



Memorandum

Date: 18/08/2025

To: Accessibility Awareness Committee

Submitted by: Monique Ouellet, Clerk

Subject: Survey Results–Accessibility Awareness Campaign

Nature/Goal

To present the results of the Accessibility Awareness Campaign Survey that was recently conducted.

Background

Members of the Accessibility Advisory Committee highlighted the need for the City to improve the accessibility of consultations and related materials to ensure meaningful feedback from residents. In response, a survey was launched to assess public awareness and perceptions of the Multi-Year Accessibility Plan

Survey Results

Approximately 100 individuals completed the survey. Of those, only 21 respondents reported being aware of the City's Multi-Year Accessibility Plan, while 23 indicated awareness of the Accessibility Advisory Committee. Notably, no respondents rated accessibility as "Excellent." The majority rated it as "Good," "Average," or "Poor," suggesting that there is significant room for improvement. Furthermore, only 38 respondents were aware that they could provide feedback on accessible services, and just 8 individuals reported having submitted feedback in the past.

The survey also gathered 96 open-ended suggestions aimed at improving accessibility. Among the most common suggestions were:

- Better sidewalk and road maintenance;
- More accessible parking and entrances;
- Enhanced communication and signage;
- Inclusive recreational facilities and public consultation.

Conclusion

Survey responses revealed limited public awareness of the multi-year accessibility plan, a negative perception of the accessibility of municipal services, and low public participation in providing feedback. Strengthening public awareness of the plan, encouraging ongoing citizen feedback, and implementing necessary changes to improve accessibility across the City are essential steps forward.

Supporting documentation

- Accessibility Survey Questions
- Accessibility Survey Questions – FR
- Accessibility Survey Results