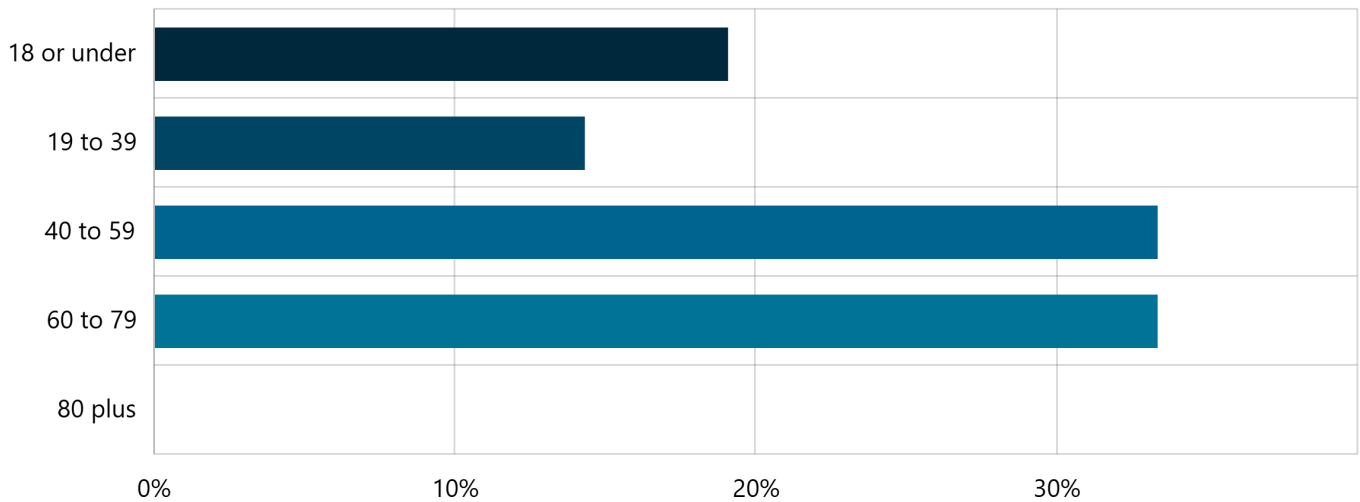
1
Contributors

21
Contributions

Contribution Summary

1. What age category applies to you?

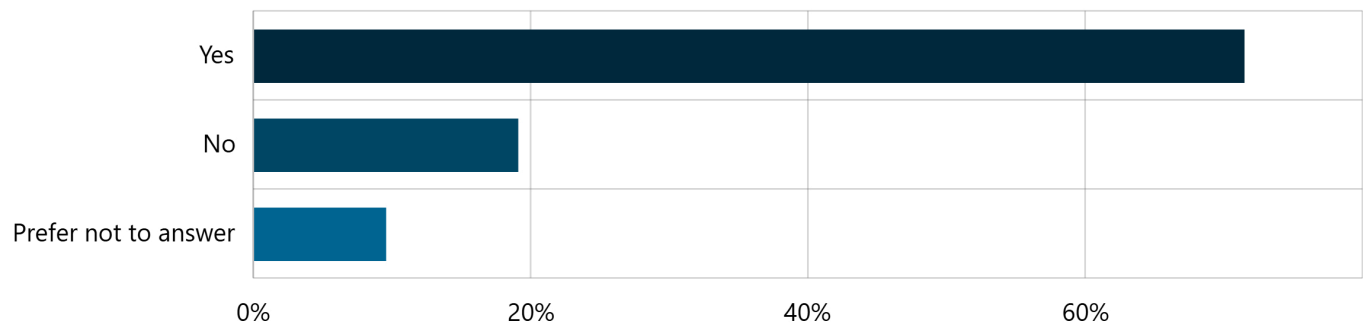
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
18 or under	19.05%	4
19 to 39	14.29%	3
40 to 59	33.33%	7
60 to 79	33.33%	7
80 plus	0%	0
Total	100.00%	21

2. Are you a person with a disability?

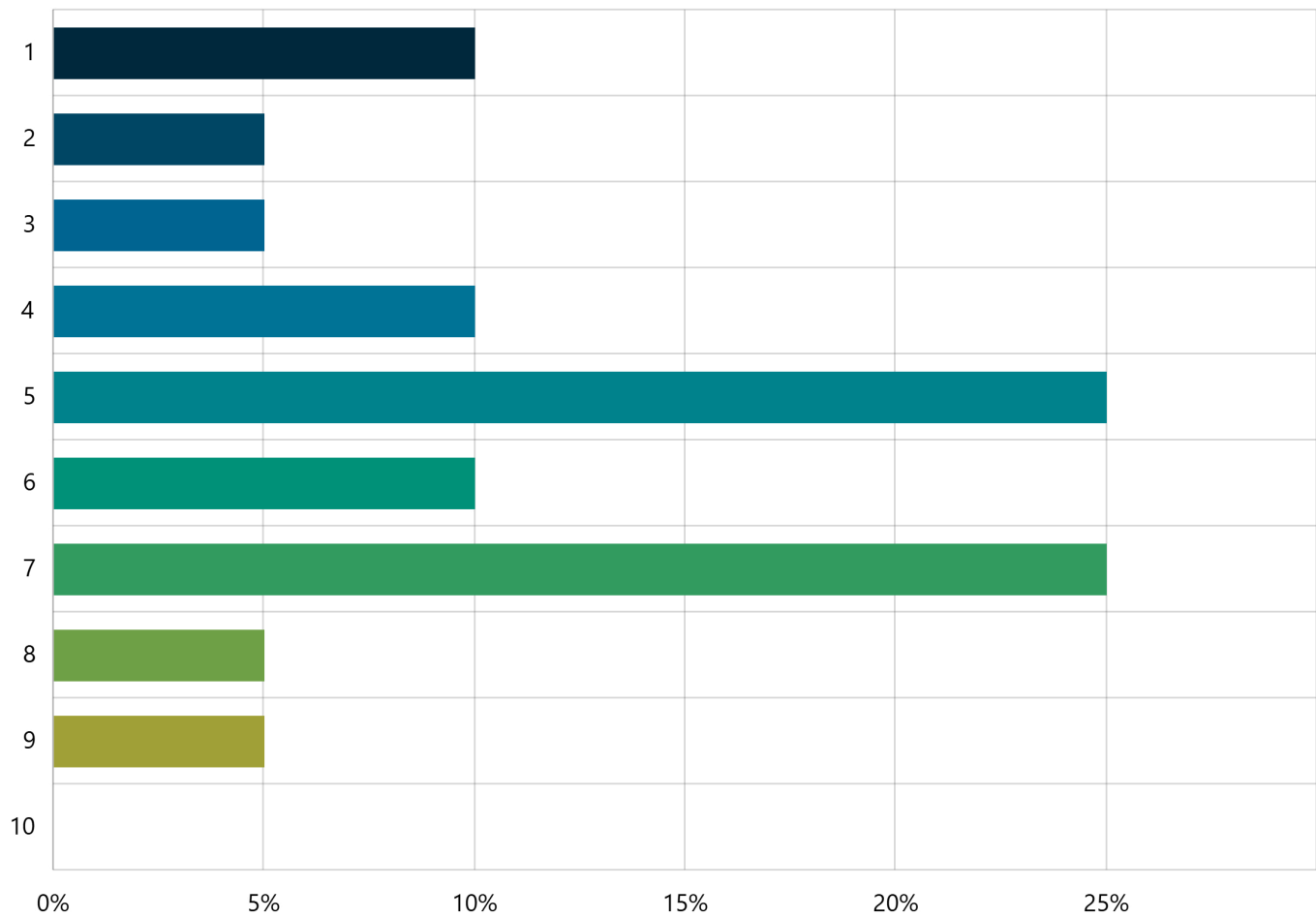
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Yes	71.43%	15
No	19.05%	4
Prefer not to answer	9.52%	2
Total	100.00%	21

3. How well do you think the City of Welland is doing in terms of accessibility? Please rank with 1=poor to 10=great.

Multi Choice | Skipped: 1 | Answered: 20 (95.2%)

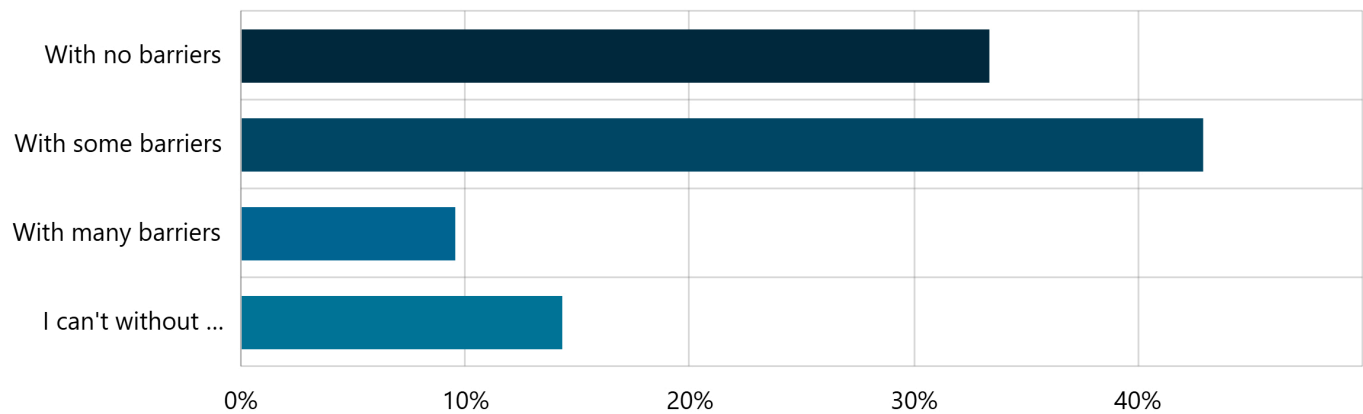


Answer choices	Percent	Count
1	10.00%	2
2	5.00%	1
3	5.00%	1
4	10.00%	2
5	25.00%	5
6	10.00%	2
7	25.00%	5
8	5.00%	1
9	5.00%	1
10	0%	0

Total	100.00%	20
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4. Can you access information and services at the City of Welland?

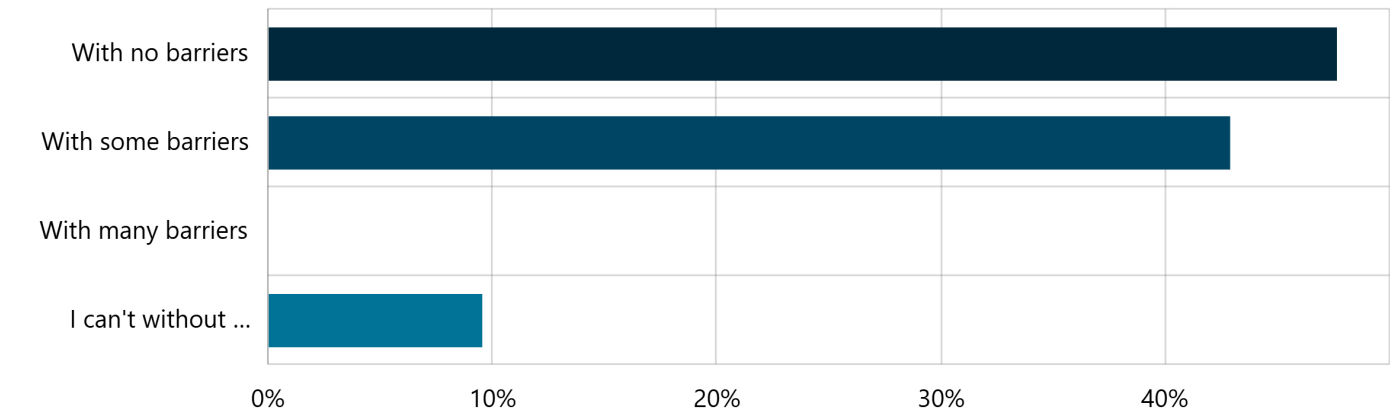
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
With no barriers	33.33%	7
With some barriers	42.86%	9
With many barriers	9.52%	2
I can't without assistance	14.29%	3
Total	100.00%	21

5. Can you access information and services on the City of Welland website?

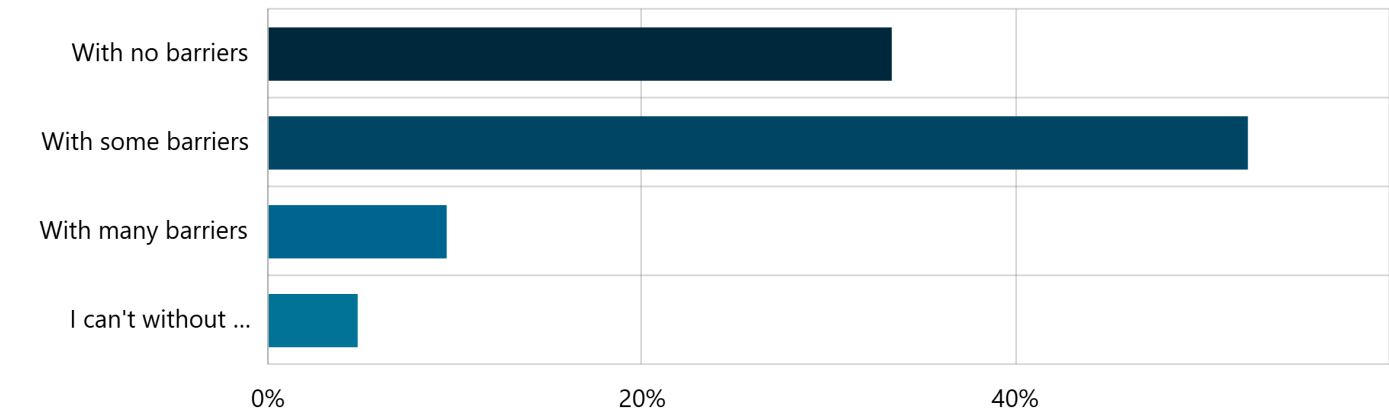
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
With no barriers	47.62%	10
With some barriers	42.86%	9
With many barriers	0%	0
I can't without assistance	9.52%	2
Total	100.00%	21

6. Can you access City of Welland facilities?

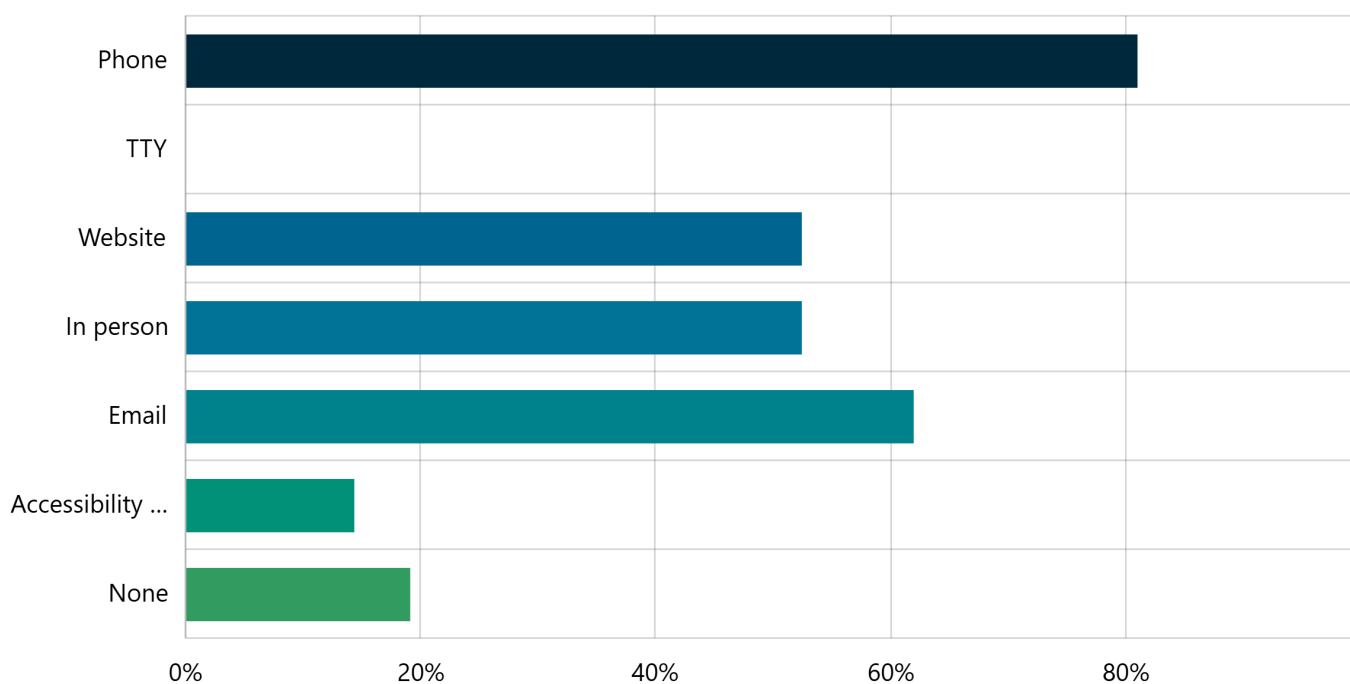
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
With no barriers	33.33%	7
With some barriers	52.38%	11
With many barriers	9.52%	2
I can't without assistance	4.76%	1
Total	100.00%	21

7. Which methods of communication can you access without barriers? Select all that apply.

Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Phone	80.95%	17
TTY	0%	0
Website	52.38%	11
In person	52.38%	11
Email	61.90%	13
Accessibility Advisory Committee	14.29%	3
None	19.05%	4

8. What barriers do you experience?

Long Text | Skipped: 4 | Answered: 17 (81%)

Sentiment

No sentiment data

Tags

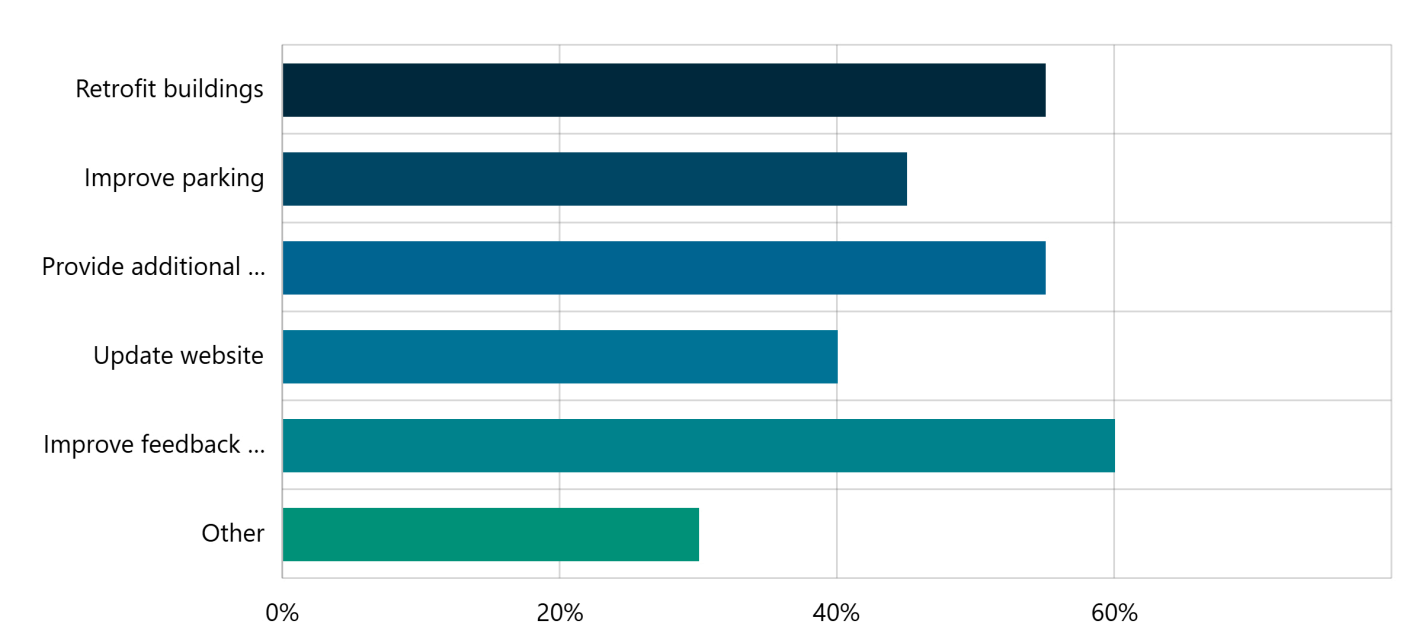
No tag data

Featured Contributions

No featured contributions

9. What can the City of Welland do to eliminate these barriers? Select all that apply.

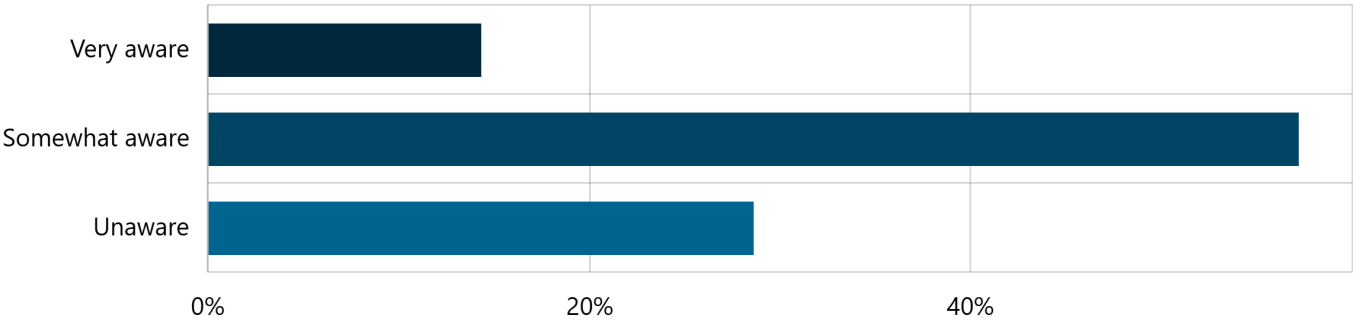
Multi Choice | Skipped: 1 | Answered: 20 (95.2%)



Answer choices	Percent	Count
Retrofit buildings	55.00%	11
Improve parking	45.00%	9
Provide additional awareness training	55.00%	11
Update website	40.00%	8
Improve feedback methods	60.00%	12
Other	30.00%	6

10. The City of Welland Accessibility Policy

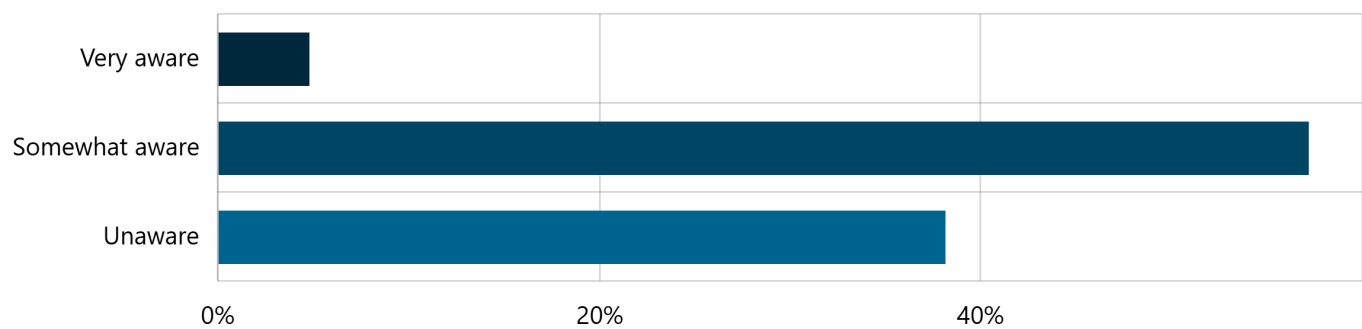
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Very aware	14.29%	3
Somewhat aware	57.14%	12
Unaware	28.57%	6
Total	100.00%	21

11. Accessibility features on the City of Welland website

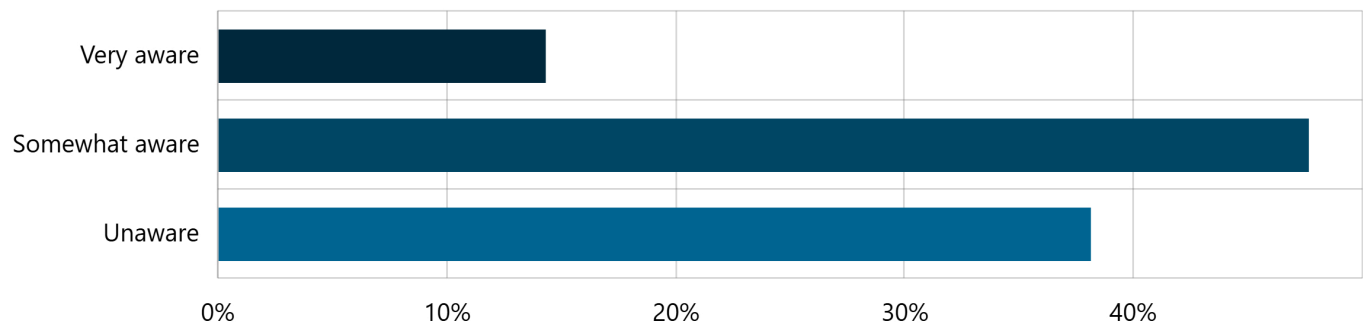
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Very aware	4.76%	1
Somewhat aware	57.14%	12
Unaware	38.10%	8
Total	100.00%	21

12. Accessibility features on buses

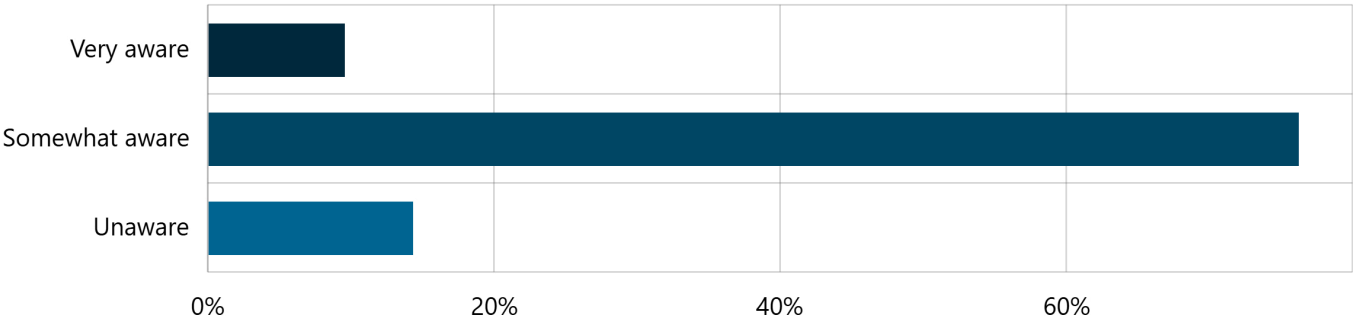
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Very aware	14.29%	3
Somewhat aware	47.62%	10
Unaware	38.10%	8
Total	100.00%	21

13. Availability of specialized buses

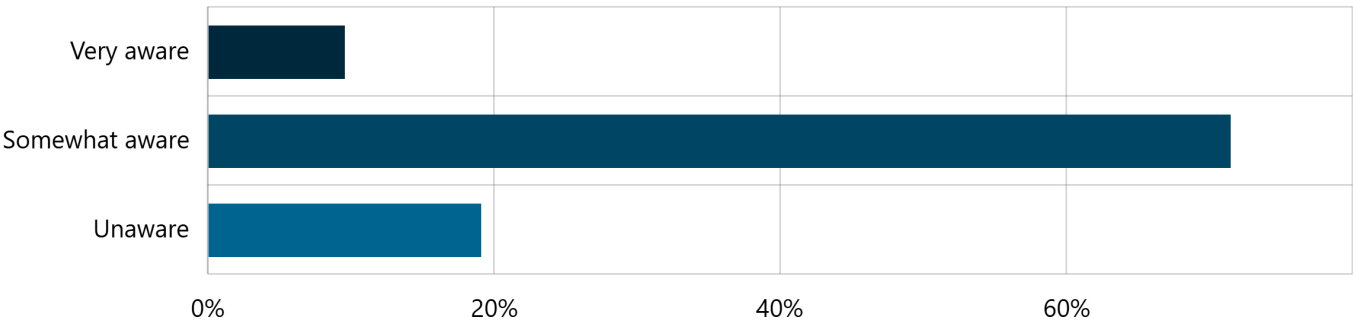
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Very aware	9.52%	2
Somewhat aware	76.19%	16
Unaware	14.29%	3
Total	100.00%	21

14. Accessibility features in buildings for wheelchair users

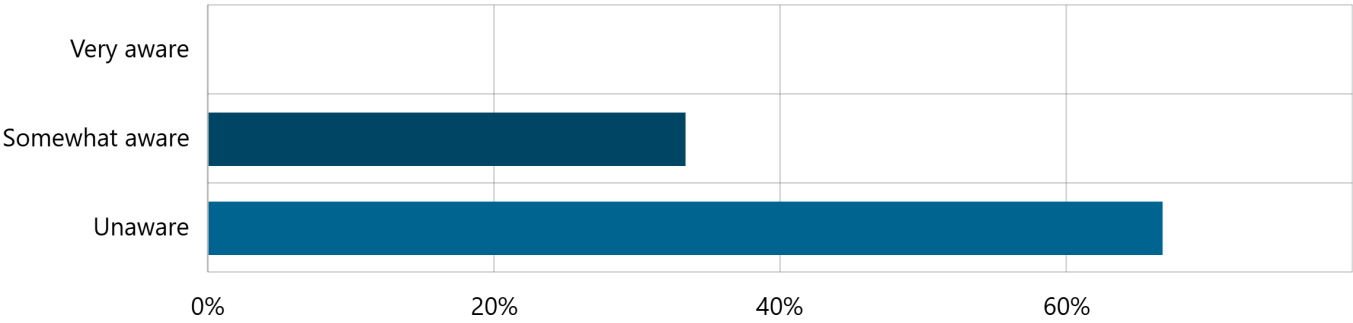
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Very aware	9.52%	2
Somewhat aware	71.43%	15
Unaware	19.05%	4
Total	100.00%	21

15. Accessibility features in buildings for people with hearing disabilities

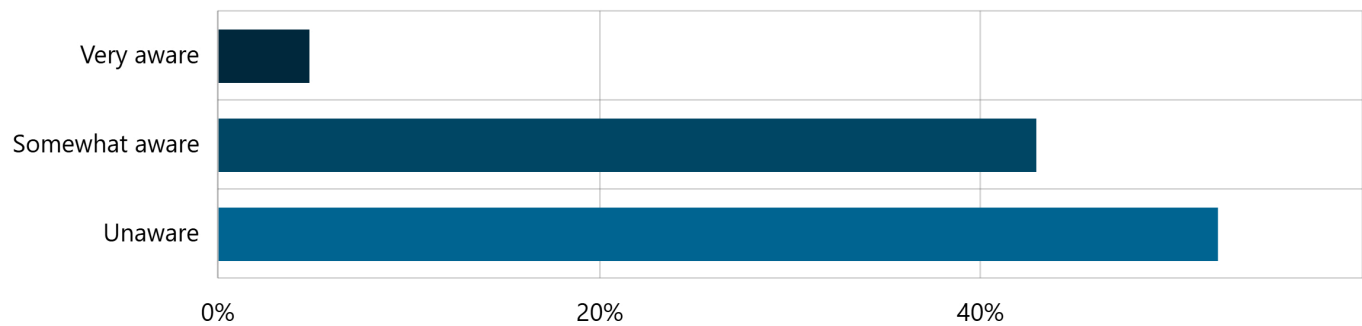
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Very aware	0%	0
Somewhat aware	33.33%	7
Unaware	66.67%	14
Total	100.00%	21

16. Accessibility features in buildings for people with visual disabilities

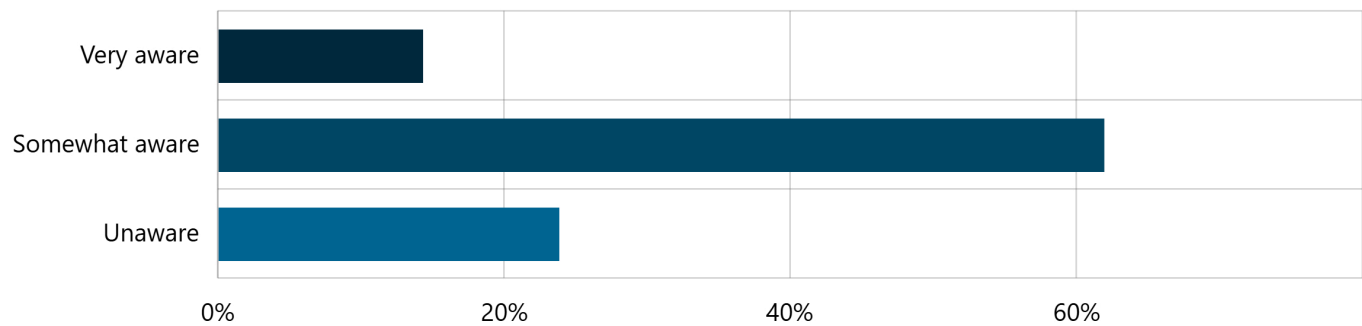
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Very aware	4.76%	1
Somewhat aware	42.86%	9
Unaware	52.38%	11
Total	100.00%	21

17. Accessibility features in buildings for people with mobility related disabilities

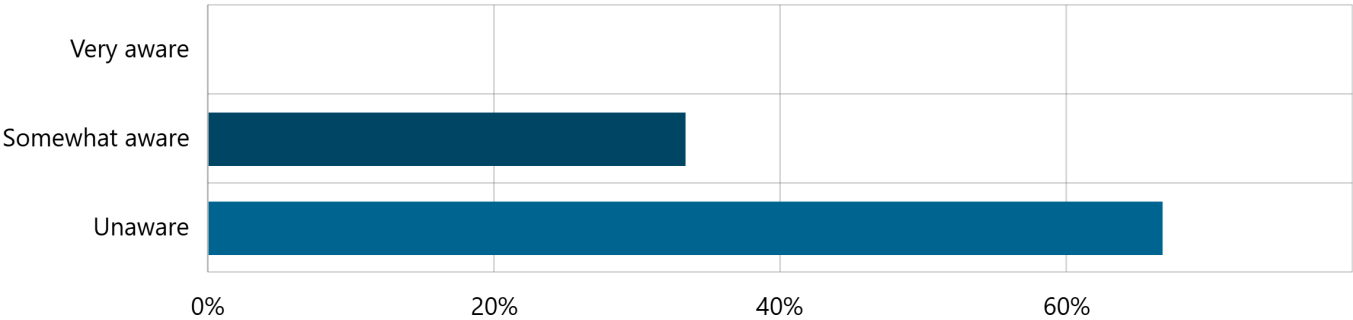
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Very aware	14.29%	3
Somewhat aware	61.90%	13
Unaware	23.81%	5
Total	100.00%	21

18. Accessibility features in buildings for people with intellectual/developmental disabilities

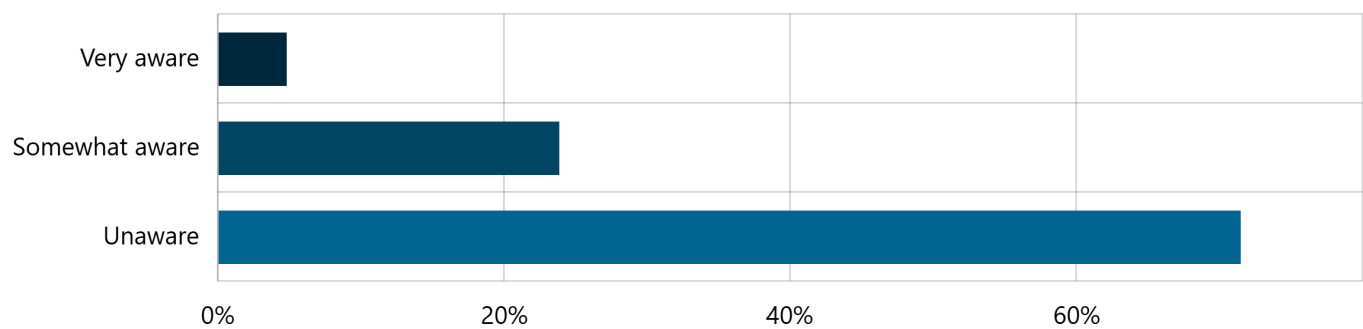
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Very aware	0%	0
Somewhat aware	33.33%	7
Unaware	66.67%	14
Total	100.00%	21

19. Accessibility features in buildings for people with neurodivergent disabilities

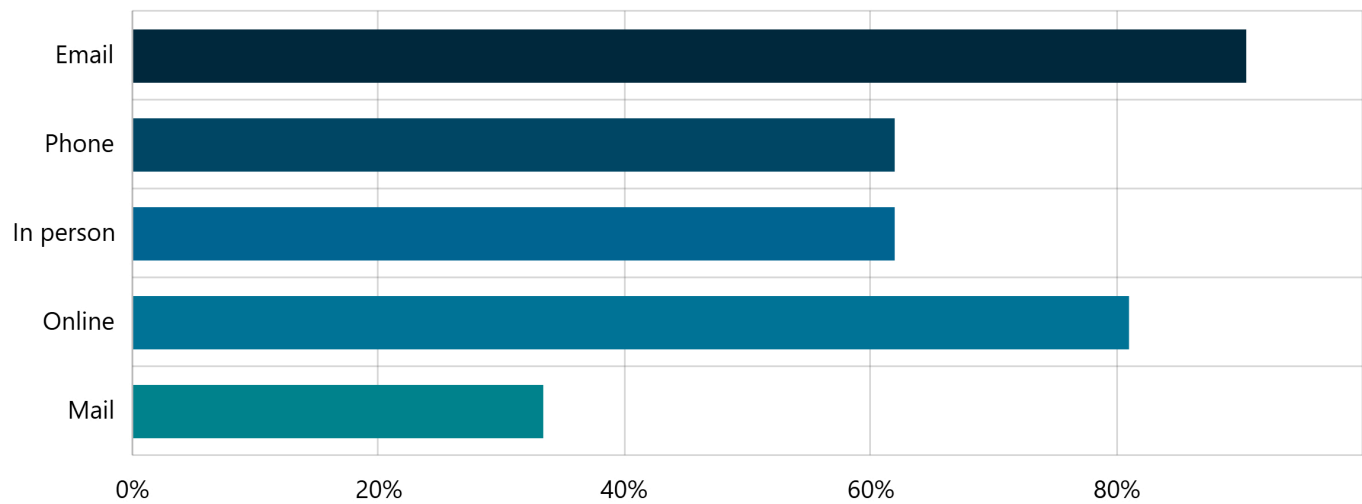
Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Very aware	4.76%	1
Somewhat aware	23.81%	5
Unaware	71.43%	15
Total	100.00%	21

20. Which feedback methods are you familiar with? Select all that apply.

Multi Choice | Skipped: 0 | Answered: 21 (100%)



Answer choices	Percent	Count
Email	90.48%	19
Phone	61.90%	13
In person	61.90%	13
Online	80.95%	17
Mail	33.33%	7

Multi-Year Accessibility Plan

Question: What barriers do you experience?

Date Submitted

Contribution

1	Feb 24, 2025, 02:21 PM	Needing help with personal matters transportation food
2	Feb 24, 2025, 11:57 AM	Many services are not accessible for wheelchair users. No Welland parks have been very accessible, with equipment that would be suitable/enjoyable for a wheelchair using child. Many buildings still are not very accessible. A huge issue public washrooms. For those who need a lift or full sized change table, there is no where in the city you can find that (to my knowledge). This is a huge barrier to participation and being a part of the community.
3	Feb 24, 2025, 11:16 AM	Inaccessible parks.
4	Feb 19, 2025, 03:04 PM	n/a
5	Feb 19, 2025, 09:29 AM	I think I will always have barriers when it comes to accessing information and services, and that largely has to do with communication as well as navigating digital access.
6	Feb 13, 2025, 12:59 PM	City hall library entrance often slippery late afternoon and evening when snow and ice days . Would like better signs on bike paths.
7	Feb 11, 2025, 03:29 PM	Playgrounds not accessible for all. No seating at many parks, no lighting, pathways, no accessible play area or swing at rolling acres (the entire park is not accessible for someone with mobility impairment).
8	Feb 07, 2025, 10:14 AM	Online don't always understand what's expected of me. Because if all the older people more handicap parking needed.
9	Feb 06, 2025, 04:33 PM	Wellness centre had to increase my age in order for me to be able to register for classes as I need the ones for seniors to accommodate for my limitations. Classes and activities should be for seniors or people with disabilities. Snow clearing in front of buss stops isn't done in a timely manner. More benches along trails to allow a place to rest. Widen sidewalks to allow space for mobility scooters. Lights in public buildings should be LED not fluorescent as these lights cause problems for many people

10	Feb 06, 2025, 01:54 PM	There is a very poor lack of enforcement in regards to sidewalk cleaning in the winter months, if I was to walk to work after a snow fall. If I pass 80 houses for example, if I'm lucky 15-20 houses will have a clean walk. As I'm unable to drive. Would like to see more enforcement on that front.
11	Feb 06, 2025, 02:30 AM	Internet access limited to public buildings or library only rather than some regions that offer Internet in greater expanses like through bus stops, buses, or smaller parks or community hubs. Homepage for instant access to accessible list of regional and municipal resources for community support would remove the need to search and get lost online. Selective or ineffective enforcement of clearing requirements of snow and ice from sidewalks within 24 hours of end of snowfall, both along residential streets and government-owned properties, like along school sidewalks. Crosswalk curbs often piled high with snow or wide swaths of ice well into road, hampering safe crossing. Limited seating and rest opportunities near bus stops or paths far from standard bus routes, preventing over-exertion during long waits between buses. Limiting facility hours, not as accessible at times of low crowd density again due to less frequent bus schedule and some facilities being restricted to only 8-4 business hours or off business hours, not all day. No non-police line available to report public drug use along path to facilities.

12	Feb 02, 2025, 11:04 AM	visual: small sinage balanve: uneven sidewalks, uneven Parking lots dim street lighting
13	Feb 01, 2025, 03:10 PM	is it so much barriers or the slow reactionary response of the city.
14	Jan 31, 2025, 12:25 PM	Discrimination
15	Jan 31, 2025, 11:16 AM	attitudinal-CPPD
16	Jan 30, 2025, 12:38 PM	None.
17	Jan 30, 2025, 10:20 AM	Two sets of doors at the heritage building at market square are not accessible. Interior doors at the Welland main arena are not accessible.