

EAST KOOTENAY ACCESSIBILITY ADVISORY COMMITTEE

Introductory Survey Summary



1-888-478-7335 | engage.rdek.bc.ca/accessibility



SURVEY SUMMARY

To facilitate the work of the *Accessible British Columbia Act*, the East Kootenay Accessibility Advisory Committee has been formed to help guide the RDEK and member municipalities in the creation of an Accessibility Plan. In addition to the RDEK, the participating municipalities include the City of Cranbrook, the Village of Canal Flats and the District of Invermere.

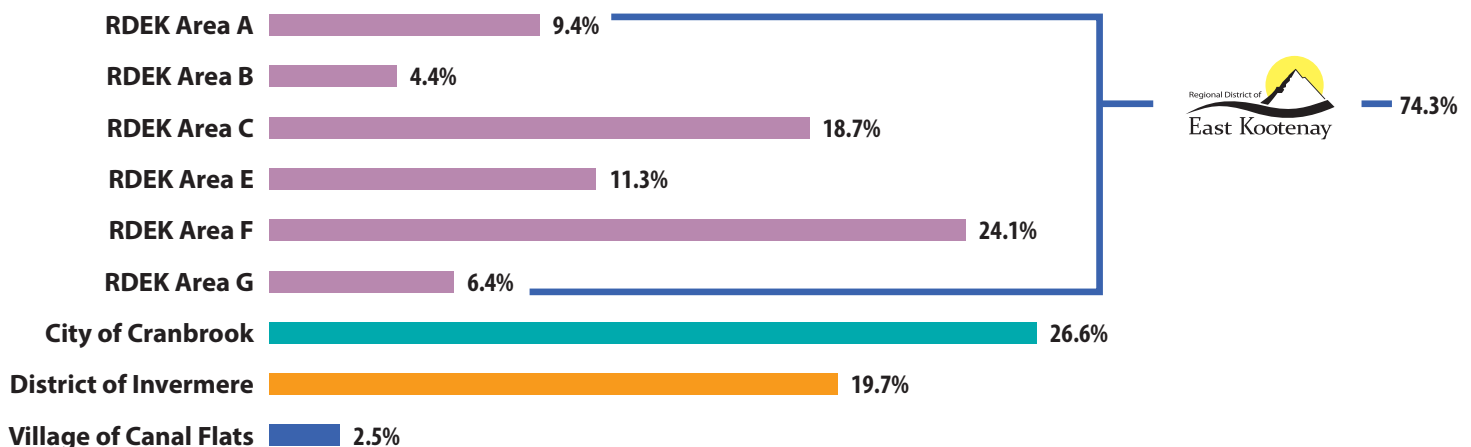
An introductory public survey was open from July 11 through September 26, 2024. 204 surveys were completed during that time. The results of this survey are an important step in the creation of an Accessibility Plan. Input provided through this survey will help us identify barriers and put plans in place to address them. This report summarizes the survey responses.



RESPONDENTS

Which Electoral Area or participating municipality would you like to provide feedback on?

Choose all that apply.



Residency

87.4%

Full time resident

11.6%

Part time resident

1.0%

Other



Age

10.8% 20 – 39 years old

28.9% 40 – 59 years old

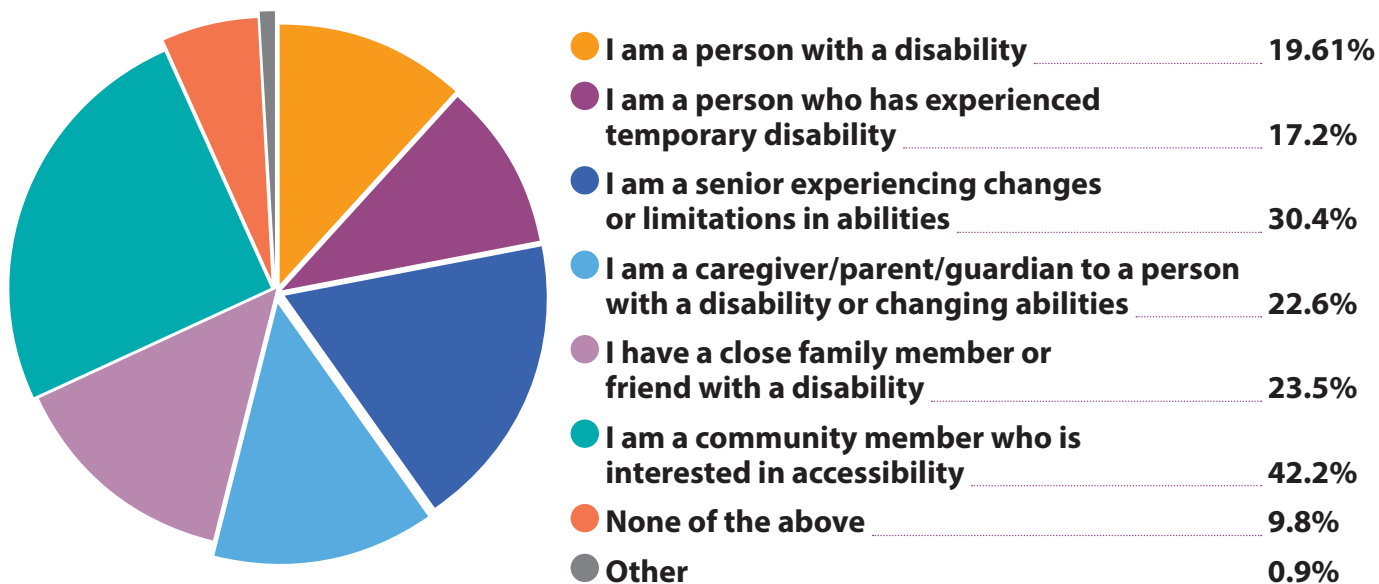
52.5% 60 – 79 years old

6.9% 80 or older

0.9% Prefer not to say



Please select all that apply to you



GENERAL THEMES

The following are aggregated general themes that were noted in response to the questions asked.



What do you think the **RDEK** is doing well regarding accessibility in the region?

- Conducting the Accessibility Survey
- The creation of an Accessibility Committee
- Making sidewalks and businesses/public buildings more accessible
- Seem to be more accessible active transportation options
- New projects are considering accessibility
- Transportation issues are being considered
- Main offices are accessible



What do you think the **your municipality** is doing well regarding accessibility?



- Park improvements have been noticeable
- Improved pathways and updated playgrounds
- Parking spots well marked
- Sidewalk accessibility has been improving
- Lots of automatic opening doors
- Scooter program



- Main street sidewalks have seen great improvement
- Good amount of well marked designated parking spots
- Some accessible buildings
- New accessible playground
- Local bus service



- Elevator at the town office
- Accessible doors on post office
- Arena entrance & paved parking lot is great



Please tell us about any barriers (physical or other) you have experienced while accessing facilities/amenities within the RDEK, City of Cranbrook, District of Invermere or Village of Canal Flats.



TRANSPORTATION

Sidewalks/pathways in poor condition
Audible crossing signals needed
Snow removal inadequate
Public transportation insufficient



PHYSICAL ACCESSIBILITY

Chair access needed
Playgrounds not accessible
Need for year-round washrooms
Building access can be challenging
Handrails/ramps/platforms needed
Heavy doors
More elevators needed

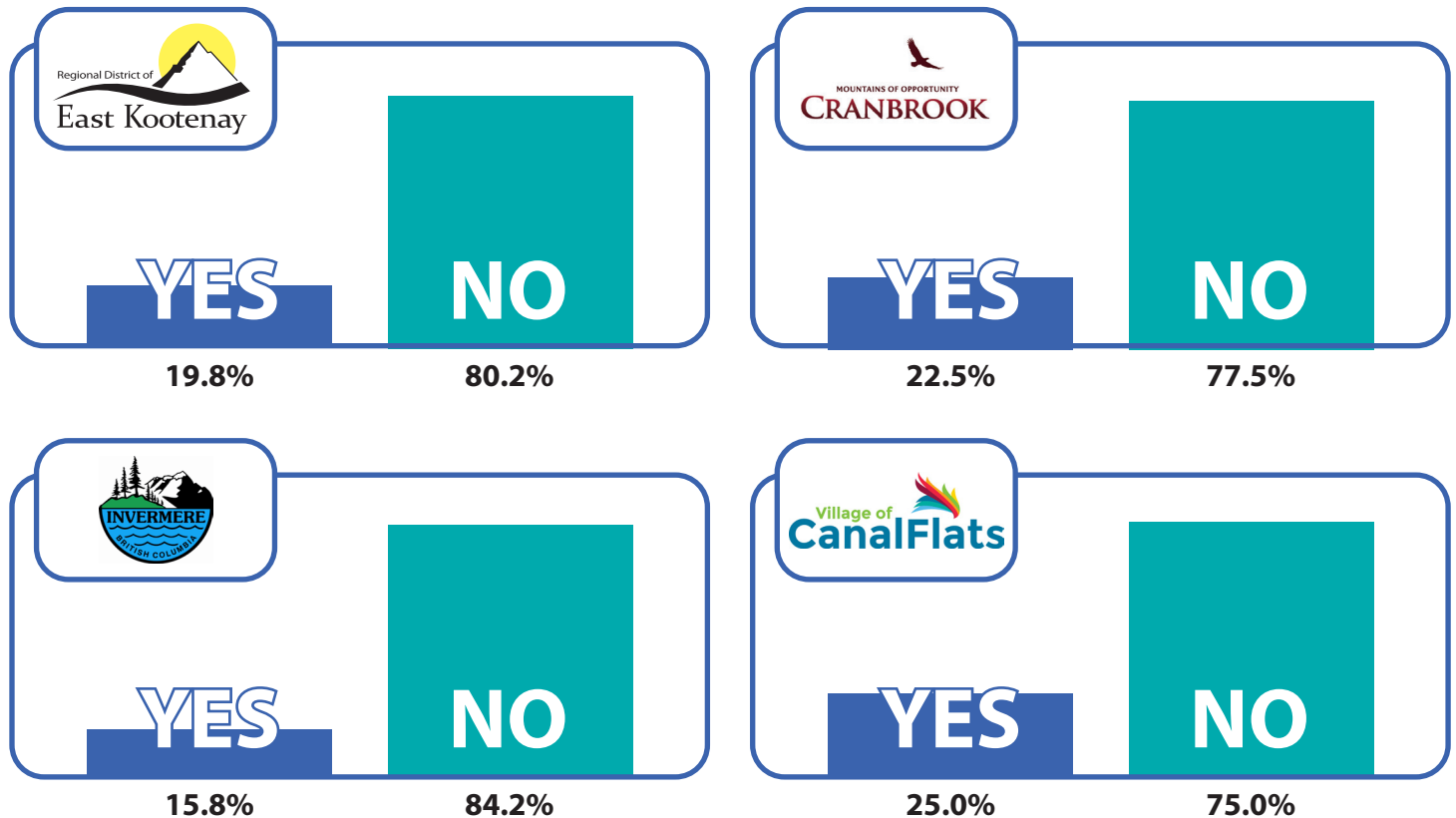


COMMUNICATION/EDUCATION

Inclusive signage (braille) needed
More visible signage needed

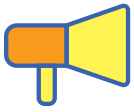


The RDEK and municipalities offer a wide variety of services. Many of these are offered through our offices in person, via telephone, or online. Have you experienced any barriers in accessing services?

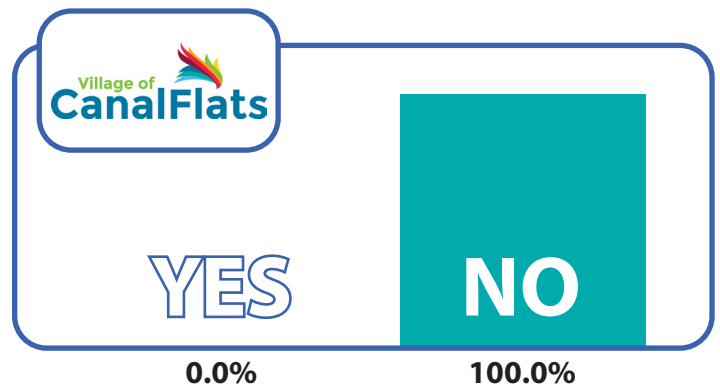
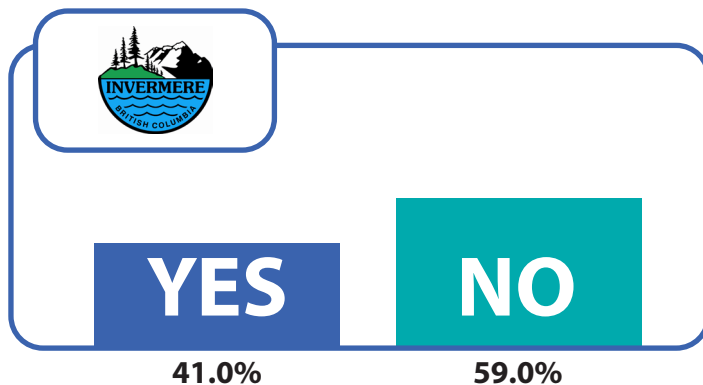
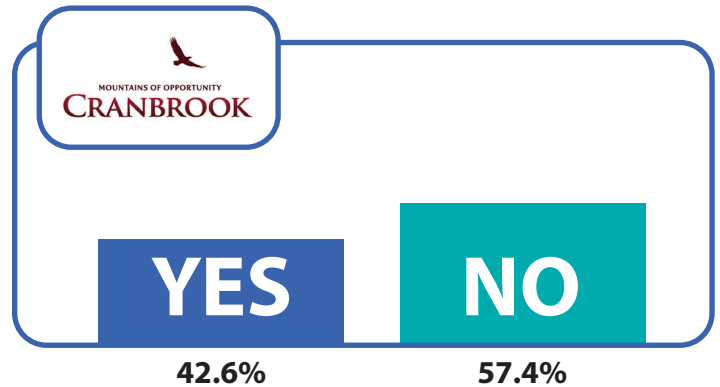
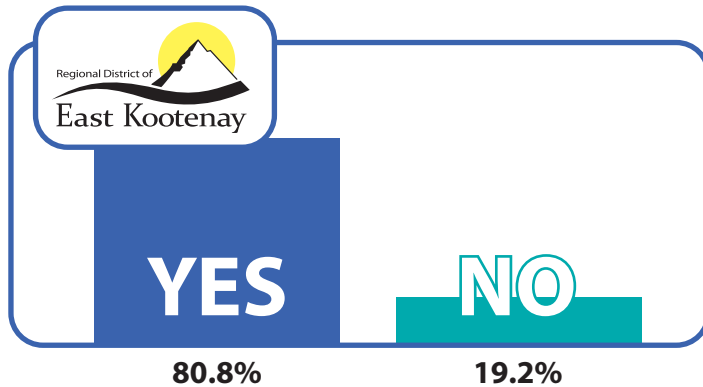


Please tell us about any barriers you have experienced while accessing these programs and services whether in person or online/remotely.

Recycling is challenging for people with limited mobility	Hard to reach an actual person to talk to/automated voicemails frustrating	Access to many services usually requires the use of internet/without any alternative options
More disabled parking spots are required/signage is inadequate	RDEK building in Cranbrook is not accessible	Lack of non-visual information in Braille on interior signage
Garbage collection is challenging	Swimming pool is not very accessible	More chairs available for those waiting in line
	Picnic tables are not accessible	



Do you receive regular communications from the RDEK, City of Cranbrook, Village of Canal Flats or District of Invermere?



What are the barriers to receiving communication? What suggestions do you have to improve their communications with you?

LACK OF INTERNET ACCESS	I DO NOT USE SOCIAL MEDIA
WEBSITES ARE HARD TO NAVIGATE	TOO MANY EMAILS



Have you or the people you support experienced difficulty accessing barrier-free, adequate, and reliable transportation within one or more of the following transit services: Cranbrook Transit, Elk Valley Transit, Columbia Valley Transit, Health Connections.



YES 26.8%

NO 73.2%

Please share your experience:

Narrow
operating window

Lack of seating
at bus stops

Many bus stops
aren't sheltered

Need for a
wider service area

Summary of common comments/themes to increase accessibility for all.

"Offer public service staff training on disabilities – both visible and invisible and how to communicate, work with, support these individuals in the community."

"Heavy doors with no push buttons are an issue."

"Sidewalks are not only important for accessibility but also for safety for all pedestrians, this includes curbs and letdowns. Same for trails."

"Accessibility needs to be present in all project planning, not just as a project on its own. Accessibility standards in construction/bylaws need to be looked at."

"Include disabled people in committees and planning."

"Make information accessible without the use of a computer."

"Snow removal and placement of piles is an issue."

"Potential funding for small businesses to make accessibility improvements."