



# WHAT YOU SAID REPORT

## Accessibility Plan Review

This report provides a detailed summary of raw data that we received during online engagement for the Age and Accessibility Survey. Comments are presented verbatim to ensure all responses are accurate.

Data from the following engagement opportunities is included in this report:

- Age and Accessibility Survey

## Engagement Overview

Like all Ontario municipalities, Barrie must meet and maintain legislated requirements set in the Accessibility for Ontarians with Disabilities Act (AODA) including implementing and continually updating a multi-year Accessibility Plan.

Feedback was collected October 1st to November 1st, 2024. The community shared their experiences through the Age and Accessibility Survey to help provide input and comments about what is working and what may be needed to make Barrie more accessible.

The project team will assess all feedback received. It will be used to help set priorities and goals for the City's 2025 to 2029 Accessibility Plan.

## Age and Accessibility Survey

The City, through the Seniors and Accessibility Advisory Committee (SAAC), invited seniors, persons with a disability, those who care or advocate for someone with a disability and general members of the public to complete the survey as to provide information and feedback on a variety of experiences related to Barrie community spaces and places. Individuals may be a person who is a who visits, lives, studies or works in the City of Barrie.

### Question 1. Summary of Respondents Amount of Utilization of City of Barrie Services

Respondents were asked to indicate how often they use various municipal services in an average week.

#### Transit (conventional and/or specialized)

- 12 respondents indicated that they access Transit services one to three times during an average week

- 6 respondents indicated that they access Transit services four to four six during an average week
- 3 respondents indicated that they access Transit services seven or more times during an average week
- 57 respondents indicated that they do not access Transit services during an average week

### **Public Libraries**

- 34 respondents indicated that they access Public Libraries services one to three times during an average week
- 6 respondents indicated that they access Public Libraries services four to four six during an average week
- 5 respondents indicated that they access Public Libraries services seven or more times during an average week
- 31 respondents indicated that they do not access any Public Libraries services during an average week

### **Recreation & Community Centres**

- 28 of respondents indicated that they access Recreation & Community Centres services one to three times during an average week
- 11 respondents indicated that they access Recreation & Community Centres services four to four six during an average week
- 6 respondents indicated that they access Recreation & Community Centres services seven or more times during an average week
- 33 of respondents indicated that they do not access any Recreation & Community Centres services during an average week

### **City Parks**

- 35 respondents indicated that they access City Parks services one to three times during an average week
- 20 respondents indicated that they access City Parks services four to four six during an average week
- 10 respondents indicated that they access City Parks services seven or more times during an average week
- 11 respondents indicated that they do not access any City Parks services during an average week

### **Other City Facilities**

- 21 respondents indicated that they access City of Barrie services one to three times during an average week
- 6 respondents indicated that they access City of Barrie services four to four six during an average week

- 6 respondents indicated that they access City of Barrie services seven or more times during an average week
- 42 respondents indicated that they do not access any City of Barrie services during an average week

**Question 2. Summary of Accessibility of The Outdoor Spaces (i.e. Play Equipment and Structures, and Natural Features).**

Respondents were asked to rate amenities on a scale between not at all accessible and fully accessible, or select Not Applicable – NA.

**Centennial Beach**

- 4 respondents rated Centennial Beach as not at all accessible
- 23 respondents rated Centennial Beach as somewhat accessible
- 26 respondents rated a Centennial Beach as very accessible
- 12 respondents rated Centennial Beach as fully accessible
- 10 respondents rated a Centennial Beach as NA
- 4 did not answer for Centennial Beach

**Eastview Community Park**

- 3 respondents rated Eastview Community Park as not at all accessible
- 10 respondents rated Eastview Community Park as somewhat accessible
- 10 respondents rated Eastview Community Park as very accessible
- 2 respondents rated Eastview Community Park as fully accessible
- 47 respondents rated Eastview Community Park as NA
- 6 did not answer for Eastview Community Park

**East Bayfield Park**

- 4 respondents rated East Bayfield Park as not at all accessible
- 13 respondents rated East Bayfield Park as somewhat accessible
- 7 respondents rated East Bayfield Park as very accessible
- 3 respondents rated East Bayfield Park as fully accessible
- 46 respondents rated East Bayfield Park as NA
- 4 did not answer for East Bayfield Park

**Ferndale Park**

- 4 respondents rated Ferndale Park as not at all accessible
- 7 respondents rated Ferndale Park as somewhat accessible
- 6 respondents rated Ferndale Park as very accessible
- 3 respondents rated Ferndale Park as fully accessible
- 51 respondents rated Ferndale Park as NA
- 7 did not answer for Ferndale Park

### **Lampman Lane**

- 3 respondents rated Lampman Lane as not at all accessible
- 9 respondents rated Lampman Lane as somewhat accessible
- 14 respondents rated Lampman Lane as very accessible
- 7 respondents rated Lampman Lane as fully accessible
- 40 respondents rated Lampman Lane as NA
- 5 did not answer for Lampman Lane

### **Lennox Park**

- 4 respondents rated Lennox Park as not at all accessible
- 9 respondents rated Lennox Park as somewhat accessible
- 5 respondents rated Lennox Park as very accessible
- 3 respondents rated Lennox Park as fully accessible
- 50 respondents rated Lennox Park as NA
- 7 did not answer for Lennox Park

### **Painswick Park**

- 6 respondents rated Painswick Park as not at all accessible
- 9 respondents rated Painswick Park as somewhat accessible
- 15 respondents rated Painswick Park as very accessible
- 6 respondents rated Painswick Park as fully accessible
- 37 respondents rated Painswick Park as NA
- 5 did not answer for Painswick Park

### **Queen's Park**

- 5 respondents rated Queen's Park as not at all accessible
- 21 respondents rated Queen's Park as somewhat accessible
- 8 respondents rated Queen's Park as very accessible
- 3 respondents rated Queen's Park as fully accessible
- 35 respondents rated Queen's Park as NA
- 6 did not answer for Queen's Park

### **Shear Park**

- 6 respondents rated Shear Park as not at all accessible
- 13 respondents rated Shear Park as somewhat accessible
- 9 respondents rated Shear Park as very accessible
- 3 respondents rated Shear Park as fully accessible
- 41 respondents rated Shear Park as NA
- 6 did not answer for Shear Park

### **Sunnidale Park**

- 5 respondents rated Sunnidale Park as not at all accessible

- 22 respondents rated Sunnidale Park as somewhat accessible
- 18 respondents rated Sunnidale Park as very accessible
- 11 respondents rated Sunnidale Park as fully accessible
- 17 respondents rated Sunnidale Park as NA
- 5 did not answer for Sunnidale Park

### **St. Vincent Park**

- 3 respondents rated St. Vincent Park as not at all accessible
- 12 respondents rated St. Vincent Park as somewhat accessible
- 14 respondents rated St. Vincent Park as very accessible
- 6 respondents rated St. Vincent Park as fully accessible
- 38 respondents rated St. Vincent Park as NA
- 5 did not answer for St. Vincent Park

### **Tyndale Park**

- 8 respondents rated Tyndale Park as not at all accessible
- 18 respondents rated Tyndale Park as somewhat accessible
- 4 respondents rated Tyndale Park as very accessible
- 4 respondents rated Tyndale Park as fully accessible
- 38 respondents rated Tyndale Park as NA
- 6 did not answer for Tyndale Park

The following comments are verbatim from survey about accessibility of the outdoor spaces in Barrie:

- Rubber soft surfaces under play structures in parks would be a great improvement to accessibility as opposed to wood chips or sand.
- Need more disability parking. Or parking even. I need disability. This is the main obstruction to get me out! Can't walk going distances - so if closer parking will encourage me to get out more. Need more benches to rest.
- I don't utilize the parks
- More parking spaces needed at all parks (with exception to Centennial Park)
- Centennial Beach - the carpet laid down for wheelchair access should extend over all the sand. Great idea to have this.
- More parking spaces. Better walkways. More bus stops and bus shelters.
- Make the wheelchair ramps so it's easier for them
- Bring back virtual recreational programs. Include virtual everything because not everyone can leave their home, but everyone deserves to have access to community events through zoom or other virtual platforms. Covid hasn't gone anywhere and immunocompromised and disabled people were completely forgotten about and abandoned when this city discontinued being inclusive by providing virtual services.

*Continued comments from survey about accessibility of the outdoor spaces in Barrie*

- For a person with mobility issues, the distance from the bus stop to the baseball diamonds is way too far. There is not nearly enough parking and it is all located at the pickleball courts. If you are able to get a spot, the distance to the ball diamond for the Integrated League players is way too far. Many have to park in the school lots and that is an even longer walk. Some nights players give up and go back home because they can't find a spot to park.
- Improve parking at these parks. Add more handicap parking stalls and Sunnidale wasn't paved and marked out last time I was there.
- Where there are inclines in these parks they should be made more accessible. For instance, if parking at the roadside to access Sunnidale Park, there are very few access points with proper stairs and railings. When I used to bring my elderly mother there to see the flower beds we parked at the roadside not in the main parking lot which is much too far to walk. Please add more gentle slopes for access by a mobility device and stairs with railings for others who can negotiate stairs.
- Pathways need to be a hard surface that can accommodate wheelchairs, walkers, or crutches & people with baby strollers. During winter months, better job keeping the pathways clear of snow and ice.
- I don't visit a lot of the parks due washroom issues such as drug paraphernalia, not feeling safe. I have Crohn's so I do need this to be available.
- Centennial Park Beach needs to have access to the actual water for those with mobility issues. It's unfair that we get to go to the beach and see the water but have no way of actually enjoying it.
- Downtown is not at all accessible. Lack of wheel chair parking spots and the new curbing on Dunlop street is horrible for those with mobility issues.
- If we could count on the washrooms being open, even in the summer, like 3pm on a Saturday afternoon (which to our dismay and discomfort, they were not) then we would be more likely to take the grandchildren to St Vincent park and Centennial park.
- Clean up the parks. Get rid of garbage left by campers. Get rid of needles. Get rid of panhandlers. Allow EVERYONE to use gazebos, not just daily partiers who use the Mary Street LCBO. In other words, make things safe!
- For one thing, please don't close off all the parking when there is a craft event near the large parking lot at Centennial Beach. This in effect cuts off any access for handicap persons and many seniors. The last craft show or makers market in September there was no handicapped parking available as the parking lot was closed.
- Wider walking paths/trails at Sunnidale Park.
- Mats along beach for wheelchairs. More disability parking spots at all parks.
- Service dog park that has lots of accessible parking and flat terrain with the parking close to the gate

*Continued comments from survey about accessibility of the outdoor spaces in Barrie*

- paved level paths for people in wheelchairs, walkers or with canes to navigate from cars, buses and to move around in the various parks- England has examples of public parks and public places which have accommodation for disabled and senior citizens which enable them to enjoy the parks, flowers, wildfowl and the scenery with minimal risk of injury or distress- suggest you contact England's disabled and senior and park associations to learn how and what they have done to increase accessibility to their public areas and parks- why re-invent the solution when it has already been applied and working successfully
- Maintain a walkway/carpet pathway across beaches to the water for those using mobility devices
- Ensure pathways are clean and clear, that bathrooms are clean and regularly checked.
- More pathed areas, less obstructions, more accessible push buttons for easier access in doors. More ramps.
- No comment
- Decreased hill angles, proper curb cut outs, replace wood shaving/sand in play parks with rubber matting (these both make the park accessible to wheelchairs and help with mobility for many other disabilities but also are easier to clean and things like broken glass or needles are easier to see.
- As embarrassing as it is to admit, washroom facilities are very important for most seniors. I've had terrible moments at Heritage Park and Centennial Park, out for a daily walk, counting on the washrooms to be available, only to find they've been closed for the season, with no warning. It was so traumatic that I just don't venture to those parks in late October/early November. I've given up on Sunnidale for the same reason although rumour has it there is now a washroom located there. Thank goodness for lovely parks like St. Vincent, although it needs more picnic tables, and the shelter is often a sketchy proposition.
- Ditch On Demand transit routes and restore full service throughout the city. On Demand transit increases isolation and imposes unnecessary barriers for low income seniors and others.
- Shorten distances from parking lots to ball diamonds. Not all people with disabilities have assistance devices.
- Better walkways
- Barrie integrated baseball played this year at Painswick park and the distance from parking to the fields makes it very inaccessible for people in the league with physical and mental disabilities. Vehicles of mainly pickle ball players drive on the walking paths. There should be fully accessible permanent washrooms for people with disabilities. Also should be large no smoking signs near diamonds.
- For beach we need an accessible ramp to the water with mats and a chair that allows wheelchair users enter the water safely with a caregiver.

*Continued comments from survey about accessibility of the outdoor spaces in Barrie*

- Deal with the cars speeding and tremendously loud altered car muffler noise. It is impossible to sit in a park quietly. Myself and aging spouse are afraid of being run down. Why does Barrie have no traffic Police enforcement on weekends? Change Police to the OPP.
- Make them accessible so people using wheelchairs & walkers can enjoy them without falling on the walkways. They should be paved or built-up using cement. No interlock.
- There needs to be more and available washrooms along the waterfront in off seasons. Centennial beach washrooms are very unreliable and going towards Heritage park after Centennial park there are zero washrooms....why?? As a senior this is extremely limiting and as someone with MS who suffers from a spastic bladder you don't dare venture too far from Southshore. The city had done a fantastic job with our waterfront but please, please, please MORE WASHROOMS!!
- My sister, who plays baseball with the Barrie Integrated Baseball league uses a walker. The games were held at the Painswick park ball diamonds. This park is the most inaccessible park for people with disabilities in the city of Barrie. We could never find an accessible parking spot. To reach the diamonds, my sister would have to take literally half an hour to walk to the diamonds. If we couldn't find parking, which was basically every week, we would have to park on the south side in the subdivision. There were high curbs along the south side of the park and I would have to lift my sister, and her walker, over the curbs, even where supposedly accessible ramps were located. By the time we would find parking and by the time my sister walked the distance from the parking to the diamonds, she was too tired to play baseball. I have also heard that individuals with special needs who rely on the bus to get to games have found it VERY difficult to reach the Painswick park diamonds because of the poor bus connections and the length of time to reach these diamonds. Please consider offering BIBA better diamonds. We used to be located at Lennox Park which was much more accessible but any other fully accessible diamond would be appreciated.
- Parking needs to be closer to ball diamonds
- Reducing distance to park equipment, baseball diamonds from parking lots. Improving quality of accessible bathrooms (space needs to be large enough for person and a support worker to assist). Making sure there is adequate parking and people aren't parking illegally blocking accessible areas/walkways etc.
- Get a walker or sit in a wheelchair and if you can't get to the park, it's not accessible. If you can't get to the water with a mobility device, it's not accessible.
- Making ramps, inclines on and off entrances to parks and locations in parks as well as merging on and off sidewalks. Parking lots and sidewalks are a nightmare to drive on. I know a few people that have suffered damage to wheelchairs or scooters. Me included.



### **Question 3. Summary of Elements in Our Outdoor Public Spaces (Rating Could Be on Quality, Numbers, Size, Location, etc.):**

Respondents were asked to rate amenities in outdoor public spaces on a scale between unacceptable and exceeds expectations.

#### **Signage (interpretive, maps, trail information etc.)**

- 3 respondents rated signage as unacceptable
- 37 respondents rated signage as needs improvement
- 27 respondents rated a signage as meets expectations
- 2 respondents rated signage as exceeding expectations
- 9 did not answer for signage

#### **Accessible Parking**

- 10 respondents rated accessible parking as unacceptable
- 26 respondents rated accessible parking as needs improvement
- 33 respondents rated a accessible parking as meets expectations
- 3 respondents rated accessible parking as exceeding expectations
- 6 did not answer for accessible parking

#### **Barbecue/Fire Pits**

- 4 respondents rated barbecue/fire pits as unacceptable
- 22 respondents rated barbecue/fire pits as needs improvement
- 31 respondents rated a barbecue/fire pits as meets expectations
- 2 respondents rated barbecue/fire pits as exceeding expectations
- 19 did not answer for barbecue/fire pits

#### **Showers/Change Rooms**

- 6 respondents rated showers/change rooms as unacceptable
- 36 respondents rated showers/change rooms as needs improvement
- 19 respondents rated a showers/change rooms as meets expectations
- 1 respondents rated showers/change rooms as exceeding expectations
- 16 did not answer for showers/change rooms

#### **Washrooms**

- 20 respondents rated washrooms as unacceptable
- 33 respondents rated washrooms as needs improvement
- 16 respondents rated washrooms as meets expectations
- 0 respondents rated washrooms as exceeding expectations
- 9 did not answer for washrooms

#### **Water Fountains**

- 10 respondents rated water fountains as unacceptable
- 28 respondents rated water fountains as needs improvement

- 27 respondents rated water fountains as meets expectations
- 1 respondents rated water fountains as exceeding expectations
- 12 did not answer for water fountains

### **Garbage/Recycling Containers**

- 9 respondents rated garbage/recycling containers as unacceptable
- 35 respondents rated garbage/recycling containers as needs improvement
- 27 respondents rated a garbage/recycling containers as meets expectations
- 0 respondents rated garbage/recycling containers as exceeding expectations
- 7 did not answer for garbage/recycling containers

### **Seating areas (benches, picnic tables etc.)**

- 10 respondents rated seating areas as unacceptable
- 24 respondents rated seating areas as needs improvement
- 36 respondents rated seating areas as meets expectations
- 3 respondents rated seating areas as exceeding expectations
- 5 did not answer for seating areas

### **Mobility Device Charging Station**

- 10 respondents rated mobility device charging station as unacceptable
- 30 respondents rated mobility device charging station as needs improvement
- 20 respondents rated mobility device charging station as meets expectations
- 2 respondents rated mobility device charging station as exceeding expectations
- 16 did not answer for mobility device charging station

The following comments are verbatim from survey about how the City can improve the elements in our outdoor public spaces for people with disabilities or seniors:

- More BBQ pits. More benches not just in parks - here and there on the city's streets would be helpful for those who walk as their primary form of transportation- as we age sometimes we need a rest while walking longer distances.
- More seating area's available in the shade.
- More charging station and cameras cause ppl are ruining it for are kids it needs to stop
- Need disability bathrooms. More fountains. If needed - emergency call boxes. Help boxes. Parks get dirty - garbage/recycle too few or too far apart. Need walkways - using walkers on lawn - unsafe (uneven along water front but Parking is restricted - too far apart. Put more parking closer to road to keep lawns and nature pure. I was upsent one weekend to find commercial trucks parking in disability spots! so I went home!
- Another washroom between Southshore and Centennial park would be helpful. More policing of bikers using the boardwalk and walking path.

*Continued comments from survey about how the City can improve the elements in our outdoor public spaces for people with disabilities or seniors*

- Hire disabled people for disability consultations, our time is valuable and you shouldn't expect people to provide accessibility accommodation information or intellectual property for free
- Adding a few more benches to areas close to senior areas. Eg. Parkview
- signs and paved waling paths for walkers and wheelchairs
- More accessible curbing. Some doorknobs are not designed for those with hand disabilities.
- Make parking available, bus stops at relevant locations near parks.
- We've observed improvements in this area, but the city still has a way to go until reaching a reasonable expectation. The washrooms & change rooms in the Rec Centres are hard enough to manage for a mobile person or senior, not sure how someone with a disability would access many of the fitness areas. I've been on crutches for 3 1/2 months and I have stayed away from these facilities knowing that it would be difficult accessing the fitness areas.
- Outdoor public spaces require better washroom facilities that can remain open to the public year round. Much encouragement to utilize these places is hindered by a serious lack of accessible public washrooms.
- More charging options for scooters and more shaded seating options for those who can't walk long distances or need to charge their scooters to make it home
- The washrooms - sometimes ya gotta go. Once they're closed for the season, going for a walk becomes a strategic game: wait to have a second coffee until after we're back, or find some cover off the north shore trail without rolling down the embankment. First world problems of course, but at some point I'll stop walking my favourite trail (north shore) just because the knees are not as happy having to squat and then get back up as they were when I was in my 50's.
- More tables etc in beach areas
- Widen walking paths.
- There seems to never be enough benches and picnic tables when the parks are busy. Many times no we're to sit. When you go in public washrooms they very often are dirty and dirty wet floors. I don't think it is possible to clean them enough. People are so disrespectful.
- Put LED screens in washrooms and change rooms so we can see if we are in lockdown or hold and secure.
- every item listed in question # 4 needs to be improved upon and increased in number
- We need a few more public accessible washrooms with way finding signage
- Bathrooms at some rec centres are small and hard to navigate when there is only one or two accessible washrooms it makes it difficult when rec centres are busy (which they always seem to be).

*Continued comments from survey about how the City can improve the elements in our outdoor public spaces for people with disabilities or seniors*

- More disabled parking. More change or bathroom areas large enough for a person in a power wheelchair.
- We don't use much as access is blocked usually by homeless and drug users in downtown.
- Access to charging, decreased angle for holes along walking paths ie. Sunnidale park ( steep hill with gravel walkway is a disaster waiting to happen for wheelchairs or anyone with mobility concerns)
- Many seniors live with arthritis and cold water only taps in public washrooms cause avoidable pain. Add a warm water option.
- better diamond for barrie integrated baseball association
- See above (comments from question 2) re location of baseball diamonds and parking at Painswick Park. We had to park eventually on street under development behind diamonds. Need shade near diamonds for tournament. Feels like whoever designed the baseball diamonds placement forgot who the user would be. The baseball facility in Springwater would be better for league except some players need reliable, close bus service from Barrie.
- The speed at which people cycle on the north shore trail can be very concerning, especially since most don't use their bells to warn you of their approach. E-bikes are also a problem. I'd like to see them banned from the trails during the busiest hours. I'm tired of dodging cyclists on the trail and on sidewalks, where they seem to expect me to get off the sidewalk so they can ride as if it's a bike lane.
- I am a supporter of cycling and bike lanes, but not where I am attempting to walk.
- People using wheel chairs or walkers should be able to enjoy city recreation areas and know there is an accessible washroom available.
- See comments above regarding lack of washroom facilities along walking path on Lakeshore especially in off seasons. Southshore is the only reliable option from October to May, that's unacceptable. Lakeshore is a beautiful place to walk all year long but is limiting for seniors or people with MS (or other neurological issues).
- As I get older I find I have to take my lawn chair with me because most benches in parks are too low to sit down and get up without help (Sunnidale is the worst). Most bathrooms may have an accessible stall but with a low toilet, they need to be taller.
- It would be helpful in parks to have accessible seating, such as tables with grab bars or posts close to tables so people have something to grab on to or pull themselves up from the table when they need to do so. This would be helpful at bleachers too. Perhaps have an occupational therapy company consult the City on what would help make these spaces more accessible. The location for events needs to have enough handicap parking spaces.

*Continued comments from survey about how the City can improve the elements in our outdoor public spaces for people with disabilities or seniors*

- More Police, we are afraid to use the parks, to many vagrants prowling the parks looking to rob elderly.
- Everything for me is about parking and access to ball diamonds behind St Peter's
- More accessible parking. Make spaces accessible to everyone.
- Put yourselves in our situations. Grab a scooter, walker, wheelchair and head out on sides, crossing intersections, and head to waterfront, parks etc. Try to get in most places in Barrie with scooter or wheelchair. The challenges are very real. A lot of accessible buttons in areas that are a struggle to reach or buttons for walk signals

#### **Question 4. Summary of Accessibility of the Following City facilities: .**

Respondents were asked to rate facilities amenities on a scale between not at all accessible and fully accessible (or select Not Applicable – NA).

##### **Allandale Recreation Centre**

- 2 respondents rated Allandale Recreation Centre as not at all accessible
- 15 respondents rated Allandale Recreation Centre as somewhat accessible
- 22 respondents rated a Allandale Recreation Centre as very accessible
- 11 respondents rated Allandale Recreation Centre as fully accessible
- 19 respondents rated a Allandale Recreation Centre as NA
- 9 did not answer for Allandale Recreation Centre

##### **Barrie Marina**

- 5 respondents rated Barrie Marina as not at all accessible
- 14 respondents rated Barrie Marina as somewhat accessible
- 17 respondents rated a Barrie Marina as very accessible
- 6 respondents rated Barrie Marina as fully accessible
- 30 respondents rated a Barrie Marina as NA
- 6 did not answer for Barrie Marina

##### **Barrie Public Libraries (any branch)**

- 2 respondents rated Barrie Public Libraries as not at all accessible
- 9 respondents rated Barrie Public Libraries as somewhat accessible
- 34 respondents rated a Barrie Public Libraries as very accessible
- 17 respondents rated Barrie Public Libraries as fully accessible
- 10 respondents rated a Barrie Public Libraries as NA
- 6 did not answer for Barrie Public Libraries

##### **Barrie Sports Complex**

- 5 respondents rated Sports Complex as not at all accessible
- 13 respondents rated Sports Complex as somewhat accessible

- 14 respondents rated a Sports Complex as very accessible
- 5 respondents rated Sports Complex as fully accessible
- 31 respondents rated a Sports Complex as NA
- 10 did not answer for Sports Complex

### **City Hall**

- 3 respondents rated City Hall as not at all accessible
- 21 respondents rated City Hall as somewhat accessible
- 24 respondents rated a City Hall ne as very accessible
- 13 respondents rated City Hall as fully accessible
- 10 respondents rated City Hall as NA
- 7 did not answer for City Hall

### **Dorian Parker Centre**

- 3 respondents rated Dorian Parker Centre as not at all accessible
- 11 respondents rated Dorian Parker Centre as somewhat accessible
- 16 respondents rated Dorian Parker Centre as very accessible
- 6 respondents rated Dorian Parker Centre as fully accessible
- 32 respondents rated Dorian Parker Centre as NA
- 10 did not answer for Dorian Parker Centre

### **Downtown Transit Terminal**

- 3 respondents rated Downtown Transit Terminal as not at all accessible
- 22 respondents rated Downtown Transit Terminal as somewhat accessible
- 10 respondents rated Downtown Transit Terminal as very accessible
- 5 respondents rated Downtown Transit Terminal as fully accessible
- 30 respondents rated Downtown Transit Terminal as NA
- 8 did not answer for Downtown Transit Terminal

### **East Bayfield Recreation Centre**

- 3 respondents rated East Bayfield Recreation Centre as not at all accessible
- 10 respondents rated East Bayfield Recreation Centre as somewhat accessible
- 21 respondents rated East Bayfield Recreation Centre as very accessible
- 7 respondents rated East Bayfield Recreation Centre as fully accessible
- 31 respondents rated East Bayfield Recreation Centre as NA
- 6 did not answer for East Bayfield Recreation Centre

### **Eastview Community Centre**

- 3 respondents rated Eastview Community Centre as not at all accessible
- 8 respondents rated Eastview Community Centre as somewhat accessible
- 12 respondents rated Eastview Community Centre as very accessible
- 3 respondents rated Eastview Community Centre as fully accessible
- 42 respondents rated Eastview Community Centre as NA

- 10 did not answer for Eastview Community Centre

### **Five Points Theatre**

- 8 respondents rated Five Points Theatre as not at all accessible
- 21 respondents rated Five Points Theatre as somewhat accessible
- 5 respondents rated a Five Points Theatre as very accessible
- 5 respondents rated Five Points Theatre as fully accessible
- 32 respondents rated Five Points Theatre as NA
- 7 did not answer for Five Points Theatre

### **Peggy Hill Team Community Centre**

- 2 respondents rated Peggy Hill Team Community Centre as not at all accessible
- 9 respondents rated Peggy Hill Team Community Centre as somewhat accessible
- 23 respondents rated a Peggy Hill Team Community Centre as very accessible
- 12 respondents rated Peggy Hill Team Community Centre as fully accessible
- 23 respondents rated Peggy Hill Team Community Centre as NA
- 9 did not answer for Peggy Hill Team Community Centre

### **Lampman Lane Community Centre**

- 2 respondents rated Lampman Lane Community Centre as not at all accessible
- 9 respondents rated Lampman Lane Community Centre as somewhat accessible
- 8 respondents rated Lampman Lane Community Centre as very accessible
- 4 respondents rated Lampman Lane Community Centre as fully accessible
- 46 respondents rated Lampman Lane Community Centre as NA
- 9 did not answer for Lampman Lane Community Centre

### **Parkview Community Centre/55+ Centre**

- 2 respondents rated Parkview Community Centre/55+ Centre as not at all accessible
- 10 respondents rated Parkview Community Centre/55+ Centre as somewhat accessible
- 15 respondents rated Parkview Community Centre/55+ Centre as very accessible
- 5 respondents rated Parkview Community Centre/55+ Centre as fully accessible
- 35 respondents rated Parkview Community Centre/55+ Centre as NA
- 11 did not answer for Parkview Community Centre/55+ Centre

### **Sadlon Arena**

- 2 respondents rated Sadlon Arena as not at all accessible
- 19 respondents rated Sadlon Arena as somewhat accessible
- 13 respondents rated Sadlon Arena as very accessible
- 10 respondents rated Sadlon Arena as fully accessible

- 26 respondents rated Sadlon Arena as NA
- 8 did not answer for Sadlon Arena

### **General John Hayter Southshore Community Centre**

- 2 respondents rated General John Hayter Southshore Community Centre as not at all accessible
- 16 respondents rated General John Hayter Southshore Community Centre as somewhat accessible
- 19 respondents rated General John Hayter Southshore Community Centre as very accessible
- 6 respondents rated General John Hayter Southshore Community Centre as fully accessible
- 27 respondents rated General John Hayter Southshore Community Centre as NA
- 8 did not answer for General John Hayter Southshore Community Centre

### **Meridian Place**

- 2 respondents rated Meridian Place as not at all accessible
- 25 respondents rated Meridian Place as somewhat accessible
- 18 respondents rated Meridian Place as very accessible
- 8 respondents rated Meridian Place as fully accessible
- 18 respondents rated Meridian Place as NA
- 7 did not answer for Meridian Place

The following comments are verbatim from survey about how the City can improve accessibility for people with disabilities or seniors:

- make Sadlon arena better for people who have walkers and cans so they can get up and down
- Make masking mandatory in all municipal facilities to ensure that immunocompromised disabled people aren't being put at greater risk with the ongoing airborne pandemic that is still killing disabled people and seniors right now
- Put yourself in a wheelchair or on crutches, visit our facilities, watch an event, go to one of the washrooms and see what you find.
- Have the bus services be easier to manage especially during the winter months. Not climbing over snow banks to get to or from the buses. Plus not waiting long for a bus at the south go station did to safety reasons
- More washrooms required please.
- More seating options
- Parkview needs more parking
- There are barriers to all downtown parks. The barriers are unsavoury people approaching and trying to take advantage. Downtown sidewalks have also been taken over by cyclists, skateboarders, and others. It isn't safe to walk on city sidewalks.



*Continued comments from survey about how the City can improve facilities accessibility for people with disabilities or seniors.*

- Many seniors don't drive. It would be nice to have senior activities that are walkable to get to. Public schools/high schools and churches should offer senior activities early evenings and Saturdays.
- The Barrie Transit facility has washrooms closed often and not open late. The handicap doors on the transit building do not always work.
- What percentage of Ontario's population has a disability? 15.4% of Ontarians report having a disability – that is, they have difficulty performing tasks as a result of a long-term condition or health-related problem and experience a limitation in their daily activities. Of this 15.4%, 4.8% report a mental health or addiction disability, and 10.6% report other disabilities. About one in seven Ontarians has a disability. Forty-seven percent of Ontarians over the age of 65 have disabilities. When you find the solutions for improving anything, think of all the money spent on LGBTQ+ programs & accesses - that have approx. 6% of the population saying they belong.
- More accessible parking near the doors. LED boards in washrooms and change rooms so we know if the building is in lockdown
- more parking spaces for disabled and senior citizens closer to the buildings - more or larger elevators and ramps; better lighting and signage ( larger print)- better and more bathroom facilities.
- Mostly my concern is the ability for hard of hearing individuals. In meeting rooms and a city hall it can be very challenging. Often large rooms have a tremendous amount of ambient noise. These rooms need baffles in the ceiling and hearing devices available for guests.
- Increase traffic flow, ensure pathways are clear and barrier free. At rinks often the coaches allow kids to drop their hockey bags in narrow spaces in arenas when waiting for their change rooms. This is a major hazard and coaches should be notified and responsible for their teams.
- Put yourself in their position, think about what they have to do to get where they want or need and how barriers can be extremely difficult to get through. Whether they have a walker/ rollator or are in a power wheelchair or manual wheelchair, all of which can be extremely taxing trying to get over or through barriers of any sort. Or if they need room to get help out of a vehicle to get in or out of their chair or scooter. Or if they have to get changed because they've had an accident. Or need to get help in the washroom for whatever may be needed.
- Decrease the back entrance accessibility. Nothing says second class citizen more than being brought through the delivery door in the back. If you aren't sure if something is actually accessible bring in a disabled team to help, theres plenty of us in Barrie that would help. Accessibility is more than a door button or a ramp but those are a great start.
- More protection for elderly (Police Presence). My friend was nearly hit by speeding noisy modified cars trying to use the parks on weekends. Not Safe

*Continued comments from survey about how the City can improve facilities accessibility for people with disabilities or seniors.*

- 5 points theatre should have a handicap washroom on the main level. You should not have to take an elevator to the basement.
- More washrooms with easy access
- More disabled parking spaces; Easy entry through a dry area for people with walking difficulties to enter pool areas and walkers that could accommodate people with physical disabilities to walk into swimming pools(not just using wheelchairs). More bars in changerooms on the wall so that individuals have something to hold on to while their caregiver helps them to get dressed.
- Rec Centres - no problem - good ramps, wide doors. I used to love downtown - shop, dine. Would love to go to 5 points. Parking is Horrible! Or too far. Closing Dunlop in summer means can't park close - so I can't go. No walking accessible for seniors (we tire when walking too much!) No wheelchair or walker accessible. Ramps ++
- I see no problem with indoor facilities
- Elevator more accessible
- Pave walkways to facility
- Make sure doors open easily - not stuck etc.
- Please update bathrooms; You must have full sized lifts with hydraulic lift to accommodate adults with disabilities who also need a caregiver.
- An accessibility committee that contains a significant proportion of disabled individuals should be created/maintained to assess and implement improvements. People who need/use accessible spaces know best.
- Bring back virtual programs. Not everyone is willing to risk their lives during an active pandemic. Covid didn't go anywhere just because people want to pretend it went away. By removing virtual programs the city of Barrie told disabled people, seniors and everyone that is immunocompromised that we don't matter. By removing virtual programs this city made it very clear that people like me aren't welcome to participate because neither I nor my child can stop taking covid precautions. It is life and death for some of us.
- Same applies in All areas. Stepping up the game in all areas in Barrie drastically needed. Including on BACTS transit!

### **Question 5. Summary of Having or Knowing Someone Who Faced Barriers to Accessibility at Outdoor Facilities.**

Respondents were asked to indicate from a list where they have faced barriers and were provided a space to describe or provide comment. Respondents were able to answer more than one location.

- 28 respondents indicted barriers at Beaches
- 11 respondents indicted barriers at Playgrounds
- 21 respondents indicted barriers at Parks

- 17 respondents indicted barriers at Sports Fields (Soccer, baseball, etc.)
- 19 respondents indicted barriers at Recreational Trails
- 17 respondents indicted barriers at Hiking Trails
- 17 respondents indicted barriers at None of the Above
- 8 respondents indicated Other and were able to provide description and comment.

The following comments are verbatim from survey related to barriers at outdoor public spaces for recreation and leisure activities:

- It's difficult enough to push a stroller to Greenfield Park playground, how does someone in a wheelchair or on crutches get there. How many other parks or playgrounds have similar accessibility issues.
- Mine is just taking the buses to get to the rec centres now. Too much of a bother now with in demand and changes buses more often.
- More washrooms required please.
- There should be access to the actual water on beaches and more shading and seating areas for those who need to rest while walking. The recreation trails should also have seating.
- We limit our activities based on the availability of washrooms.
- It is hard for all kids to use the items in the parks to play on; Wheel chair access to the beach is limited.
- Parking!!!
- More signage to find these places
- Not suitable for limited ability. I am not sure if marked as such.
- Access at Johnson's beach is not very good
- As earlier - 1. Parking 2. Ramps (curbs) - hard to lift walkers/ wheel chairs. I have tripped on them - injured my face/eye very badly (almost lost my right eye) still dealing with complications - eye, jaws, teeth, hearing. Fell face first in to asphalt - couldn't get up. Eye Glasses rammed into eye socket. No one around to help me up.
- Using a mobility scooter in neighborhood curb drop off's to cross streets are too high to maneuver over when crossing street

#### **Question 6. Summary of Statements About Barrie's Transportation Options.**

Respondents were asked to rate transportation options on a scale between definitely agree to definitely disagree.

#### **Public Frequency and Reliability:**

- 3 respondents definitely agree that public transit is frequent and reliable.
- 3 respondents somewhat agree that public transit is frequent and reliable.
- 3 respondents neither agree nor disagree that public transit is frequent and reliable.

- 3 respondents somewhat disagree that public transit is frequent and reliable.
- 3 respondents definitely disagree that public transit is frequent and reliable.
- 8 respondents did not respond to this survey question.

**Bus Stop Location Convenience:**

- 6 respondents definitely agree that bus stops are in a convenient location.
- 3 respondents somewhat agree that bus stops are in a convenient location.
- 3 respondents neither agree nor disagree that bus stops are in a convenient location.
- 3 respondents somewhat disagree that bus stops are in a convenient location.
- 3 respondents definitely disagree that bus stops are in a convenient location.
- 9 respondents did not respond to this survey question.

**Sufficient specialized transit availability:**

- 9 respondents definitely agree that there is sufficient specialized transit available for people with limited mobility.
- 13 respondents somewhat agree that there is sufficient specialized transit available for people with limited mobility.
- 23 respondents neither agree nor disagree that there is sufficient specialized transit available for people with limited mobility.
- 11 respondents somewhat disagree that there is sufficient specialized transit available for people with limited mobility.
- 14 respondents definitely disagree that there is sufficient specialized transit available for people with limited mobility.
- 8 respondents did not respond to this survey question.

**Taxis/car share programs accessibility and affordability:**

- 9 respondents definitely agree that taxis/car share programs are accessible and affordable.
- 13 respondents somewhat agree that taxis/car share programs are accessible and affordable.
- 23 respondents neither agree nor disagree that taxis/car share programs are accessible and affordable.
- 11 respondents somewhat disagree that taxis/car share programs are accessible and affordable.
- 14 respondents definitely disagree that taxis/car share programs are accessible and affordable.
- 8 respondents did not respond to this survey question.

**Bus routes meet the needs of older adults and seniors:**

- 5 respondents definitely agree that bus routes meet the needs of older adults and seniors.

- 8 respondents somewhat agree that bus routes meet the needs of older adults and seniors.
- 22 respondents neither agree nor disagree that t bus routes meet the needs of older adults and seniors.
- 20 respondents somewhat disagree that bus routes meet the needs of older adults and seniors.
- 17 respondents definitely disagree that bus routes meet the needs of older adults and seniors.
- 9 respondents did not respond to this survey question.

**Bus routes meet the needs of people with disabilities:**

- 4 respondents definitely agree that bus routes meet the needs of people with disabilities.
- 1 respondents somewhat agree that bus routes meet the needs of people with disabilities.
- 25 respondents neither agree nor disagree that t bus routes meet the needs of people with disabilities.
- 14 respondents somewhat disagree that bus routes meet the needs of people with disabilities.
- 25 respondents definitely disagree that bus routes meet the needs of people with disabilities.
- 9 respondents did not respond to this survey question.

The following comments are verbatim from survey about how the City can improve Barrie's transportation options for people with disabilities or seniors:

- Transit should be free to encourage people to not use cars.
- The bus stops need covered huts to sit under, nobody want to stand in pouring rain outside waiting for the bus
- make it better the stops were you have to text is difficult to do if you don't have a phone
- the routing list cannot be understood...pls make it readable
- Increase service time. Educate drivers on invisible disabilities. Mandatory masking for public transit, because no one should have to worry about catching an airborne virus during an active pandemic while taking public transit
- More frequent and relevant stops, schedule that will allow people to get places before 10:30 am on a weekend.
- Bus on demand is a great option!
- needs to be reliable
- You have now made it more complicated to get a bus from the hospital. It use to be close to the atrium entrance. Now I need to determine which area outside to go even up by the main road. Bus stop numbers don't help me identify which location I go to unless I walk and read each bus stop.

*Continued comments about how the City can improve Barrie's transportation options for people with disabilities or seniors.*

- There's limited bus routes within residential neighborhoods, we're in Allandale and the closest bus stop is approx 1km
- Add more buses, and expand the cities coverage
- The new transit system is confusing and leaves gaps in areas. Someone with cognitive disabilities needs significant help in navigating the system. More straightforward routes are needed.
- I am a senior and currently drive but the day will come when I can't and I don't understand or have confidence that I will be able to figure the new system out especially calling when want a bus.
- Bus routes need to go back to the previous system, and frequency needs to be improved! Half hour service DOES NOT make sense! No service on holidays makes NO SENSE! Barrie Transit is horrible!!!
- Many bus routes have been changed or even removed this year. The number of spots that are on demand is terrible and in my opinion when from bad to worse this year. Next years changes are even worse.
- LED screens to announce emergencies
- Better planning and communication is required when road and intersection construction is being done - and the signage needs to be current and updates daily on what roads are closed - doing multiple roads in large sections of Barrie being worked on all at once - with the failure of Barrie to update construction map information on line and the lack of current adequate road status signage - not only frustrates drivers but makes it dangerous for everyone -BETTER PLANNING and COMMUNICATION from the City seriously need to be addressed!!!!
- Removing transit stops and adding in the on demand service is ridiculous. Barrie transit needs to do better! Consider persons who are independent and do not need or quality for a wheelchair bus but still have limited mobility. The hour(S!!) long wait for transit is unreasonable, the delays are unwarranted, the current system is a mess and has too many barriers!!
- The cost for taxis for people with disabilities is doubled, so unfair!
- The construction of the Transit Hub on Maple Ave is overkill and will cause many problems both for transit users and residents of the area.
- Proper safety checks daily of the bus ramps and flip seats. We often depend on the bus and if we are left behind due to a faulty ramp it can affect the whole day. Ensure snow is cleared well enough for ramp to be used and wheelchair to cross road at lights. Been stuck at a stop due to cut out being blocked by snow build up and no sidewalk on the stops side. Got back on next bus as only way out.
- It is difficult to figure out where and when to catch a bus in Barrie! Transfer points should be clear and easy.

*Continued comments about how the City can improve Barrie's transportation options for people with disabilities or seniors.*

- I don't use public transportation so I can only go by what my senior mom has told me - she relies on public transportation completely. She is becoming increasingly house-bound because the price to take the bus is becoming too expensive, and because she is feeling increasingly unsafe on the bus because of "less desirable" in the mix of users.
- Ditch On Demand transit routes and restore full service throughout the city.
- Faster and more accessible buses. People will not use the service if it is unreliable and takes too long. No one will take the chance of being late for work or an appointment. Barrie's transit system is sorely lacking. I feel the biggest barrier to success is having the system developed and run by people who don't utilize the system therefore having very little comprehension of how to produce a functional transit system.
- Bus needs to be close to the building, park etc they want to use
- Stop the reckless driving, seniors don't feel safe. Just open any door or windows at night and listen to the howling of racing motor bikes and cars. If you were in your 80's would you want to go for a walk. Where are the Traffic Police on weekends and evenings?
- Increase my taxes but get more Police to deal with speeding and modified vehicles exhausts and we will then use the parks and libraries!
- Improve frequency of buses. Have more vehicles available for people with mobility issues. Improve the security of the bus terminal. Improve accessibility & frequency from the bus terminal & the Allendale go train station. Clean the bathrooms at the downtown bus terminal. Make purchasing tickets at go stations more user friendly.
- I would consider taking the bus if they ran more frequently. I also believe that Sunday should be treated as a regular day as riders would use it to go to work and church.
- Offer more direct routes from homes to parks or ball diamonds; Find more ways to reduce the cost for people (the cost of taxis if a location isn't easily accessible by bus) who are on Ontario Disability Support or a fixed income
- Better timing of bus schedule
- Have more bus routes
- Bus stop needs shelter on PWW; Most routes are not direct and make no sense. Not disability friendly at all.
- Make entrance to sidewalks from cars lower
- To (?) a waste of time and money. Not one everyone has access to cell/phones. You should be able to hop one at any location.
- Public transit should be free, especially for people with disabilities who are on fixed income like ODSP and CPPD that do not provide a livable amount, that do not provide transportation funding, that do not allow disabled people Independence

### **Question 7. Summary of Statements About Barrie's Road Networks.**

Respondents were asked to rate their opinions of Barrie's road networks on a scale between definitely agree to definitely disagree.

#### **Roads are well maintained:**

- 5 respondents definitely agree that roads are well maintained.
- 15 respondents somewhat agree that roads are well maintained.
- 12 respondents neither agree nor disagree roads are well maintained.
- 27 respondents somewhat disagree that roads are well maintained.
- 15 respondents definitely disagree that roads are well maintained.
- 4 respondents did not respond to this survey question.

#### **Traffic signs are easy to read and understand:**

- 13 respondents definitely agree that traffic signs are easy to read and understand.
- 24 respondents somewhat agree that traffic signs are easy to read and understand.
- 15 respondents neither agree nor disagree that traffic signs are easy to read and understand.
- 19 respondents somewhat disagree that traffic signs are easy to read and understand.
- 3 respondents definitely disagree that traffic signs are easy to read and understand.
- 4 respondents did not respond to this survey question.

#### **Parking is conveniently located:**

- 6 respondents definitely agree that parking is conveniently located.
- 19 respondents somewhat agree that parking is conveniently located.
- 20 respondents neither agree nor disagree that parking is conveniently located.
- 16 respondents somewhat disagree that parking is conveniently located.
- 13 respondents definitely disagree that parking is conveniently located.
- 4 respondents did not respond to this survey question.

#### **There are sufficient accessible parking spaces:**

- 7 respondents definitely agree that there are sufficient accessible parking spaces.
- 11 respondents somewhat agree that there are sufficient accessible parking spaces.
- 12 respondents neither agree nor disagree that there are sufficient accessible parking spaces.
- 24 respondents somewhat disagree that there are sufficient accessible parking spaces.



- 17 respondents definitely disagree that there are sufficient accessible parking spaces.
- 7 respondents did not respond to this survey question

**Sidewalks are in good condition and free of obstructions:**

- 5 respondents definitely agree that sidewalks are in good condition and free of obstructions.
- 22 respondents somewhat agree that sidewalks are in good condition and free of obstructions.
- 10 respondents neither agree nor disagree that sidewalks are in good condition and free of obstructions.
- 24 respondents somewhat disagree that sidewalks are in good condition and free of obstructions.
- 13 respondents definitely disagree that sidewalks are in good condition and free of obstructions.
- 4 respondents did not respond to this survey question.

**Snow and ice clearing on sidewalks is adequate:**

- 8 respondents definitely agree that snow and ice clearing on sidewalks is adequate.
- 16 respondents somewhat agree that snow and ice clearing on sidewalks is adequate.
- 7 respondents neither agree nor disagree that snow and ice clearing on sidewalks is adequate.
- 21 respondents somewhat disagree that snow and ice clearing on sidewalks is adequate.
- 21 respondents definitely disagree that snow and ice clearing on sidewalks is adequate.
- 5 respondents did not respond to this survey question.

**There are sufficient bicycle and scooter lanes:**

- 11 respondents definitely agree that there are sufficient bicycle and scooter lanes.
- 16 respondents somewhat agree that there are sufficient bicycle and scooter lanes.
- 13 respondents neither agree nor disagree that there are sufficient bicycle and scooter lanes.
- 16 respondents somewhat disagree that there are sufficient bicycle and scooter lanes.
- 17 respondents definitely disagree that there are sufficient bicycle and scooter lanes.
- 5 respondents did not respond to this survey question.

**There are sufficient pedestrian crossings:**

- 4 respondents definitely agree that there are sufficient pedestrian crossings.
- 18 respondents somewhat agree that there are sufficient pedestrian crossings.
- 15 respondents neither agree nor disagree that there are sufficient pedestrian crossings.
- 20 respondents somewhat disagree that there are sufficient pedestrian crossings.
- 15 respondents definitely disagree that there are sufficient pedestrian crossings.
- 6 respondents did not respond to this survey question.

**It is easy for people with disabilities to get around the community:**

- 3 respondents definitely agree that it is easy for people with disabilities to get around the community.
- 10 respondents somewhat agree that it is easy for people with disabilities to get around the community.
- 18 respondents neither agree nor disagree that it is easy for people with disabilities to get around the community.
- 20 respondents somewhat disagree that it is easy for people with disabilities to get around the community.
- 22 respondents definitely disagree that it is easy for people with disabilities to get around the community.
- 5 respondents did not respond to this survey question.

**It is easy for older adults and/or seniors to get around the community:**

- 3 respondents definitely agree that it is easy for older adults and/or seniors to get around the community.
- 14 respondents somewhat agree that it is easy for older adults and/or seniors to get around the community.
- 18 respondents neither agree nor disagree that it is easy for older adults and/or seniors to get around the community.
- 18 respondents somewhat disagree that it is easy for older adults and/or seniors to get around the community.
- 21 respondents definitely disagree that it is easy for older adults and/or seniors to get around the community.
- 4 respondents did not respond to this survey question.

The following comments are verbatim from survey about how the City can improve Barrie's road network for people with disabilities or seniors:

- New roads should be wider
- Increase number of bike lanes and separate them entirely from the road for safety. Painting lines is not eny

*Continued comments about how the City can improve Barrie's road network for people with disabilities or seniors.*

- I have used Barrie Disability Transit - like it, however they don't give enough time for disability people to get outside to the bus (Don't go up driveways or let them know they are there) Esp. in winter - can't wait outside. They leave too soon! Others have complained to me about this - then they have to try to get them back. A lot of seniors don't have computers or don't know how to use them so can't contact them. Used to using phone to book appointment. As Barrie is expanding Barrie "Disability" need to expand to Innisfil.
- The business with photo radar in school zones remains very confusing as to when it is enforced
- Sidewalks need to be more fixed up. In the winter there needs to be more snow and ice clearing.
- more speed bumps in neighborhoods cause people keep speeding and kids are playing outside
- Sidewalks are never cleared in a timely manner, sidewalks are never cleared enough for mobility device's, there are not a significant number of trails or scooter lanes and they're never properly cleared in the winter to allow accessibility.
- We have winter weather in Canada and taking away a live lane of traffic for bikes does not make sense especially since Barrie's population has grown so much. Make more bike paths instead that is away from vehicular traffic (would be safer as well).
- Really, respectfully, are you going to have dedicated lanes for us seniors, haha. But seriously, many roads need repair, and those road bumps are horrible for someone with an injury or disability and you shouldn't have to go 10km/h to go over them without feeling it.
- At senior locations please have an actual pedestrian crossing with a button to push to stop vehicles. Not just a senior crossing and hope someone slows down eg Yonge Street.
- Sidewalk snow clearing is pathetic. Those ancient machines are not capable of removing snow down to the surface of the sidewalk. They always leave a significant layer of snow behind. Except for rare cases where there is a wide boulevard, sidewalks get buried when the road gets plowed. Areas for snow storage between the road and the sidewalk need to be created. Roads should always have sidewalks on both sides. All new roads should have bike lanes and sidewalks on both sides. Existing roads should be reconfigured where possible.
- Improve the state of curbs cutouts for wheelchairs
- More bike/scooter lanes along with targeted promotion to drivers is needed.
- Why are bicycles, skateboards, scooters, electric motorcycles using the sidewalks?? Downtown. Police need to get out and about and issue citations.

*Continued comments about how the City can improve Barrie's road network for people with disabilities or seniors.*

- Scooter lanes? We have scooter lanes? Such a good idea. We'll see more people using scooters and those little mobility cars to get around as time goes on, I think. May as well get ahead of the conflict with car drivers by creating designated scooter lanes and cycling lanes. Would be good to see designated parking areas for the scooters and bike racks for cyclists near store entrances too.
- Require that more parking is essential for condos and apartments. there are too many people parking on city streets because there is not sufficient space on private property.
- The downtown parking is severely limited since the metal posts went in and very little close parking to retail businesses available to those with impaired mobility
- Visible signage re e scooters and bicycles on sidewalks and, a peril to pedestrians even in beach, areas. Signs 8 feet off ground do not work. Put ay eye level and enforce. E scooters at 20 mph on pedestrian trails, totally unacceptable
- Barrie is trying to play catchup on road work. This year sees a lot of improvement, but a long way to go. Check out the Hurst st Bridge at lovers creek.; You would think traffic signs are easy to read, but many drivers don't see them or just ignore them. Lots of people in Barrie make illegal turns at the 5 points for example.; With the present bus system it is almost as changed this year, impossible for seniors to make appointments or get to thier favorite place without giving them selve extra hours to get around. Uber is sometimes the better way, but it is expensive. This includes handicap people, taxi's are not always running wheel chair service. Many have had to quit evening events due to lack of rides.; We need proper crossing protection for our school kids that have to walk to school. It is time to bring back adult crossing guards.; Although many bike lanes have been added, alot of them end in places that do not have a safe way to continue
- There has to be a lot better way to spend tax dollars on transportation and especially in comparison to bicycle lanes. I rarely see a bicycle on a bicycle lane (especially never during the cold months). But, I see seniors & disabled people struggling (or shopping) more often at stores & parking lots.
- remove some of the bike lanes - they narrow in some very busy streets and encourage people to run motorized ebikes and scooters like they are bikes and do not obey the road bylaws- kids roller skate or skate board in these lanes on busy streets and delivery people park on the lanes forcing people out into oncoming traffic
- snow and ice on sidewalks is always a challenge for seniors and people with mobility limitations. More could be done to ensure sidewalks are more thoroughly cleared in high pedestrian areas.

*Continued comments about how the City can improve Barrie's road network for people with disabilities or seniors.*

- Pedestrian crossings are not well lit or identified, especially in the south east end. Traffic lights are not well timed, the crosswalk light on the south west corner of Welham and Big Bay Point is pointing in the wrong direction (faces back towards traffic heading north on Welham, vs facing East towards those crossing from the south east side.
- More accessible parking, more spots for people with chairs, or walkers to cross roads, even a 1-2 inch bump to try and get over isn't fun!
- More bike lanes, walking trails, and better repairs of cut outs and ramps for sidewalks. Bayfield bridge is challenging to cross as areas of walkway have broken and in one area the ramp has crumbled so getting onto the sidewalk in an electric wheelchair won't happen.
- Well I think it's no secret that the roads are a mess, especially the closer you get to downtown. I'm thinking specifically of Agnes Street, Owen Street, Peel Street, Clapperton, chunks of Bayfield. However, I do think it's worth mentioning that sidewalk maintenance is outstanding in the winter. I don't think we need more bike lanes? It seems like what we have in place already isn't being used well enough to warrant them.
- Barrie is not a pedestrian friendly city, something I am more acutely aware of as an older adult reliant of public transit. Barrie needs to add sidewalks to major arteries where they exist on only one side of the road (Bryne Drive, for example).
- Sidewalks begin and end with no reason, or just don't exist at all. Try walking up Dundonald hill! Stepping off the road onto the battered shoulders is unsafe.
- More Stop Signs on streets like Madeleine Drive, the neighbors call it Nascar!; Traffic calming zones, unless you improve Policing for speeding, bike lanes are too dangerous to use !
- Increase crosswalks on main streets. eg Dunlop & Bayfield Streets
- Private snow removal of snow in driveway often blocks sidewalks in our neighborhood. The plows/snowblowers leave substantial banks which are impossible to navigate with mobility issues. City bylaw needs to be vigilant for this and caution/fine home owners who block sidewalks
- I was at the lights on Yong and Big Bay, I saw an elderly person being pushed across the street at the lights. There was difficulty with pushing the chair onto the island on the gas station corner as it seemed the wheels were getting caught. There were no further problems when the continued to cross, the traffic turning right onto BB was very patient. So in short the cross walks need to be checked regularly for such issues.
- Fix obstructions on sidewalks (sidewalk at Kempenfelt drive); Create wider areas for people with walkers or wheelchairs to make L shaped turns around a corner
- Finish one Road before you start on another

*Continued comments about how the City can improve Barrie's road network for people with disabilities or seniors.*

- Bike paths should not be attached to roadways but rather as adjunct to sidewalk. The new Bryne Drive extension is a good example of well planned bike lanes
- The curb on BIG Bay Point in front of Painswick Park needs to be addressed for people with disabilities it's an unsafe place to walk or roll a mobility device
- Road crossings the curb drop off is too high to maneuver with mobility scooter in subdivisions
- The sidewalks are absolutely not maintained in the winter. It is completely inaccessible for someone with a mobility device to safely navigate the city sidewalks. Many disabled people end up trapped in their homes throughout winter because of our sidewalks being neglected so badly. Bus stops often aren't cleared. There seems to be no priority for the most vulnerable to be able to move about the city during the winter
- Make sure lights are timed for crossing
- Ramp access at all intersections of streets
- Sidewalks - uneven over time - Hazards! Some so uneven when rains - pools +++ Now I have to use my walker to trudge through ankle deep water to get my mail! Too many curbs - too high - can't use walker. Plants around signs over grown - can't see - noticed all around City. Noticed at a lot of intersections - bus shelter/seats/garbage - too close to road - can't see if oncoming vehicles coming - unsafe when making rt hand turns onto roads.
- Fix what's lacking. Make sidewalk crossing roads be more of a gentle on and off road. Stop shaving down bumps on sidewalks at angles that don't make much difference still leaving a hell of a bump on wheelchair or scooters. I know of some that will drive on side of road than the constant banging from riding on sidewalks

### **Question 8. Summary of Statements About Municipal Social, Recreational and Event Programming.**

Respondents were asked to rate their opinions of about municipal social, recreational and event programming on a scale between definitely agree to definitely disagree.

#### **There are sufficient opportunities for people with disabilities:**

- 5 respondents definitely agree that there are sufficient opportunities for people with disabilities.
- 7 respondents somewhat agree that there are sufficient opportunities for people with disabilities.
- 27 respondents neither agree nor disagree that there are sufficient opportunities for people with disabilities.
- 19 respondents somewhat disagree that there are sufficient opportunities for people with disabilities.

- 12 respondents definitely disagree that there are sufficient opportunities for people with disabilities.
- 8 respondents did not respond to this survey question.

**There are sufficient opportunities for older adults and/or seniors:**

- 10 respondents definitely agree that there are sufficient opportunities for older adults and/or seniors.
- 14 respondents somewhat agree that there are sufficient opportunities for older adults and/or seniors.
- 22 respondents neither agree nor disagree that there are sufficient opportunities for older adults and/or seniors.
- 16 respondents somewhat disagree that there are sufficient opportunities for older adults and/or seniors.
- 10 respondents definitely disagree that there are sufficient opportunities for older adults and/or seniors.
- 6 respondents did not respond to this survey question.

**They meet my needs:**

- 9 respondents definitely agree that they meet their needs.
- 21 respondents somewhat agree that they meet their needs.
- 15 respondents neither agree nor disagree that they meet their needs.
- 15 respondents somewhat disagree that they meet their needs.
- 11 respondents definitely disagree that they meet their needs.
- 7 respondents did not respond to this survey question.

**They meet the needs of my family:**

- 7 respondents definitely agree that they meet the needs of my family.
- 16 respondents somewhat agree that they meet the needs of my family.
- 22 respondents neither agree nor disagree that they the needs of my family.
- 17 respondents somewhat disagree that they meet the needs of my family heir needs.
- 7 respondents definitely disagree that they meet the needs of my family.
- 9 respondents did not respond to this survey question.

**They meet the needs of people with disabilities:**

- 6 respondents definitely agree that they meet the needs of people with disabilities.
- 8 respondents somewhat agree that they meet the needs of people with disabilities.
- 22 respondents neither agree nor disagree that they meet the needs of people with disabilities.
- 23 respondents somewhat disagree that they meet the needs of people with disabilities.

- 12 respondents definitely disagree that they meet the needs of people with disabilities.
- 7 respondents did not respond to this survey question.

**They meet the needs of seniors:**

- 9 respondents definitely agree that they meet the needs of seniors.
- 19 respondents somewhat agree that they meet the needs of seniors.
- 18 respondents neither agree nor disagree that they meet the needs of seniors.
- 16 respondents somewhat disagree that they meet the needs of seniors.
- 11 respondents definitely disagree that they meet the needs of seniors.
- 5 respondents did not respond to this survey question.

**Venues are conveniently located:**

- survey respondents definitely agree that venues are conveniently located.
- 27 respondents somewhat agree that venues are conveniently located.
- 12 respondents neither agree nor disagree that venues are conveniently located.
- 18 respondents somewhat disagree that venues are conveniently located.
- 10 respondents definitely disagree that venues are conveniently located.
- 6 respondents did not respond to this survey question.

**People with disabilities are welcome:**

- 15 respondents definitely agree that people with disabilities are welcome.
- 21 respondents somewhat agree that people with disabilities are welcome.
- 16 respondents neither agree nor disagree that people with disabilities are welcome.
- 16 respondents somewhat disagree that people with disabilities are welcome.
- 4 respondents definitely disagree that people with disabilities are welcome.
- 4 respondents did not respond to this survey question.

**Seniors are welcome:**

- 18 respondents definitely agree that seniors are welcome.
- 24 respondents somewhat agree that seniors are welcome.
- 15 respondents neither agree nor disagree that seniors are welcome.
- 12 respondents somewhat disagree that seniors are welcome.
- 3 respondents definitely disagree that seniors are welcome.
- 6 respondents did not respond to this survey question.

The following comments are verbatim from survey about how the City can improve Barrie's social, recreational, and event programming for people with disabilities or seniors:



- A lot of entrance doors are hard to open, especially for people in wheelchairs, some are not accessible
- I have reached out to the city of Barrie multiple times about the lack of inclusion or accessibility and every time I met with dismissal, ignorant statements from staff members or excuses that there isn't enough funding for the accessibility requirements I am asking for this city to provide disabled community members. This city has been purposely ignoring disabled people like myself bringing these issues to attention
- More senior programs to keep them active and stimulated.
- I had to drop out of a 55+ Bone builders course that was supposed to be for people with osteoarthritis and osteoporosis. It was so intense that it caused an injury. I got a medical note from my physiotherapist and was able to get my money back. This is not a beginner course as advertised and not really for those with these ailments.
- Without offending people, there's older seniors and younger or more fit seniors, just seems many programs encompass "seniors". Other than pickle ball, many programs are geared towards the older crowd. How about badminton for seniors? You've done a great job accommodating the senior hockey guys!
- Everyone should have to spend a week in a wheelchair and see how things develop
- More events to encourage seniors at home to get out there and enjoy life
- Once again the problem is getting to them. We do not have a good enough transit system to get us all to the places we wish to go. If you do not live on a major road in Barrie you have a major challenge.
- Service dogs come in many times such as hearing ear dogs. Many staff don't know this.
- There needs to be a more varied program for seniors who may want to learn a new craft or interest - there are limited exercise programs that become booked up quickly - what about Tai Chi outside of the Taoist association, painting for seniors, hand weaving, rug hooking, sewing, knitting without becoming a guild member or having to go to the museum on specific evenings or weekends - no one wants to be forced into becoming a member of an organization when they just want to enjoy and learn a new craft or improve their skills without pressure to join- Barrie needs to expand their reach and programs to disabled and seniors of all ages and not leave it up to certain groups or organizations
- Learning about what events and activities are available can be really challenging. Some seniors do not access their computers daily, so don't get the updates they need. The city could post more community based events on their calendars, not just city events. It would be great to have a seniors centre with a drop in program where we can play cards, just chat over coffee, or play other board games, maybe have a bit of an exercise program, that lets us meet new people

*Continued comments about how the City can improve Barrie's social, recreational, and event programming for people with disabilities or seniors.*

- There are plenty of opportunities and programs for seniors, but few for children with disabilities. There aren't enough rinks and pools in the city for the population, which prevents use for those in the general public, rinks are often taken up by all the hockey teams, and even then there aren't enough opportunities for higher level/ more skilled hockey players. The city is not keeping up with demand/population growth.
- Having things that are affordable and accessible to everyone, including transportation as well!
- Think twice when setting up events. Remember not everyone can just step up or down off a curb. Often the food trucks are parked along the curb but far enough out you need to step down. With no curb cut out and them parked end to end that leaves wheelchair users having to ask for help. This is not accessibility.
- Parking is always an issue - so I appreciate shuttle busses for big events. The thing that deters me from attending events is not so much the event itself, but the type of people I'm going to encounter at these public events. Not something the city has any control over. I also hate smelling marijuana whenever I'm downtown at an event.
- Add more weekend and evening opportunities.
- The accessibility has to be an asset. Be more inviting vocally as well. Be believable and transparent.
- Is there transit to the South Shore Centre or Sunnidale Park? I live in the east end where I can walk most places I need to go, but without a car, it takes too long or is too difficult to get to places like the south end.
- Make them safe places to visit and travel to. Homeless people and vagrants are occupying lobbies and inside venues. No Police presence. We do not feel safe in this town to use senior facilities!
- Make all facilities wheelchair & walker accessible. Increase the number of facilities available for seniors
- In regular classes such as swimming lessons, when a support person is present, ensure that swim instructors pay the same amount of attention to the class participant as they do with other participants; not just rely on the support person to do the instructing with the person with the disability. Ensure accessibility with grab bars in change rooms by lockers designated for people with disabilities and grab bars in pool areas. Allow for lower class sizes when people with disabilities are present and do not charge higher fees for smaller class sizes for people with disabilities who are participating.
- Don't just have during the day activities, some nights would be nice
- There are not enough events that are accessible and inclusive for people with disabilities.

*Continued comments about how the City can improve Barrie's social, recreational, and event programming for people with disabilities or seniors.*

- This city has made it very clear that anyone who can't attend in person is not welcome here. The city has made it clear that anyone who requires virtual accommodations is having their human rights violated. This city has demonstrated it doesn't care about the active covid pandemic we are still living in. I want to see this city recognize it's failures when it comes to inclusion when it took away any virtual programs and thereby excluding the most vulnerable in our community.

### **Question 9. Summary of Where Respondents Get Information About City Services and Programs.**

Respondents were asked to indicate from a list where they get information about City services and programs and were provided a space to describe other sources. Survey respondents were able to answer more than one location.

- 52 respondents indicated Barrie.ca (City website)
- 20 respondents indicated City e-news (monthly digital newsletter and targeted e-bulletins)
- 30 respondents indicated brochures, posters, pamphlets
- 39 respondents indicated social media (Facebook, Instagram, X (formerly Twitter))
- 16 respondents indicated City of Barrie mobile app
- 38 respondents indicated local media
- 10 respondents indicated other printed material
- 40 respondents indicated word of mouth
- 3 respondents indicated Other.

The following comments are verbatim from survey related to where respondents get information about city services and programs:

- Online headlines from 360 news and Barrie.ca and Simcoe.com
- Access Barrie
- Since (local) newspapers stopped. Don't know what's going on in City. Seniors - forget, can't all use computer or don't think to look up things they require hand held booklets, papers, flyers to encourage, remember and share with others. I have NO idea about what's going on. U used to go everywhere - shows, events, Now I am isolated which then make people depressed esp as you get older - your circle of friends/family diminish! We need senior city events calendars. What's going on. Where can we go, where can we get help, how to get there. I love Keppmenfest - Many many seniors won't go because they feel lost where to sit, how to I get there, parking! Help us.

### **Question 10. Summary of Respondents Interest in Accessible and Age-Related Experiences.**

Respondents were asked about their accessible and age-related experiences and indicate how they self-identify. They could select more than one answer.

- 30 respondents indicated that they were interested in accessible and age-related experiences because they are individuals with a disability (visible, non-visible, invisible, physical, learning, mental health or mental illness, low vision/vision, hearing or other)
- 55 respondents indicated that they were interested in accessible and age-related experiences because they are an older adult or senior
- 15 respondents indicated that they were interested in accessible and age-related experiences because they support/are caregiver for person with a disability
- 10 respondents indicated that they were interested in accessible and age-related experiences because they support/are caregiver for an older adult or senior
- 16 respondents indicated that they were interested in accessible and age-related experiences because they are family/friend of a person with a disability
- 17 respondents indicated that they were interested in accessible and age-related experiences because they are family/friend of an older adult or senior
- 21 respondents indicated that they are a person who is passionate about making our community more accessible
- 1 respondents did not respond to this question.

### **Question 11. Summary of Respondents Connection to Barrie**

Survey participants were asked what their connection to Barrie is and could choose however many applied to them.

- 69 respondents indicated that they reside in Barrie
- 12 respondents indicated that they work in Barrie
- 1 respondents indicated that they visit Barrie
- 6 respondents indicated that their connection to Barrie was something other than the above options

The following comments are verbatim from survey related to how respondents are connected to Barrie:

- Live out of town but go to Parkview
- Love in Horseshoe Valley, shop Barrie. Really, when will Barrie actually consider a 60+ living development of modern manufactured homes like Tecumseh Pines off Hwy 9 near Tottenham. As seniors, we wish for a like minded community to make friends and enjoy the fruits of working hard for the last 50 years. All new developments cater to families. We 60+ people are forgotten but not done. We are the generation with a lifetime of investments a are looking for a a lifestyle that reflects our independence and our need to continue our full lives...that's NOT a

RETIREMENT HOME. Most of us still love to cook and entertain. We are not neat dead yet.

- I volunteer in Barrie. I also shop & use many businesses for purchasing products.
- I was born here worked here, lived here all my life, went to school here, retired here and commuted from Barrie to work in the GTA for years before retiring
- I shop, visit family, and attend movies and go to the beaches/picnics
- I lived in Barrie for 30 years but could no longer afford the taxes so I moved outside of Barrie. All my health care providers are in Barrie. I do all my business in Barrie. I use to be very involved in committees & groups in Barrie. I still consider Barrie as my home.
- Live out of town but go to Parkview

### **Question 12. Summary of Respondents by Ward**

Survey participants were asked if they live in Barrie to identify which Ward they live in.

- 8 respondents indicated they lived in Ward 1
- 12 respondents indicated they lived in Ward 2
- 5 respondents indicated they lived in Ward 3
- 6 respondents indicated they lived in Ward 4
- 7 respondents indicated they lived in Ward 5
- 3 respondents indicated they lived in Ward 6
- 4 respondents indicated they lived in Ward 7
- 9 respondents indicated they lived in Ward 8
- 2 respondents indicated they lived in Ward 9
- 8 respondents indicated they lived in Ward 10
- 3 respondents indicated they did not live in Barrie
- 3 respondents did not respond to this question or did not know their Ward