



What We Heard

Accessibility Policy and Plan Engagement Verbatim Comments

April 29, 2026

Land Acknowledgement

We acknowledge the land we are gathered on. We honour the history, languages, and cultures of Indigenous Peoples and commit to advancing truth and reconciliation by listening, learning, and acting in good faith. This includes addressing systemic barriers and creating welcoming and equitable access to City spaces, services, and opportunities for seventy-nine percent of Indigenous people that identify as having at least one disability.

We also recognize the rights and dignity of Indigenous people with disabilities. Accessibility is a cornerstone of inclusion, and we strive to ensure that everyone can fully participate in cultural practices and traditions and with community. By embedding accessibility, we move toward a City that is truly inclusive for all.

We appreciate and acknowledge that we are gathered on the ancestral and traditional territory of the Blackfoot Confederacy, made up of the Siksika, Piikani and Kainai First Nations; the Îethka Nakoda Wicastabi First Nations, comprised of the Chiniki, Bearspaw, and Goodstoney First Nations; and the Tsuut'ina First Nation. The city of Calgary is also homeland to the Metis Nation Battle Reiver Territory – Nose Hill Métis District 5 and Elbow River Métis District 6.

We acknowledge and give gratitude to the many First Nations, Métis, and Inuit who have lived in and cared for these lands for generations and call Calgary home.

Participant Acknowledgement

We gratefully acknowledge and thank all participants, including members of the disability community, families, advocates, support workers, service providers, advisory groups and organizations who generously shared their time, lived experience, and expertise to inform the Accessibility Policy and Plan. Your insights, stories, and suggestions are essential in helping us better understand the barriers people face when navigating City services and infrastructure and give us a better understanding of the changes needed to create a more accessible and inclusive city. This work is stronger because of your openness, trust, and effort towards advancing accessibility for all in Calgary.

About This Document

To ensure this document is easy for everyone to read, we used accessible formatting aligned with the City of Calgary's communication standards. The document features a user-friendly layout with readable size 12, sans serif fonts, plain language, and a navigation pane with clear, structured headings. All graphics and pictures within this document have alternative text added. These choices help make the document accessible to all readers, including those who use assistive technologies. Should you require an alternative format please contact accessibility@calgary.ca.

Verbatim Comments

Verbatim comments and quotes, including all feedback, suggestions, comments and messages that were collected online and in-person through the engagement, were presented in their entirety in this verbatim report. All input has been reviewed and provided to Project Teams to be considered in decision making for the project.

Any personal identifying information has been removed from the verbatim comments presented here. Comments or portions of comments that contain profanity, or that are not in compliance with [The City's Respectful Workplace Policy](#) or [Online Tool Moderation Practice](#), have also been removed from participant submissions.

Wherever possible the remainder of the submissions remains. No other edits to the feedback have been made, and the verbatim comments are as received. As a result, some of the content in this verbatim record may still be considered offensive or distasteful to some readers.

How can Calgary be more accessible for people with disabilities? (Pre-engagement Question)

Housing that allows for aging in place (accessible)

More universal access for people with mobility issues so housing, services are accessible to varying levels of ability

Housing for people with disabilities. Accessible+Affordable

Industrial areas are not accessible. Sidewalks, roads, etc. No bussing

Good bus routes connecting grocery + other amenities.

Maintained bike lanes + regular maintenance reviews

Sensory spaces

Keep people out of the disabled parking

Information more accessible on websites

We need more accessible crosswalks and building entrances

Accessibility flower

Wide pathways in parks. Different types of seating and picnic tables.

Updated playground equipment

Updated playground equipment. So old to outdated now.

Make all sidewalks wheelchair accessible

Curbscuts are good

Accessibility princess

Crosswalk signals (all intersections)

We need to pray

the slide! Please!

Nicer to people

We want to get on swings

Create an App for wayfinding and navigating our Pathways and Bikeways network

I'd like a playground where the wheelchair goes up

My brother just sits and watches us on the playground

Enforcement on SNIC

Responsibility is that of the home/business owner not the tax payer

help someone who is balant and help them - hold their hands

pathways that connect

Getting people in wheelchairs into the swimming pool

Practice sign language

Love to walk in the neighbourhood but many people don't shovel. 311 doesn't seem to help

The disability seats on the train

I want to go on the monkey bars. I always dreamed of doing that.

Buses for people disabilities

Places with no sidewalks force people/wheelchairs on streets.

Knowing your community

Speeding up City approvals/plans for accessible projects

Putting in accessible doors took over 2 years

Here, people want to be independent

In my country, people take care of the family with disability

More washrooms for disabilities

Sign language interpreters at recreation programs

Not enough washrooms (public)

Think the long term planning before build things

Many sidewalks in YYC aren't connected

communication - going over to them to help - sharing of information

Marlborough Community Autism Program

July 26 Adaptive Sports Day at Marlborough Ca

"Why don't we just do it?"

Adaptive dance & movement for kids with Autism

Management of social disorder

to open lessons learn sign language

Soccer season for disabled people

Fix cracks on sidewalk

Including people with disabilities

getting around - making it easier - to go to the hospital

by sharing and respecting others + not being greedy

railings everywhere

Public programs for more people to go together

Picture

Accessible swings

Kindness matter

Seeing with eye parrot

Accessiibility princess

Sidewalk cutouts cleared for easier access for wheelchairs and walkers (from snow + debris)

Universal and easier transitions from sidewalks to roads so wheelchairs can drive with ease (and walkers)

Handibuttons and doors that work and open more naturally, rather tha having to go around the open door after it's opened

Accessible seating options for all sizes in public buildings

6D says we need more disbaled parking

Stop shutting off the C-train

Decommission all old C-Trains that are not wheelchair accessible (there's a gap & lip to the platform)

Rework all ramps so they can be managed by a manual wheelchair use alone

Make accessible swimming pools for wheelchair bound individuals. As of now, we only use YMCA SETON and VECOVA which are very much crowded most of the time and not enough changing rooms and if their machine fails, no more swimming.

More incentives for workers =)

Increase accessible parking available and change the signs so they are more clear. Make sure all of your accessible door mechanics are in working order.

More bus stops!

More trains! Back-up buses

Level Sidewalks - they all need ramps down to the road at intersections

Ensure all venues + restaurants are accessible!

More activities to raise awareness

Public Transit! Improvements to Public transit and better safety

Make disability training mandatory for all access drivers (+all other City employees)

Great Event Dave

Landlords should be incentivized to create more accessible, safe, affordable and sustainable housing

Having people with lived experience employed in the process and be permanent staff with City at all levels

Calgary Housing Company + Accessible Housing Society should make more affordable, accessible, and sustainable housing

Make the main library more accessible

Open communication feedback loops in differentiated ways of engagement stories, verbal, in person, async.

Listen patiently and be willing to trailblaze

Make more community connections

Make more connections with Calgarians who have these disabilities

Listen, learn, understand

The transit is never on time. Unsafe on the Ctrain

Reduce stigma with more events like this

Better accessibility for construction areas. Priority on fixing issues.

Ticket vehicles blocking wheelchair ramps - love this

How we might we make this a lived norm that is embedded in our communities

More rolled curbs for mobility device access

Better transit bus access across City

There needs to be more peace officers, parking patrol staff etc. Because people who aren't CTA - Calgary Transit Access Drivers seem to park in CTA loading zones

More safe, warm + accessible bus stops

100% this, cutouts are a major obstacle

I'd like to be able to purchase my low income bus pass in my community, not just in downtown + village square leisure centre please

Thank you for your work on accessibility. In communities like Crestmont, older adults like my parents face barriers due to the lack of nearby transit. Even with infrastructure in place, Transit has not added two key bus stops to complete a loop. This isolates residents and limits access to healthcare, services, and essentials. Accessible transit must be part of the City's accessibility plan.

- Changes that make industrial areas used for businesses require a sidewalk.
- More accessibility options at businesses - fidgets, headphones, quiet spaces etc.
- Policy change to ensure folks can bring support workers for free to businesses etc.
- More sensory friendly hours at City of Calgary facilities.

Feedback from a group of 9 people in a community development group with lived experiences

- Parkways with wheelchair access with ramps
- More handicap parking at stores
- Menus should have braille and have a bigger font and more accessible seating for others
- Automatic doors in every building
- More space for walking up and down stairs in buildings
- Conveyor belts (like in airports) to help people get around
- electric lifts at stairs
- more parking for caregivers with young children

I can only speak for myself, I would love to see more quiet places where people can get away from crowds, and I'm constantly disappointed when new buildings do not have non binary washroom options. They

should be easy to find and as common as the men's and women's. More handicapped washrooms would be great too

My disabilities are invisible (osteoarthritis being the main one), so spreading awareness of what disability looks like is so important to me. I have a disabled parking placard, which isn't easy to get, and I am judged daily by the public because I LOOK fine. Some kind of ad campaign or something displaying that disability does not equal elderly or wheelchair would go a long way to educate the public about disability being more than just the stereotypical image people envision.

- all medical facilities should be accessible including doctors offices/clinics

- shopping cart return spots BESIDE handicap parking stalls..... this one seems like a no-brainer but few cities recognize this.

- airports now recognize the sunflower as the universal symbol for "invisible" disabilities and persons who may need additional assistance (like a place to sit while waiting). Calgary businesses and medical facilities recognizing this symbol would be incredibly helpful as well.

Access to more larger change tables like the ones just installed at north glenmore park. These also need to be all accessible places visited frequently by wheelchair users malls, such as the Calgary airport, all city recreation centre's-- i do see there are also ones at the zoo and science centre. Calgary is doing great...just a few more additions! Thanks!!

To make Calgary more accessible and inclusive for Calgarians with physical, cognitive, and sensory disabilities, The city must apply universal design principles, improve physical infrastructure, enhance clear communication, and actively involve disabled individuals in all planning and implementation efforts.

How can we make Calgary more accessible for people with physical, sensory and cognitive disabilities?

Need more reliable transit- route 40 & 53 is always late (goes around NW to Foothills hospital)

- 40 done at 7pm (not enough hours for transit)

Playground b/tween 64th Ave & 65th Ave near Trellis/ near Bowness

- Bowness/Montgomery infrastructure to support more people

- Water main breaks

Need housing accessibility

Too expensive for the average person with expenses

Need more natural unique spaces

Trees, parks

Need more open floor concepts - more friendly w/those who have disabilities

Need straight paths to bathrooms, common spaces

The size of elevators need to be improved for larger scooters, mobility devices

"1. This park by Shoudice was spray with herbicide TRILLION, which causes:

Abdominal cramps

Diarrhea

vomitting

Anxiety

Shortness of breath

Drowsiness

Kidney failures

Headche

Liver damage, etc.

Even to come here to witness this, I feel very bad"

2. Because my knees hurt with the herbicide. Before I used to come to this park, now it is NOT ACCESSIBLE FOR ME, I have been complaining so much to potiticians, organizations, Pest Management, Regviatory Agency, 211, 311, showing videos of insects with epileptic attacks and the government does not care

3. The government tells us "Tell us what you think" I tell them so many times their flammable poisons (example: pesticide everywhere, applied by City of Calgary or hundreds of companies like "Weednow, Notilawn, etc.", and the government does not help me.

4. Animals, plants, and people are dying because of these corporations petroleum flammable products. They are spraying the sky with toxic material.

Accessibility is alright.

Don't want taxes to go up

Access to water for wheelchairs

Pop up patio's should have a ramp instead of step.

More street lights for darkness in Bowness

Not enough programs and services pass grade 6 for kids

Not enough disability programming for children with learning disabilities

Need more programming for teens

Need more programming for the Northside, there is more in the Southside

Type of housing - safety for exit

Park's bathrooms 1.

Betr rap's and more 2.

Make Boxtrs (More Boats) 3.

Need to improve bike and walking paths for people who can't drive

Trellis - Smart accessibility apartment

New rowhouses

-Basement units have no windows

Put an accessible playground near Parks North division 66 depot

-Putting in a community garden

The current provincial is pushing to privatize addiction services which is creating more barriers to access beds

work with telecommunication companies to fix fiber optics cables on roads - Need updated access to better internet connectivity

Scent + patroleum free housing

No fault insurance going more prdavent (prevalent)

Other companies are being subsidized to pay for foreign immigration jobs

Downtown library needs better wheelchair access

Community infrastructure can't keep up w/ immigration to Calgary - roads can't keep up

Same drivers day to day for kids who go to school with Access Calgary

Sensory friendly sports registration/programming

Fire alarms with strobe lights and sound

Accessible housing for private and affordable housing

Ifs ivoil greatto live it here

Sidewalks are too small/narrow for wheelchairs and bikes - kept hitting into each other when with friend walking together

So far so good, they are building a dementia park in Dover. Some friends with w/walkers have challenges w/ accessibility

Good community to get around have to drive very long to access neighbour in care home

Some bathrooms need access buttons, especially heavier doors/for elderly and wheelchair users etc.

I'm feeling good

It's great more accessible help people

More Library

More Knowledge about classes that going on in library

More playing toys for children

More staff in library

Need more curb ramps

Elections volunteer applications process was seamless for the upcoming election. The newspaper sent out to show where to vote is quite good

Can't easily access information on public transit and how to get on but roads/driving is really easy

Buses are too full of people, have to wait for other buses

We need more program and help kids too

In summer can be too hot. In winter the doors let in cold air. And ceiling mounted heaters are defeated by the cold air coming in. Old C train shelters. Access was windproof. Ceilings insulated.

So far so good for accessibility

Sidwalks with driveways that turn to ramps makes travel hard for wheelchair users. As well as not having full sidewalk parallel to the driveway/sidewalks leads to people having to use the road

The motorway on 36 street is terrible - pedestrian signals taking too long. The planning of the intersection causes problems.

Automatic does not automate, you need to push a button for them

Really enjoy programs and playgrounds are very clean and accessible

Accessibility has been good in Calgary commuting to Rundle to Kensington was good when we were commuters

Increase transparency

Increase accountability eg. Regulations especially in relation to funding for orgs that provide support/services for those w/cog disabilities/mental

Increase advocacy w/other levels of government (eg. Provincial) on supports for the cognitive disability and mental health community

Would love more programs for women, immigrants, arts, and new comers, programs for men, not just women, CIWA was very helpful

City departments need to talk to each other. Road crew blocks sidewalks and loading spaces and the ones who manage shelters shovel onto sidewalk the snow

Working crew blocking accessibility/disability designated areas

- Can't see people w/dissabilities or requiring access

"More activities for

Teens

Pre-teens"

Have the service dogs and specific rules for what animals can be on public transit

Better pathways through the NE to be able to get to areas safely by bike + on foot

Take care of scams everywhere in the city and on social media

Places to hang out with friends, play on the computer, read. Like libraries

Stampede

-Larger busses at afternoon hours so people with dissabilities have space to go home. Was unsafe

Need less things online

Lots of people don't use online methods

Winter- piles of snow in front of bus - can't navigate easily with the walker

more playgrounds suitable for older children

Trainer/owner gets fines instead of pets getting put down if attacks

Programs and activities for children that are not potty trained that are still in diapers

Headphones and other sensory disability accessories accessible and easy to access with signage

Medical issues and expenses better.

Crossing street

->Curb cuts (Renfrew)

->Gravel in parks, not accessible for wheelchairs

Crosswalk

.Not enough accessible crosswalks

There is too much distance from the busstop to the crossing on the other side - have to walk all the way around

Doors bigger for wheelchairs

I'm married with my girlfriend in Alberta

Lowering the ramp on the bus everytime!

Drumming program, like to bang and make noise + hang out friends

C-train, public transit need more priority seating, need more signage on public spaces so people are aware

Train staff on intervening when someone is behaving obnoxiously and disrupting after joy. I've noticed when staff are informed little to nothing is done

Like smooth pathways in the park.

Like playgrounds + swings

Safe places to go spend time. Central library is a good facility but feel unsafe

Changing stations in the washrooms - changetables often broken

Increased fines for those that don't shovel the sidewalks in winter

more accessible washrooms

Increased community disability support worker's pay and fundings for community disability support companies in order to improve the services altogether

Affordable, assessible housing options

accessible washrooms

Accessibility has been good - the services and assistance have been really good

"Snow

Ramps

Stuck in snow, curbs and windrows ->can't get out in winter"

*Elevator access

*Ramps to pool and hot tubs.

Little kids - Spaces inside ->inclusion

Missing sidewalks by organizations in disability community, hard to walk + take bus often in industrial areas.

Bylaw for those that don't clean sidewalks from snow ->proactive from bylaw follow up with house.

More ramps for strolleys/wheelchairs

And huge influx of bigops kids and noise - maybe limiting noise and traffic can make it safer and more enjoyable for everyone part 2.

Access Calgary is really good,

Preforms + services are good as well

Parking stalls are not big enough - the ramps go right into sidewalk

.It's not changed since 1986

Parks

-> Playgrounds made accessible

Calgary Access

Driver to share names and personal instructions (follow)

Accessible parking spaces

More room, barriers, i.e. concrete or curbs that make it challenging to get out/into vehicle.

Spaces on the bus for people that need it. People need to move to give the seats to us

Better rules for animals on transit (we've seen a lot of unsafe pets on transit)

Twsl. -> They are great. Use every corner

All city departments should work together to make snow shovelling better. E.g. road crew, city transit

More programs for special needs children

need more washrooms

need at least 3 washrooms - gender neutral washrooms

Airport needs washrooms

need caregiver support for washrooms so they can help clients

More seating in the library and public spaces

Outdoor spaces for sensory experience.

Hours of programming

. Pool hours earlier

. More time to swim, easier to get rides from Access Calgary

Swimming Village square

->Slides that are easy to get to, I get exhausted

->Adult slide on the shallow space.

Need government to recognize poregiues (privileges or prerogatives) of people w/disability

More spaces for people with accessiblyty

In winter, not many places to go

need a community hub for socialization

-e.g. a hub at Memorial - needs funding

Look at the Rehab centre for activities as a good example

Change room space in universal washroom

Fair entry

. Line ups, very difficult for people with dissabilities

. 6 hours wait is too long

->Service is in a (arrow symbol indicates the next sticky, which is missing - can check Note #39 - row 42 as potential connection - Linh)

Very good

Part 1 My children have sensory dissabilities and going swimming during public swim hours is often complicated due to high school lunchtime

Noice + crowd -> quieter spaces

Police focus on theft.

Anti-racism focus

Accessible parking

-> Those that abuse increased funding.

->more designated spaces.

Adult change tables

Braille books

Need to have washrooms in public transit, not many now

More fun programs like Zumba "I like to dance" in the afternoon

Sidewalks need repair, people need to clear snow+ice

Access bus locations should be updated continuously similar to city transit buses. This helps support staff and clients plan better!

Curb cuts for people in wheelchairs consistency

City of Calgary Administration and City Council learn about disabilities and disabled people. Accountability for their knowledge growth and ongoing development.

fixing the sidewalks, clear from obstacles

Would love more communications around programs and how to get connected - how to participate in election

Access Calgary logistics can take an entire day for one appointment - road conditions impact joints & back. Same with vehicle type

Calgary housing needs more supports - shoveling snow and clearance in the morning is a problem - when there's too much snow, sometimes they don't pick up customers

More social programs meet for coffee election chat lots of programs for mental health more for physical needs

Also really like the adaptive fitness programs at southland leisure centre- it's good

They used to have bus passes at Southland Leisure Centre but now they have to go downtown is inconvenient. Need other places otherwise access calgary takes 2-3 hours to get

Fixing the sidewalks would be great

More seating areas at Max Bell Centre. Not enough indoor seating areas when waiting for buses - people w/accessibility needs just wait at their walkers

The drop-in adaptive fitness programs and staff are good at Southland Leisure. More volunteers no help staff. The building is pretty accessible

More amusement parks

More physical signage about things happening at the library, city hall

"Aging in place"

Are the homes/apartments accessible or adjustable if someone becomes disabled through an accident, illness, or age related issues.

-Everyone can use a ramp, not everyone can use stairs.

Wider doors in cities like Toronto-washrooms are also more accessible properly accessible (accessibility features are grab bars etc. not just bigger doors/spaces)

Laundry access for the homeless. Clothes are everywhere by the river. There is space for this-community space. Supply laundry!

Lower stigma using public transport

Feedback from various groups is needed. One person's or group's needs is NOT the same for all!

Feedback from those who cannot come to you.

Quite happy with accessibility in the city

-Bike paths in the city are amazing

-You can get anywhere you want to go

I was new to the city we went to city hall to ask for service information and all the programs for newcomers not much canadian citizens

Education:

-Those who don't require accessibility services are unaware of the true need or breadth of needs.

-If more people are aware of, educated to the various needs in the world, or just locally, there would (hopefully)be more support for and less resistance to change, to accessibility.

Plow sidewalks more in the winter! Especially the crosswalk cutoffs!

Emergency transit when needed

Public washroom for transit users especially on the weekends!

Green space bike lanes!

Need more service information for newcomers and visitors to the city-there is also no supports for parents or for employment

Calgary transit is very poor, terrible customer services, unaware of what's happening, infrequent or wrong timing.

Make the LRT more safe

Educate people how to use sidewalks to share among pedestrians and bikes

More parks

More fun things for kids!

Better egress/maintenance of aprons for wheelchair access.

Noise -> quiet spaces to go to

Spaces for seniors that is wheelchair accessible

Construction zones-not accessible for wheelchairs. Ramps are not good and blocking paths.

More public transit in places such as corner stone!

Help them and be kind

I'm not experiencing any challenges. I positioned myself in an accessible area. Decision makers for things like this need to put themselves in the challenging situations of inaccessibility

Transit into in emergency situations (directions)

We must have public washrooms

Please make 4 cars c-train always as it is too busy and disgusting atmosphere air!

The door of age house should be automatic

I wish c trains to be bigger and comfortable

Ramps (example-art museum in Winnipeg. I don't remember what it's called)

CUPS is an amazing organization and it is so inaccessible for vulnerable people. Needs to be easier to access.

Mandate that 75% of surface area on new playgrounds are wheel-chair accessible!

Everyone is very kind hearted

Not enough advertisements about what is happening in the city-had to sign up for instagram and don't like that.

Translation for seniors who do not speak english

The pedestrian signal is too short when crossing the street

Have a great day!

Large print documents

Better LRT's, making sure homeless people have a place to go so that there are less fights

More safety on trains

More walkable spaces!

Make a better public transportation for Calgary because c-train mostly is out of work and it's wasting time

Covered portion of Calgary. Expand shape like Istanbul/Amsterdam! Simple structure. Movement easier all around. Not that big a structure (civil engineer)

The city is not bad, better than Germany, there are more ramps, things are cleaner and more maintained, the City is doing well.

More c-train to NE and airport

When I complain to 311, for the LRT, the doors close too fast before people can fully get inside

Move indoor parks for kids-winter-free for low income families

311 app-need an alternative for people hard of hearing or deaf

More safety in public transit specifically the trains and train stations

Everything's working good-I can get around easily

Build more roads to decrease traffic near downtown.

More seats on the train

University campuses should be more spread out. The travel distance is not accessible for students in deep south for example.

No relief areas for service dogs, not even in City Hall, no areas in malls or public spaces either

More running routes and unpaved trails/paths to run +bike

Free transport for people with disabilities (LRT/Bus)

Safety in c-trains

Better signs impairments, different languages

Water fountains outside-service dogs need water

Thank you

Need a c-train to the airport

Send outreach to Silvera (participant list to add)

Too long waiting for public transit

I'm a child and wish for no smoking

People with sight impairments need more tactile surfaces to navigate around

Speaker systems for entrance to buildings need to be a sound level that those that are hard of hearing can hear

More parks less new developments. No new zoning.

Community centres, mosques, churches

Fix and flat the road

More green spaces with accessible entrances + playgrounds/protect + rebuild existing

Best bet is to call for an open meetings, calling as many people with any limited accessibility to answer this questions. Pretty sure you'll find the best solutions and answers.

Transit is the biggest barrier-transportation is the biggest priority

Need a better support system for people with disabilities

There are layers to the system, it's very complicated-people are more isolated now.

The winter really affects mobility-people are stuck inside

Need more spaces for people in the community to get out-no places to sit, no washrooms in the parks, no shade in Evergreen/Fishcreek area

Elevators, more in facilities, close enough to front entrance, both sides of building. Easy to see, without having to find them.

Even having billboards on busses-if there were more awareness, we need to build awareness.

People need more awareness for invisible disabilities.

Also sometimes the sidewalks are too narrow.

In downtown, the construction blocks the sidewalks, same thing in Auburn Bay

If you wasn't so aggressive with taxes you'd find me more amicable

Mahogany needs more buses-need more frequency, better timing.

If want to go back to NE from Mahogany need to drive to somerset first, takes 1 hour.

Senior citizens don't drive as much so need public transit

The SE is growing rapidly-need better infrastructure and public transport to support it.

My friends is autistic, can't walk right, the parks aren't safe-sometimes people are unsafe, sometimes the slides are too steep, sometimes the monkey bars are too tall so he can fall and have to watch him.

For example washroom should be closter to medical facilities

Safety and sensory need to be together

Public spaces that are accomodating people with disabilities will benefit all.

A lot of people with othe needss feel left out or isolated, can't participate with others.

Need spaces/green spaces that are beautiful but needs to be usable by everyone.

These considerations need to go into the development plans -> need to know who's sitting at the table for community development.

Leg room-seating in facilities

Huge lack of safe spaces and sensory friendly spaces-especially for children.

Playgrounds need fences, need playgrounds need to be better located and not near roads.

Having spaces free of bright lights and noises

Don't only accommodate the average people need to accommodate diverse needs

Accessibility doesn't seem to be on the radar for municipal leadership

Uneven ground is not good for walkers/scooters. Gravel pathways don't work get stuck

Accessible parking is working well. A lot of spaces. More wood be good.

These safe and accesible spaces don't exist, or when they do they are very small.

Constraints= sometimes there is no capacity to advocate for families or there is no line that is clear.

Need clear line of advocacy

Ramps are great but if they are too steep of an in/decline, they can be difficult and even dangerous.

A post with a button where you press it and explain your disability and what you need and its gives you direction.

Areas for people with sensory processing issues-quiet zones, noise cancelling headphones to sign out.

More public bathrooms needed (although recognizing that there can be issues with public bathrooms)

Steep stairs are a problem

Sensory tunes at pools-quieter tune

Safety for smaller children. Programs are too busy.

Planning and develop process

Benches-available in common and park

Polling station long lines are an accessibility concern. People left the lines.

More access and options for mobility.

Buttons at right height doorways better and bigger.

Need the city to publicize more information on the accessibility accomodations so I don't always have to go and pre-gauge.

Accessible water fountains. Water fountain for service animals.

Add economic impact comment, or "return on inclusivity" to the board: making Calgary more accesible/ the City's accessibility policy helps by:"

Include accessibility in council and administration orientation (may be already included but this is critical!)

Parks: can we make every park improvement/upgrade include atleast some accessible equipment. Consider creating a fund that can be accessed to include accessible equipment.

People who are want to give information aren't approachable (in red vests)

More staff on 311

Housing-easier for people to get off the street e.g. first month's rent

Not enough parking including residential areas

Could see that there are a lot of opponents (components?) to improve accessibility-for ex. In the architect training courses they are teaching to look at things w/ an accessibility lens.

My daughter is highly communicative but not exactly verbal, so I want to advocate for her to have education and be in the community and be working.

Try to secure "champions" on council that ask about accessibility for ALL items that come to council (where applicable)

"Champions" on council do more than support. They advocate and keep accessibility top of mind.

Training for police officers for medical issues and so they don't jump to conclusions re: medical emergencies. Non emergency line doesn't take calls from people w/ disabilities seriously.

System to identify people with disabilities and communicate w/ them of things that would be of interest to them. Network of organization.

Have closed captioning ASL and plain language.

311/City employees need proper training for talking to people with disabilities.

City buses aren't very accessible.

Mail in ballot was confusing- there should be sessions before an election for people with disabilities to inform them of the candidates/platforms.

Access Calgary-designated drop off and pick up locations are a barrier bc they only drop you off in specific areas. Sometimes clients are told no because its door to door service

Driving is congested

City events need to happen all over the city in accessible locations and have them at appropriate times/dates

Parks-park equipment needs to be accessible for children w/ disabilities.

Access calgary need to review eligibility requirements

City programs-need different groups (eg. Advocacy) to improve civic engagement

Fair entry-when you call the number they ask for a code that can be different to locate. Need physical/old school option.

Grips or ramps

Accessible safety

Swim times for kids who don't like too much waves.

Accessibility is about human dignity and belonging and inclusion. Need to go deeper into training (illegible writing) for inclusive education

Accessibility is not about reaching people w/ deficits but about helping bridge social connects and impacting community connection and interaction.

Accessibility online -city of calgary website

Better education for people with learning disability.

In playgrounds for example, press a button that says come play with me for kids to use. Think about how we can help people w/ disabilities be independent.

Members to meet with council members asap as an informal part of their orientation (at least offer to meet -1/2 to keep in manageable).

311- the new app is very challenging. Have to ask 3 times to speak to someone.

Just want to be included.

The City has been doing well, it's a great place to live.

Quiet spaces, sensory rooms, low sensory spaces, sensory kits

Inclusive employment is so important, the City has a great opportunity to be at the forefront of this- it encourages other private orgs to do the same

We've made strides in terms of physical disabilities, we have't focused much on neurodevelopmental disabilities.

Tools for people w/ disabilities can benefit others and everyone else.

JCC Community Hall has a bus stop on 90th ave that req's people to take 4 steps up/down. Fix it!
Not accessible!

Parks that have better lighting and less noise for neurodivergent people.

Advanced green can be confusing for people crossing the street (pedestrians). Verbal 'don't go' while waiting for walk signal-esp in areas where there are a lof of people.

City services like police should be further reaching to other communities

Visuals and visual communication supports are features of all universal design.

Need more auditory signals in the built environment-utilized by people w/ sight impairments but also people w/ intellectual disabilities.

Employment-partner with agencies and gather information about what agencies are good

-interview prep progeam

-job search program

Accessibility accomodation tools. The City of Calgary can provide access to: event host/accessibility host for support for individual with intellectual disability

311 closes cases before they should

Monkey bars at all parks for all kids.

Employment-job opportunities that align w/ needs of people eg. No standing, no lifting heavy things

How wheelchairs are secured on transit

Resources for homelessness

Need more garbage cans and ash trays to reduce litter.

Accessibility is broad, it's not just about people w/ disabilities, it's everyone.

Assessment and analysis of accessibility needs is important-helps expand the space.

First responders police, fire, EMS, security etc. be trained to identify and respond and provide appropriate support for people with intellectual disabilities.

Getting the word out about programs and services.

Construction blocking access

Why do we need to advocate for people invisible disability. Normalize supports for people w/ disabilities and don't make them have to ask.

Especially regarding de-escalating behaviours and safety for individual and public with dignity and support.

In inclusive employment sometimes it looks like we are putting extra things in place but its not if it allows people to function normally for them=equality is not the same as equity

Need to be bale to move around and have space in playgrounds for accessibility

Safety is also a priority-a fence around a playground is needed b/c many of them in Calgary don't have one.

Play at playground is a very social activity-having more resources for ex. Activities

Visual communication board where kids w/ disabilities can use to interact with others ex. A telephone

We have to look at environments and seing how we could change our enviro to support people w/ disabilities, not setting them a standard they have to meet a standard to be part of society.

Bike racks at more C train stations

Making sure that intersections are barrier free and accessible during construction.

Be transparent about the accessibility supports the City has in employment and be honest about where your weaknesses are and what you're working towards. For ex. In facilities should say where they are accessible and where they are not.

Condition of TWSI's <- tactile wayfinding making sure they are in good condition.

More heated bus shelters w/ cameras

Wheelchair friendly facilities w/ elevators

Keep city parks so there are parks everywhere

Cameras and security in parks

No gravel pathways

Separate bike lanes and walking pathways in parks

City facilities should be accessible, not so many steps

Ground level access to central library

If we can't get it right on our planning for accessibility it's ok but it's important to observe and to design things upfront for accessibility

Evaluate how people are actually using designs and pathways and draw (illegible word) plans

Best practices: advocate for accessibility to be a presentation/workshop/ topic at Federal + Provincial gatherings of municipalities eg. Annual FCM conference in June.

For employment at the city-have a checklist to see if you are meeting certain accessibility standards and criteria -> give specific measurable qualitative and quantitative metrics to evaluate.

Public spaces-suggest rallying a task force going through public space accessibility and publicize that information -> need an accessibility report back (would make life much easier to navigate)

Where are the spaces for people w/ disabilities where they can interact with others and feel like they belong and interact with others.

Accessibility at LRT stations-should be able to be accessed by all

If we are not addressing accessibility in all our fronts we are siloing people and isolating people. For example if I don't allow my daughter out in community, society won't be exposed to people like my daughter and know how to interact w/ her.

Accessible communications

-Need a tool that tells me what accessible accommodations at buildings are. For ex. Public washrooms, parking spaces (accessible)

-It is scarier going to a space and not knowing how these accommodations are

Mission 7 on Stephen Ave and 2nd St SW (corner of National bank) sidewalk. 2-3pm (preacher + singers) lots of people to evangelize to.

Name redacted Concern: COC asks what we need/think and no changes. 0 support and accessibility for ppl chemically injured.

Areas within the City (Crowfoot shopping area) needs to be retrofit to be more pedestrian and bike friendly to be more accessible for people who cannot afford a car and gas.

In a playground there is limited accessibility, a playground is needs to be an area where a child w/ a disability can engage and socialize with other kids.

Make information easy to find online.

Employment should be equitable for everyone no matter their abilities

-Accommodating needs is important.

Sound intolerance + light intolerance viewing rooms at major venues

Specifically I ask

1 point: stop chem trails and weather modification

2nd pt: stop poisoning us w/ pesticides and product w/ petroleum like: detergents,"cleaners" etc.

3rd pt: if we were not poisoned w/ human made products we could be healthy and we wouldn't need from gov't.

4: No artificial microwaves

5: I desperately need housing w/out pesticides, chemicals, "artificial perfumes, cleaners, disinfectants, neighbour drugs in the air, and artificial de-icers.

I have most 25 times since 2020, sleep outside many times b/c of these concerns.

-These products burn me.

Eg. Flu is strong irritation from petroleum products and is not caused by a virus.

It is important to follow up w/ people and observe human behaviour and see how people actually use design

I believe universal design is important and to focus here.

We've come a long way from 20 years ago

-It's not just physical disabilities

-Considerations beyond just physical disabilities think about intellectual disabilities

Recreation centres

-> accessible access throughout building

-> pool, lazy river ramp access

PAPER SURVEY: The # of programs and demand is too right difficult to get programs, its even harder if there are sensory needs (cant have places that are too loud, too many people)- that already limits the # of pools I have. Have to pay for additional expenses to even access lessons- needs specific instructors or aides to bridge the gap.

PAPER SURVEY: It would be great if I could choose an instructor based on those accommodations or just have some protected times and spaces for the people who need it. It would also be great if you had a consultant role within the City to help w/ accessibility. Need visual communication bands for people who are non-verbal to use.

PAPER SURVEY: I'm okay w/ knowing a space doesn't have all the accessibility needs as long as I know what they are.

PAPER SURVEY: Need ongoing updates on spaces w/ accessible accommodations and spaces- need to be an assessed metric that these accommodations are stated at.

Delays/cancellations of c-trains need better communication plus safety need to be better.

You don't know or realize the barriers until you are experiencing it-woman whose husband is now legally blind

Walkable neighborhoods are more accessible

public transit accessibility is pretty good just lots of people on train

Need more programs closer to areas difficult to travel in winter, need more ice skating rinks recreational program

moving sidewalks help people

Making the sidewalk bigger

older c- trains are not as accessible as new ones. Signs not as visible

Pray for them

At least couple parks in each quadrant should assist children to be more included and elders as well

When you get off the bus at c-train at sea train station, you have to go upstairs even when there is an escalator and station it's sometimes down need elevators.

City is pretty good the problem in emergency situation there is long waiting at hospital that is really worrying

clean up in northeast saddle Saddlecrescent NE

The city needs more social development + skill programs for young kids to socialize

A man with schizophrenia says he does not encounter barriers

sidewalks need to be bigger

Taradale community from Shoppers to Tim Hortons between needs two more traffic signals

C-train stations don't have elevators

help people

more support for them

More supports for people without visible disabilities need more funding government supports, disabilities come in different forms need more communication and awareness on supports

Drivers' education plus check listening

to help people

more shade, seeds shouldn't be right in the sun

More fun ways for them to enjoy and faster transportation

Property taxes are too high for homes- \$5900 too much.

City is pretty good so far for wheelchair users no complaints if there is an issue we call 311 and they take care of it the best they can

Love the City's program because it's more affordable but not accessible because of lot of long distance and sports fill up quickly

More cameras to address bad driving. Speeding in school zones

Please tell us more about your answer(s) to the previous question. (Programs and Services)

Often, what passes for accessible for mobility challenged persons is a bare minimum and is barely accessible. Sometimes a ramp is present but away round another side l'd a building to where most

ppl enter. Sometimes accessible entrances isolate people a bit and aren't as safe as they seem (example, public library central, downtown, whacko accessibility elevator not even connected to main part of building). Being reintroduced to winter weather after using an elevator at central Library is not good design. Out front, the steepness of the ramp is ridiculous, too - obviously tested for electric assist mobility devices only. My friends and I can't get manual wheelchairs and walkers up that ramp without putting ourselves at risk of fatigue falls and getting unbalanced from physical effort. Just because we have mobility devices, it doesn't mean this equalizes is into able bodied. Our devices often sap our energy while we use them, so our environment shouldn't be bare minimum of accessibility

fwueyfhvhdcbghv

I tried a couple of years ago to get help with snow removal and got a call telling us we qualify, then got another call telling us we dont qualify, but I could get a transit pass which I dont need and a membership for the swimming pool. I went over to the pool at quarry park and talked to them, but I decided it would be cheaper not to use the reduced rate and just go pay when I felt like it. Wanted to go to the pool once in a while to try and strengthen my legs after having both hips replaced. My husband is 97 and has balance issues, and it scares the hell out of me to see him try to clear the sidewalks in the winter. So much for the FAIR ENTRY PROGRAM. We are low income and get the subsidies, yet we dont qualify????

Don't make me say that I have not experienced ANY barriers, when the question is only talking about one particular category of potential barriers. Wording is important!

I don't participate in city programs and services and I'm not sure if anyone I know does.

I have lived in Calgary for over 30 yeas I am a person with a physical disability & I use a power wheelchair for mobility & I am still surprised how many places in the city are not accessible not just for individuals with disabilities but also families with young children who are in strollers or elderly individuals who use a cane or walker for stability.

Not enough options/ places to go to that were accessible/ barrier free.

Swimming is grouped by age & levels, there was no class for my teen to learn beginning swim and an attendant was not permitted. So he did not fit the levels nor the age group. btw: attendance should read 'attendant'

have not experienced barriers

Facing challenges at programs that I want to attend like workshops etc, but there is no access to have interpreters and end up having to pay for it.

Not much information on the website. Safe places to access for Calgary access users.

"1. Presumption that anyone and everone has full access to needed technology for registrations, printing, submissions, etc.

2. Presumption that every person with a disability has a ""someone"" always available to help them.

3. Your survey only allowed for identifying a single disability (physical or sensory) whereas many have more than one to deal with (physical and sensory)."

I am not sure what is provided to adults with mobility and low income issues.

Not sure why you are conflating low income with disability. Yes, a lot of people with disabilities are low income, but not all of us are.

Please share any suggestions for making City programs and services more accessible.

Ensure all buildings across Calgary are required to have barrier free entry and accessible washrooms

Curb the unfettered power of construction companies and developers first; force them to propose accessibility access solutions before they can proceed to even bid on contracts (LEAD with accessibility, rather than treating it as an afterthought). Increase funding for safer street initiatives/infrastructure, traffic calming measures, and increase public transit accessibility by increasing frequency of service, decreasing distance between stops, communication for service changes, and lighting in pedestrians areas!

Repair the elevator at the genesis centre

Change the language on the registration forms.

Implement accountability for those that refuse to learn

Have a survey of what challenges people has and how programs can be modified or have programs that can cater to these people/children's disability. e.g.My son has lower extremity mobility limits but can still walk, he likes to swim but needs a program that can teach him how to swim with his disability. All programs are either for typical normal kids or kids who are wheelchair bound. There should be programs for kids who have less mobility.

Offer aide service for children with disabilities and have better instructor to student ratio for swimming lessons

Teach the public about these services so they know to use them. Having helpful visuals make it easier for neurodivergent folks to understand how to use these city programs and services

?

Stop making the accessibility areas "out of the way" at the farthest sides and backs of buildings, rooms, etc. Stop making these details seem like a bare minimum afterthought or like accommodating accessibility is a chore. Put the ramp up the middle of the place with rails, and make it super wide with rails on both sides. Put the stairs off to the side and let able bodied people walk a few more steps to those, not the disabled people walking/traveling farther to use accessible

ramps/elevators, etc. in the middle, able bodied people, to a certain extent, can make use of the area too. Helpful for able bodied parents with strollers, people having to haul luggage or shopping carts, etc. NORMALIZE having accessibility pathways as the most easy to use pathways and make them BIG so we can essentially all use them. The accessibility lane in our of the way places hasn't ever worked, so stop doing things the old, barely decent way.

More accessible playgrounds around the city would increase access for kids and help them feel included and accepted, even celebrated. Make sure programs and their applications are advertised by different sensory modalities.

"Good on new builds but retrofitting important.

-Capital upgrades

Ability to do a 3D walkthrough of a park or venue to self assess ability to attend."

Make events fragrance free. Ensure that people are not allowed to bring food/drink other than water to events to prevent airborne allergic reactions from occurring.

make more crosswalk and make more side walk for people in wheelchairs

please make it cheaper so other people can afford stuff

hdwcv gfbffhhgbhdb

Bring more arts programming to Vivo and make use of their meeting spaces.

Have integrated programs where normal developing people can do activities with high functioning people. It will help bring normalcy to their lives.

Mass layoffs of senior Administration officials who have failed citizens for many years.

Every building that offers programs or services for disabilities should have accessible buttons to be able to open the door

Use only accessible facilities.

Prompt people that asking for their access needs related to sensory, communication and other aspects of neuroinclusion would be welcome.

Having more Programming opportunities like Swimming especially and soccer

"Training of instructors

Smaller class sizes"

More programs for people with intellectual disabilities.

Instead of all this paperwork and running around they should send someone out to SEE the paperwork and ACCESS whether someone should qualify or not. I have heard of other people that are on the fair entry program that shouldnt be. Paperwork is just that and means nothing. All I should have to do is make a phone call, and they should send someone out to access. Hope this makes sense.

offer adapted fitness at different location

More accessibility infrastructure involves good funding. Installing an elevator or a ramp would cost money but it's not impossible.

Clearly identify accessibility of a facility.

"The fair entry pass needs to be better advertised and shared with the communities that need it. Many low-income individuals are unaware of the pass or what is available beyond the fair entry bus pass. This could include informing people about the actual cost of a monthly recreation pass so they understand exactly what it would entail. Simply saying that something is 75% off the regular price may not make sense to everyone.

Additionally, many City employees lack awareness about disabilities and the number of people affected by them. It would be beneficial for those providing programs and services to learn more about disabilities and how their roles influence the experiences of individuals in the disability community when interacting with the City."

"Improve the Fair Entry program. Make the maximum acceptable annual

Income a little higher. With the cost of everything else like gas, utilities, groceries etc people with disability need a little extra help."

Decreasing the requirements to qualify for Calgary transit access. There are times where I can take regular transit and other times I can't do my mental illness and physical pain so either I don't go or I had to end up having to pay out for an Uber, which is a lot for on a low income budget. With fair entry giving more access to events happening in Calgary. Also the Calgary zoo offers discount on single admissions however it would be really beneficial to have a discount on a membership and that might be great for other venues.

Make the ramp smaller so I can get on the guitar and the girls can get on me

People know about Fair entry, but finding out about other services or program for people with accessibility issues is hard to find or not up to date.

More advertising that they're happening.

"Access Transit needs an overhaul. Users are limited and cannot attend last minute invitations as rides must be scheduled several hours ahead of time. The Access bus won't provide access to all

areas of Calgary (such as Costco Tsuu t'ina) as it's not annexed into the Calgary maps as of yet. A nice ride out to Saskatoon Berry Farm or Okotoks to visit a friend?- Not a chance.

North Glenmore Park has a lovely accessible children's park however no easement onto the ""accessible"" pathway.

Shouldice Park has a nice accessible playground however the bathroom stalls are not accessible (apparently they belong to Shouldice pool). Who plans these things?"

Create more daytime programs in the south end of the city and market their availability really well. Plan all bathrooms as if the person needing access is a full sized man who needs assistance changing. Oftentimes the hand rails in an accessible bathroom are mounted where they are the least helpful.

I would recommend providing more programs for children and adults that are a range of low to high stimulating without rigid rules. it would be also better to clearly label more accessible entrances and create wider and less steep wheelchair ramps.

Much better curb cuts, accessible transportation throughout the city, accessible washrooms throughout the city in Malls, Stores, Restaurants, etc.

Noise cancelling headphones, neuroinclusive spaces like a quiet space to recharge, lighting options

Remember to provide training to those running "regular" programs / services to be inclusive to ALL members of our city. It would go a long way to show that the city believes in true inclusion by employing individuals to work / assist along those running programs / services at the city.

Offer more accessible services in more places throughout the city.

"All City of Calgary gyms should be wheelchair accessible, have equipment that can be used by people in wheelchairs and be affordable.

All City of Calgary parks should be paved and accessible for people in wheelchairs.

Any new modifications should have to meet accessibility standards."

city having their own support workers that can be assigned to children attending programs

I want to add the communication board for especially kids with autism who are not able to express their feeling in a public places for example in park or in public transit.

If when registering for something there was space to indicate "additional needs" or "required accommodations" that would be helpful. Having someone call to ask questions about needs would be a great way to engage and inform staff of participant's needs. If the city trained its staff, brought in organizations (like Inclusion Calgary) to educate and better understand how to work with people with special needs would be helpful and beneficial for all across environments. Having additional staff available to support activity.

Should be open to all to get discounted program rates irrespective of family income.

Install larger change tables or have a equipment available to accomodate washroom needs

More public toilets, and more non gendered toilets

Snow clearing of the downtown sidewalk ramps at intersections need to be a much higher priority.

Ensure escalators at train stations run all the time to ensure disabled Calgarians can still ride the train without having to navigate stairs.

Ensure public transit is reliable and brings people to where they need in a timely manner and without having to change train/bus

Ensuring a list of accommodations for persons with disabilities is easily available through website, voicemail, apps, Apple maps, etc.

Swim lessons should be available to where a person believes they fit, not age/level categories. From change room showers, there should be a bar/safety rail along the wall for people with unstable footing to hang on to, to the pool so they don't slip on the wet floor. Safety rails in some change rooms. Volume of music is often much louder than it should be. Long lineups, standing & crowded, are hard for many people both physically and sensory.

Access Calgary connections - Access is often limited in availability with long wait times for pick up/drop off which can limit participation especially if clients are unable to tolerate a longer outing

"For programs that require prior registration or payment, having options for disabled people who need to cancel last minute due to their condition.

Any location that offers city services needs to be physically accessible, including bathrooms that are accessible, easy to find information about any non accessible areas.

Programming be described prior to to reduce surprises and allow for planning ahead."

I think that there needs to be more advertising of adaptive programs such as adaptive fitness, on TV, radio so that more people can hear about the programs (disabled and non disabled people) so that more disabled people can look into the programs that are available.

It will be great to provide ASL digital interpreters or app that have for program and services through tech or in-person depeding person's preference.

I think its important to make sure you are defining accessible as broadly as possible. It is evident that when our city thinks of accessibility they think it the narrowest terms IE are you in a wheelchair

or are you are you neurodivergent and low needs. Which leaves out a large part of the population living with a disability

Accessible transit that is more open to people with a variety of disabilities and needs.

Create more programs that can integrate severe traumatic brain injuries. Like recreational program for sensory stimulation, art, field trips during summer to enjoy the nature.

Some programs require the individual to have their own support, which many don't. Having more support from staff/volunteers that are organized and facilitated by the program would increase accessibility

Train your staff on how to make ASL services available on-demand for any City service or program so Deaf people can participate in society.

Safe places to be

Consider having Fair Entry (fee assistance) group rates for organizations like ours.

I believe that all persons over the age of 65 with low income should receive free transit passes for life.

Access to Hearing Loops or services

Provide additional training to workers at program sites. Provide easily accessible information about disability related supports and services. Increase the amount of disabilities accessible programs and facilities

i think this is an issue with the province.. i do not believe the city can financially cover the loss..

Don't have supports be income dependent. Stop putting up barriers.

Please tell us more about your answer(s) to the previous question (mobility infrastructure)

No ramps into building, required to go up a few steps. Some ramps are too narrow or quite steep.

Westhills shopping centre lacks sidewalks and walking paths to get around. Furthermore, there really should be a pedestrian bridge to cross over sarcee trail from Glamorgan, where there are many townhomes & condos, seniors homes and people living with disabilities, into Westhills. It's not a safe intersection to be crossing at sarcee and richmond road SW.

"Closing off pedestrian access should be the very last thing done and restoring access the very first priority when work is finished (including painting crosswalks back in/removing fences/barriers and construction materials). Sidewalks should be prioritized and put in EVERYWHERE; there should not be a road anywhere with no (or paltry half) sidewalks in this city! (Having a sidewalk only on one side of the road is equally egregious).

Honestly it's wild that pedestrian detours will not consider the burden of asking someone wheeling themselves or walking with their own body to go hundreds of meters out of their way just so cars can continue to move through."

Walking is not accessible in Calgary overall. All roads are designed with cars in first priority, with walking routes simply being attachments to car routes which makes walking feel unsafe. Walking paths need to be designed in accordance with human needs and habits. Also rest benches are too close to the road.

Winters are horrible for wheelchair use. Sidewalks are not shoveled properly.

A few more seconds to cross some streets is needed as my son is not a fast walker and sometimes the countdown is done before we reach the other side.

I've almost been hit several times while walking across the street because the light has turned red on me and I haven't had enough time to cross. I've had to walk in a dangerous area of the road to get across because there is a huge pile of snow in the intersection.

"Many sidewalks are only wide enough for one person to walk comfortably.

Many paved pathways in forest heights have no lighting.

Bus and train lines should be separated from main roads. Putting either in the middle of a road means that either people have to cross the path of traffic directly to get to transit or they must climb up and down to get to transit. Neither is a good option, especially if you have a disability.

Bike lanes should have physical barriers from cars. I would never be ok with my kids biking in the painted bike gutters. Putting a high gloss green paint where the intersection stops with the cyclist between turn lanes seems especially evil."

Around my neighbourhood in winter is very hard to use the side walks, the street there is no snow-cleaning.

I'm in a manual wheelchair and often when sidewalks are cleared of snow and ice that is piled up or on the curb cuts so a person can't even get on the FREAKING sidewalk.. no point in clearing it if a person in a wheelchair can't get onto it!!

There's not enough accessible street parking on the streets in downtown Calgary. Some side walk ramps are not smooth and have a deep ridge that is a big safety hazard for wheelchair users: my 6 year old son's wheelchair tipped and he fell and got hurt on his face due to an uneven sidewalk ramp.

lots of areas do not have curb ramps and lots of neighborhoods people do not shovel the snow and ice away

My daughter is legally blind and is challenged to walk or cross streets

Other: better signs to alert able bodied people of accessible areas and features. I like some signs on the bus showing to let elderly, pregnant, and disabled persons have some seats and spaces. I think similar signs in any accessibility area might help the public behave better in these areas. I have been blocked from places by ppl standing around then was bullied and blocked when I tried to be assertive and ask to be allowed near the accessible area. Was called fat and they said I wouldn't need my walker if I wasn't so [removed] fat, then they continued to stand, blocking areas where it was safer for me to access the Marlborough ctrain elevator. I went and sat farther away on my walker, skipped a train cycle while this group left, then I accessed the elevator. Bullying is up and rising since the pandemic. I usually avoid transit as much as possible due to encounters like above. I try to take Calgary Transit Access trips and basically stay off regular transit lately now.

No benches is a common issue. Particularly around transit stops. My closest stops do not have benches. Uncleared sidewalks, scooters on sidewalks, and closed sidewalks are also common issues. Scooter corrals have helped make it less of an issue.

Transit is sometimes made more inconvenient than necessary because of these challenges.

Clearing at the ramps. Snow + ice.

Difficult in winter. After redoing alleys swing by for a sidewalk cleaning in few days later not just day of.

One aspect of my daughters disability is sight - she only has partial sight and when there are any obstacles on sidewalks she is in danger of walking into them and has on many occasions. She also finds the detours causes problems with her trying to find the building/location she's going to. Using her phone's GPS for directions is critical to her finding her way around the city.

I have fallen more than once on snow and ice that was not cleared despite wearing appropriate footwear, and I use mobility aids. I was seriously injured as a result. Bicycle couriers riding on the sidewalks are dangerous and have nearly bumped into me multiple times, as have people who have been riding their bikes beside people they are visiting with. My experience with people on scooters has been equally unnerving as they ride by at high speeds and nearly knock me over.

Calgary seems to have a due as they say known as I do policy when it comes to accessibility outside

pepull with weallchars have a hard time with these things

When i ride my e-scooter around the neighbourhood after a few minutes I find a curb and have to drag it to the other side. It's really annoying for useless barriers like random curbs and more. And not for just me people with limited mobility like wheel chairs can go over the curbs to get past it

they have to move the wheel chair over the barrier. It would be bad if the people with mobility have to do a stunt to get passed the barrier.

the sidewalk needs a ramp or its hard to get on the sidewalk with a wheel chair

yes I have its really hard for others and it will be better if we had more time to cross the road and that for blind people they dont know where is the spot for walking and maybe the other side is for bicycles and they can get hit by the bike

there is no ramps for my bike when I bike and I fell because of the ice to sleepry and I saw a person with a disability scooter try to get up the sidewalk but couldn't so I had to help them get up and there are like 2 benches so I cant sit anywhere I'm so mad and I hurt my self because of the ice and tried to sit but the benches were all taken

I think the sidewalks are too narrow for like Wheelchairs and there's not a lot of ramps on Parks so people with disabilities like in wheelchairs can you go play at the park or there's not really enough space to relax because it is not a lot of chairs like after school hours like your kid wants to play there's not really a lot of chairs bench is mostly most parents have to stand but they get tired of standing.

The sidewalks are way too narrow and too steep. For the Lights when you cross the street there's no sound so the Blind can't tell when it's time to cross the street.

The side walks are commonly too bumpy and no sound for cross sections. And some people park strangely so it blocks sidewalks or other walks. and need for more side walk ramps.

Uneven sidewalks making it difficult to navigate manual wheelchair for my late partner. Sometimes there is paint as a warning but that's not good enough There were places we actually had to go out of our way to cross the road to avoid certain spots. Way too many sidewalks closed downtown. Projects should be staggered. Too much having to cross the road and backtracking just to get where you need to go. Some homeowners are not maintaining the sidewalks in front of their homes causing snow and ice to build up. People who drive just don't understand the hazards for pedestrians and mobility aid users

"One of our local multi-user pathways is just a sidewalk with a yellow line painted down the middle.

Many businesses could use a moveable ramp to bridge the gap.

Calgary Transit stops are often not shovelled in a timely way. My parents live in the NE and can't use the stairs/ramp in winter.

We tried to get benches for our neighbourhood, but the Parks department said it would interfere with mowing. They did later install some picnic tables."

There are no bathrooms at stations. Or water fountains. I experience dry mouth and need to pee sometimes.

Crossing LRT and bus lanes is quite scary for my son as he doesn't always grasp the speed of vehicles approaching.

2nd st. SW north of 53rd avenue is in bad shape with many potholes and gravel on street. The sidewalk in this area is unfinished and only extends about 10 metres with no ramp at end. This part of 2nd street is not recommended for wheelchair or scooter users and the sidewalk is useless.

"Snow on the curb at Bus Stops is often 12 to 18 inches high for up to a week after a snowfall. Makes getting on the bus very difficult for people even with minor mobility issues to get on and off. Worse for people using walkers, wheelchairs, and mothers with baby strollers. Also people with bags of groceries.

No benches at some high volume bus stops

(SW corner of Market Mall). No Bus shelter at NE Corner of Home Road and Bowness Road NW, so people waiting get soaked in rain and really cold in winter. Buses 53, 108 and 422 stop here (wait can up to 25 minutes). NOTE: ALL THREE OF THE OTHER BUS STOPS AT THIS INTERSECTION HAVE BUS SHELTERS."

Have spoken with a number of people who experience these types of barriers especially in the winter.

Confusing or out dated signage when there is construction of roads and walkways.

The infrastructure in Calgary is not inclusive to all types of mobility issues often it is designed for those in wheelchairs that makes it difficult for those with walking devices. Also place to rest don't exist. Having traveled across the globe I rank Ca.gary as one of the poorest place for mobility issues in the world for a major city.

Physically I can get around

A lot of people don't clean their sidewalks. Also, sometimes the ramps are put in the wrong spot so you don't see them until after the fact. One place is at Bills, (Chinese food) in the shawnessy shopping mall. We park right outside the door in the handicap spot and my husband has a very hard time trying to get up on the sidewalk. He needs help. We finally spotted a ramp but it is too far away for him to walk. There needs to be one right at that handicap spot.

"Folks leave E-Scooters right in the middle of the sidewalks and that is very dangerous.

Snow and Ice built up on Cut-aways so it is virtually impossible for a walker to get on the Sidewalk when crossing the street. Transit drivers driver like crazy and that hurts my back when they brake hard and my back is jolted and hurts like hell. I am also a senior."

Snow and ice are tripping hazards and some areas have a lot of ice in the winter and I am scared of falling. Anderson station usually gets a full layer of ice on the ground in the winter. Lack of benches is self-explanatory and it's uncomfortable for everyone. Bus shelters are important too, and Anderson station got rid of a bunch of shelters which is stupid.

Every year I'm more dissapointed with snow and ice removal. In particular at crosswalks curb cuts, where snow and ice always builds up so I can't cross. Or when snow gets plowed onto sidewalk curbs so if I want to park on the street I can't in some streets such as 17th ave downtown because then you have to climb over a mound of snow to get to the sidewalk. Luckily I don't have to use the bus because they are always covered in snow and ice at the bus stop. Winter in Calgary is awful if you are physically disabled. City facility parking lots are also not managed well for snow and ice such as libraries or the soccer centre. The city should ticket businesses who do not clear snow and ice fully. Many do poor jobs of this and many businesses don't even clear the accessible ramp to their businness. Outside of snow and ice I'm always surprised at how many communities still do not have curb cuts on all sidewalks.

Constantly having problems with the public sidewalks, and not having enough places to sit in, and problems with winter snow clearing.

For snow and ice on sidewalks have not been shovelled in a while and pure ice or very deep snow you can put in a complaint with 311 however, a lot of times they just give warnings and nothing else. It took over three months to get the sidewalk cleared outside at an apartment building. The city is good at maintaining the roads and sometimes they'll do roads that they usually don't do especially if the public complains but the same is not done to pedestrians walking.

I was trying to get up from te steep slope when a guy kicked me and stool my money so I codify buy the guitar. I spent. Year saving cans cofnmoney all for nothing .

In winter, many sidewalks aren't maintained by homeowners, then City plows pile up snow at intersections. If the road hasn't been plowed at least you don't have to cross the pile of snow at the corner, but there is too much snow on the road to cross. you get stuck and if its a busy intersection that is timed, there isn't enough time to get across. Its difficult, dangerous and scary to navigate.

"Especially challenging when attempting to enter a strip mall (ie. Macleod Plaza) with a stroller (would be the same challenge for a wheelchair), as there is no ramp. Strip mall sidewalks often separated from sidewalk on road by either grass, curbs, or have to go on the road and navigate between cars entering/leaving parkade. Feels very unsafe and inconvenient with a small child.

Sidewalks, which are narrow, are often right next to traffic lane on road. Cars are frequently speeding. I.E. Bonaventure Dr. between 94th Ave and 86th Ave SE. Sidewalks remain narrow at

intersections, and lighting is poor at crosswalks. Feels very unsafe, especially with kids. Very car-centric infrastructure."

Monowalk sidewalks with back-of-walk boulevards may be cheaper to install than sidewalks which are separated from the street by front-of-walk boulevards, but they are far less pedestrian friendly, particularly for those with mobility issues. Driveway and laneway curb cuts in monowalk sidewalks create undulations and slopes which can cause stumbles at the best of times and become particularly dangerous in winter when they become icy, which is common due to repeated vehicle crossings. Stumbling or slipping on a monowalk sidewalk can result in serious injury, or even death in cases where the sidewalk is immediately adjacent to a vehicle driving lane. When streets with monowalk sidewalks are plowed in winter the plowed snow typically ends up partially if not fully covering the sidewalk, as no front-of-walk boulevard is available to store the plowed snow and snow-free driving and parking lanes for vehicles are regularly prioritized over snow-free sidewalks for pedestrians.

Snow and ice in crosswalks and wheelchair ramps on trains inoperable

We need to make it mandatory for every business big or small to have wheelchair accessible entrances and bathrooms. We need access for ALL.

I only struggle with ice but I've seen evidence of the other areas I've checked off and I know they could be an issue for people.

"Sidewalks have barriers all over the city. Our mayor should have to try getting around in a wheelchair for a few days - I guarantee he'd have lots to say.

North Glenmore Park - lovely children's playground but no easements onto "accessible" pathway.

Shouldice Park - nice accessible playground but washrooms are not accessible. (The building is, but not the stalls). Apparently the washrooms belong to Shouldice pool? Do the planning committees not communicate?"

There appears to be a lot of work being done in making curbs at intersections more accessible. The snow and ice are always an issue in the winter. People don't follow the rules about cords and hoses across sidewalks, or parking with their vehicles half over the sidewalk. People just running into a store or loading up using the handicapped spaces. Almost need a scanning system that allows you to scan your placard - and anyone who does not gets a photo take of their plate and us issued an automatic large fine.

All the things I mentioned in the previous question are things that should be automatically available & Accessible throughout the city. In my experience as a person with disability I have seen many people who do not need to use the facilities that are designated for people with disabilities but because they are larger & easier to use. parents take their children into those spaces or facilities because they are larger & easier to use as do the elderly population especially if they have mobility issues.

City plows the road but doesn't clear the sidewalk/road ramps, big wind-rows.

Physical objects (snow, scooters, construction without enough advance notice) are the primary challenge

It seems that the city is more concerned about catering to the able-bodied (such as cyclists), rather than those folks who struggle with mobility. Thousands of dollars are spent on creating bike lanes, yet our regular sidewalks / pathways go untouched both in the winter and summer. It is definitely a two-tiered system.

Sidewalks uneven, broken up, non-existent. No curb cut or the curb cut is not flat enough to push a wheelchair up onto the sidewalk. Snow removal was either done half asked or not at all.

"There are many sidewalks that are either too narrow, sloped at a steep angle, broken or cracked, or have a steep or uneven cut out to the road surface. All of these create barriers for people in wheelchairs.

There are parts of the city where no sidewalk exists at all so people in wheelchairs have to use the roadway. This is extremely dangerous and of great concern."

impacting ability to walk for clients with mobility and gross motor delays

There have been numerous times when the side walk is blocked with large banks of snow

"As a mom to two small kids, I am often very frustrated by our 1960s sidewalks that have no curb ramps. From my house to the community plaza (600m away) I cross a road 4 times, and only one entry onto the road (of 8 entry/exits) has a ramp. It is inconvenient with a stroller, and I am so upset that the older folks in our neighbourhood may not be able to get out and walk with their walkers, or those in wheelchairs or with other mobility issues are very left out by this.

We also have a lot of ice build up on sidewalks, that made it nerve wracking as a pregnant person, and now a mother who can't afford to break an arm, it's just as bad. I feel nervous to get out and walk in the evenings with poor lighting and black ice everywhere."

Constitution blocking sidewalks and the detour is significantly longer. Lack of sidewalks and only a narrow dirt desire path

If I can check off that many issues, there must be systemic problems with accessibility.

The city is clearly built for cars. Whenever there is construction going on, the bike and pedestrian lanes are the ones to be closed, while cars stay the same. Some streets don't even have sidewalks!

Residential neighbourhoods vary considerably in terms of mobility infrastructure.

Many Ramos to get I to buildings have the s. All pole in the middle. .u daughter has a large chair and cannot get between the pole and keep on the ramp. People are often parked in accessible parking at hospitals and other infrastructure who do not have a placard. Many employees of these institutions are using the parking as well.

"Older communities are missing curb ramps. Macleod at 75 people need to run across the road while walking. Impossible to cross with small kids and strollers. I couldn't imagine a wheelchair getting across. This is at other crossings on MacLeod too. Walkways in Kingsland have stairs and other barriers (gates) that make mobility very difficult.

Macleod and 75 on the south side - the developer only widened a portion of the sidewalk and it abruptly stops and goes to a Lower older standard. The old sidewalk south of 75 on the west side of Macleod was not improved when the pita pit development came in. This side is a missed opportunity and has created mobility challenges on the south side of 75 at macleod."

Greenery obstructing signs; inadequately spaced street lights (long areas of dark); too many lights, signals can cause confusion; worst barrier is the strain steps and ramps - too high for me to climb either so I am not able to use; non confusing pictures alongside words for people who are illiterate, learning disabled, visual impairment; buses not starting while I am still walking to a seat; cars parked across sidewalk; verbally helpful bus drivers; helpers on site of events or places such as zoo, clearly identifiable.

Curb cut outs are not consistent, can be steep. Sidewalks can be in disrepair and there are limited places to sit to rest in various area. Both public and private snow/ice clearing can be sporadic.

Ice and snow often block guide lines, many places dont have anywhere to rest safely. Sidewalks are often blocked by scooters, cars parked improperly, some have dropped curb on one side of the crossing but not the other.

Crazy drivers.

I have noticed in a lot of areas there are no curb to curb cutouts, as well as detour signs as well as detour signs blocking many sidewalk paths. Also, in the winter, there is always snow and ice on sidewalks especially in neighborhoods where people do not shovel the snow/ice from their front sidewalk, both businesses and homes.

Signs are a double-edged sword for me because I can use them for balance when needed.

Yes please take a look at 26 ave SE from Bethany care centre to the forest lawn community centre the curb is very steep and seniors have fallen and been injured due to it being uneven . There is a dementia park being built and it's a problem to get there safely

There needs to be significant consideration placed on making infrastructure accessible. There are not a reasonable number curb ramps and often when a side walk is closed there is no consideration given to those with mobility needs

Providing more accessible place for people with severe physical impairments.

I have neighbours and family experience all of the above - poor sidewalk condition, no time to cross 16 Ave NW, unsafe LRT crossings, snow and ice on City hills.

For someone who is legally blind, snow and ice are always a hazard.

Especially downtown with all the construction, sidewalks are constantly blocked and it take extra steps to go across 3 street corners to avoid the issue. That is a lot of walking when you have mobility issues. Also, sidewalks in the communities have inconsistent snow removal. Senors and people with disabilities are basically trapped inside until the snow is gone. Also on the really big streets, you barely have time to make it to the middle before the flashing sign starts.

Our organization is located behind Pacific Place Mall. We don't have a sidewalk on either side of our street so clients and staff utilizing transit are required to walk on the road. There is a crosswalk, but no lights/sounds to indicate to drivers and/or those who are visually impaired that it's safe to cross. In addition, the sidewalk along 8th Ave NE is quite narrow and gets covered by snow removed from the road in the winter months.

"I fear that this wonderthat

I may not be able to get around to access transportation easily aall his winter."

Pathway closers that do not have accessibility in mind when detours are made. Routes are too long, poorly lit or very dangerous for mobility issues.

I have evidence of when I slipped and fell this year 3x on Gladstone Rd NW - USING MY PRESCRIBED 4 WHEELED WALKER. There were witnesses. I had to do a full left side xray at S. Chumir. I have MS. I do not have to ask permission to use the sidewalks in my hometown here. My disability developed here too, and now its impossible to go out.

Signal timing is about both length of time to cross and unacceptably long wait times (eg the signal is not responsive), which means people are waiting in unpleasant (and potentially unsafe) conditions for the light to change.

Difficulty on rain or wet surfaces such as snow

Almost every single residential community in Calgary is lacking in all areas of mobility infrastructure. The lack of curb ramps especially in older communities is shocking. The lack of snow and ice removal from city streets makes it almost impossible to get around when it is present. Sidewalks do not allow for enough room as they are too narrow or have construction signs blocking part of it. Or construction fencing in talking up half the narrow sidewalk leading to turning around and finding an alternate path. If there is lighting on the streets it may only be on one side and very

far between. Leading to extreme darkness in some part on the street. I can count on one hand the amount of tactile indicators and audible crosswalks outside of downtown. I typically see a bench at every 4th bus stop so there are minimal in communities.

the pedestrian crossing signals at Rundlehorne Drive and 52st NE. malfunction sometimes.

You are assuming that all people with disabilities don't access infrastructure such as bike lanes. I ride an e-assist bike in bike lanes. I frequently see people in motorized scooters and wheelchairs in bike lanes.

Rental company scooters randomly block sidewalks and driveways, maybe set up designated areas they are to be dropped. Curb cuts are missing or inadequate in many neighbourhoods. Sidewalk repairs are also necessary as the uneven surfaces create fall hazards. Landlords of rental properties are not held accountable for anything by the city and that means snow and ice build up on rental property sidewalks.

Near places like long term care facilities mobility infrastructure and pedestrian safety is severely lacking for folks who may need more time, more physical accessibility, be less visible and less able to react to vehicles being driven dangerously.

Mobility Infrastructure is severely underfunded

Snow clearing is a problem every winter, and has been ongoing for years.

Please share any suggestions for making mobility infrastructure more accessible.

Make it a Calgary by-law that all new buildings are required to have barrier free access.

Wheelchair accessible walking paths to get around westhills and signal hill centre. Pedestrian bridge to cross over sarces trail at Richmond Road.

All new design/infrastructure proposals should lead with accessibility and pedestrian convenience & safety considerations FIRST! Lighting, distance, crossing access, and snow/ice factors should be considered at the beginning and active consultation should be undertaken IN PERSON at each stage (not just theoretical/forms but someone should actually go to the site and try to access the area physically)!

"Pedestrian/bicycle only pathway shortcuts throughout neighborhoods in-between buildings that cut through city blocks (perpendicular to back lanes), underground pedestrian crossings at large intersections (example, Richmond road and 50th/51 street). Analyze where people are walking off path (not on sidewalks) and create designated pathways in those locations.

Move rest benches away to the other side of sidewalks, away from the road. nobody wants to sit in a place where your options are to face the road and breathe exhaust fumes or face away and end up staring into someone's living room."

More sidewalk shovelers after snowfall.

Clear the sidewalks and roads better. Change the timing of the walk lights for pedestrians. Make it so that pedestrians and cars cannot go at the same time. Pedestrians go first, then when that light turns red vehicles can go. When winter comes have someone with a disability travel with the City to address areas of concern.

Keep people and cars separate. Elevate crossing to the sidewalk in residential zones and playgrounds. Widen sidewalks so two people can walk comfortably side by side, and be passed by two folks going the other way. Give the pedestrians the same accommodation that we give cars.

Maybe more consideration between the city to the public (advertisement) to make the best of every citizen to keep clean their front sidewalk for the good of everybody, specially for those with disabilities.

More ramps, elevators and push buttons for doors THAT ACTUALLY WORK EVEN IN ~~Öÿ¶¶~~ TEMPERATURES like at Bow Valley College the push buttons won't work to open doors if it's too cold

Test out sidewalk ramps using a wheelchair.

All bus stops should have a shelter for the winter time but please include a door for the shelters otherwise the shelter doesn't accomplish much besides a space for kids to write all over. If a shelter is not possible then at least a bench.

more electric push buttons to open building doors

Set up all crosswalks with sound or audible alerts to cross

Make MORE OF IT!!! Everywhere. Ramps you add for wheelchair accessibility are also very good for strollers, carts, people having to cart luggage around, and for many people who will be temporarily disabled by broken legs, feet, other limbs, who may temporarily need walkers, wheelchairs, crutches, canes, etc. Stop treating accessibility design like it is for a small segment of the population - it really needs to be all over the places, so common that able-bodied people with shopping carts and strollers can use spaces along with those who use mobility devices, walkers, wheelchairs, canes, crutches, etc. In some spaces the ramps and accessibility areas are so small/insufficient that more than 2 walkers/wheelchairs have to jockey for space, anyway. Normalize making the design of spaces open enough to accommodate a diverse group and stop pushing disabled peoples' ramps to the back alleys and side doors, the marginalized areas. Let us enter in the front doors, too!!

Benches at more transit stops, more snow clearing or some sort of incentive for individuals to clear sidewalks.

Enforce that audible and visual stop announcements be made on all transit vehicles during all service times. Train transit drivers to be responsive and helpful to varying needs.

Not sure what can be done - I don't have suggestions.

Bylaw officers need to be more stringent in ticketing cyclists and scooter riders who are not using city resources safely. Cyclists should be on the roadways not the sidewalks and scooter riders need to be making use of sidewalks only when there is not a bike lane to use!

Have the people that are designing and building the accessibility infrastructure spend a day or two in a wheelchair or a walker or blind or deaf before they make adoptions

ask the govermint to add more ramps and buy more gravell for the winter

To make mobility infrastructure more accessible you would probably need to get rid of all the extra curbs and they need to fix the expansion gaps on the sidewalk, as most of the sidewalks are cracked and need to be fixed. They need to be fixed because some people can trip from the gaps.

"for some ppl who r disabled they mint not have much time to crose

some roadsand that can be dangers because of cars buses and other stuff also in have found it hard to bike on some side walks that just end and go on grass also some times I get scared on main roads that don't have barriers separating the side walk from the road"

make stuff more accessible to reach

side walks are not accessible for people in wheel chairs and that for people and that some people might have enough time to cross and that its can be blocked off

make the sidewalk have ramps and put more benches so we can sit

Like adding ramps to parks and adding some swings that you can use a wheelchair in.

Make the stairs more wide and not too steep.

To make side walks and corner ramps accessible even in winter. slightly longer cross times and sounds to indicate when or when not to cross. And easier walk ways.

Fine people for not maintaining sidewalks in front of their homes. Stagger construction projects or ensure the sidewalks actually need to be closed in all cases because often there is nothing going on when sidewalks are closed.

Have incentives for private property to build better infrastructure. For example, at Beddington Towne Centre, the mall replaced some old stairs with more stairs when they could have simply flattened the space and made it more accessible.

Have a program where you pay 2 dollars or have a bathroom attendant to keep the homeless out.

Longer time to cross the street would help so that he can navigate the street crossing.

"2nd st sw needs to be paved all the way

People need to park electric scooters off of sidewalk"

"1: PLEASE have the SNOW on the Bus Stop curbs REMOVED within 3 days of heavy snow fall.

2. Put adequate BENCHES at major Bus Stops.

3. Please put a SHELTER (Open to East and Closed to West) at the Stop in NE Corner of Home Rd and Bowness Rd NW."

Clear sidewalks, make sure obstacles are out of the way. Improve snow clearing for sidewalks and side streets (not just main roads), clear snow piles so wheelchairs can get through.

Better snow & ice removal.

Provide clear, up to date and accurate signage.

More public servants to support

The metal sensory plate and ramps need to be thought about more as they are not inclusive and snow removal and ice control just sucks.

Better travel system. Takes 1 hour with bus when someone can drop me off in quicker which can be a pain

See above.

Clear the Ice and Snow frequently on Cut-a-ways on Sidewalks and make sure snow is clear at bus stops

Better funding choices.

Fine businesses who do not abide by snow and ice bylaws. Fine e-scooter companies when scooters block sidewalks. Add accessibility to the first priority snow clearing policy so that disabled people are not trapped in their homes for days waiting for curb cuts, bus stops, and essential parking lots to be cleared. Make sure ice is removed, not just snow. Even if that means using lots of salt.

Put more public benches and repairs to sidewalks that have mobility issues such as: cracks, Trip Edge, and uneven surfaces, and a more clear and transparent snow clearing program every year, and constantly clearing the roads and sidewalks.

Less tolerance for sidewalks that are not shoveled, especially if that residence is capable. Every transit stop should have a bench. Sometimes at the transit stops that have benches you can't sit because there are homeless, sleeping or waste.

Security defend we es to keep the peace

Do snow removal, rather than just pushing snow. Remove windrows, especially before they get hard in the freeze/thaw cycle. Remind and encourage homeowners and businesses that its their responsibility to clear sidewalks.

"Develop a plan to connect sidewalks on public property to sidewalks on private property ie strip malls. Minimize dangerous interactions with vehicles.

Better lighting at frequently used crosswalks.

Wider sidewalks, especially at intersections where strollers and wheelchairs need to turn.

Review of on/off ramps at intersections; sometimes these are absent or have large step-offs.

Snow clearing that doesnâ€™t create massive windrows at intersections (and thus blocking wheelchairs/strollers).

Separate sidewalks from road by at least 0.5m. I see that street lamps are built further back from traffic - no reason humans on foot should be closer.

Safety concern: Eliminate right turns on red light in the city. This mightâ€™ve made sense 20 years ago, but with increasing density, more pedestrians, the advent of smartphones (that drivers regularly look at), and bigger cars with poorer visibility, this policy needs revisiting. Would make access on foot / wheelchair safer."

Design, or redesign, streets with wider sidewalks separated from the street by front-of-walk boulevards . Place all light standards, signs, garbage cans, benches, bike racks, street trees, and other such items on the front-of-walk boulevards, to keep the sidewalks obstacle-free. Remove ALL plowed snow in areas with high pedestrian activity or street-front businesses, and elsewhere remove it from all corners and other crosswalk locations, and from all transit stops -- do NOT make us clamber over or trudge through plowed snow hedgerows!

Ramps and sliding doors for entrances and bathrooms

Being consistent with sidewalks, crosswalks, etc. across the city with their layout would be helpful.

Contact the Spina Bifida Association in Calgary - have them bring a member in a wheelchair out with committees when planning or inspecting. First hand lived experience is the only way to effectively assess and meet the needs of those affected by physical disability.

"I did in the previous section. Instead of letting the province start a new police system, invest in the current ones and higher more peace officers who are specifically looking for accessibility infractions.

Create standard guidelines that all public buildings need to adhere too. And then enforce them. The number of stores and restaurants that don't even have buttons to push to open doors is ridiculous - because they are no standards."

"1- slant and narrow sidewalks should be fixed

2- there should be signs outside to let people know a bus stop was close by so they could use that instead of the cold icy street.

3-Clearing out snow at intersections. clearing a sidewalk is useless if there's going to be a pile of snow at the intersection of crosswalks.

4- push buttons to indicate pedestrian crossing are too high up and awfully close to the edge of a sidewalk."

I think in this day & age every mall, department store, public washrooms Drs. Office etc. should have washrooms that can be accessed and used by everyone & anyone regardless of age or disability

"Proper removal of snow and ice, especially at ramps. Enforcement of snow removal on sidewalks in front of residential homes.

Take a page out of Barcelona's policy for e scooters. Their policy requires all e scooters companies to have locks on the scooters and then make the renter take a picture of the scooter locked to a bike rack or designated area. The scooter always had to be locked or the city could fine the company and the company would then charge the person who didn't verify the scooter was locked. The scooters were never a problem on the sidewalk anywhere in Barcelona as a result and Calgary should do the same."

Start clearing out the ramps.

More diligent care of pathways and sidewalks, prioritizing removal in high density walking areas

More wheelchair ramps

Have city members (including the elected officials) don adaptive equipment that a person struggling with mobility might have and ask them to navigate our current situation. Let them walk a mile in the shoes of the disability to better understand the concern. Unfortunately, many times the decision comes down to what is the cheapest "fix" to meet the most needs. Again, our most vulnerable citizens get left out.

Please make a curb cut at every corner/ where a person needs to cross the street. Heated sidewalks at bus stops.

"All sidewalks should be inspected/repared yearly to ensure they are easily maneuverable by people in wheelchairs.

Sidewalks need to be installed on all roadways so there are no barriers to prevent people in wheelchairs from accessing any business/house in the city."

Ensure sidewalks are cleared and sidewalk ramps are always accessible, no matter where it is located in the city as per the city's by laws

Every single crosswalk needs to be ramped. Every one. It's totally unfair to have "walking around the neighbourhood" be a privilege that isn't accessible to all.

Whenever there's construction make sure there's a good protected path beside it for both pedestrians and bike lanes. It's dangerous for both of pedestrians are forced to go to the bike lane, and bikes are forced into traffic

Sidewalks need to be a higher priority than bicycle lanes for snow clearing.

Make city council get around in wheel chairs for a week. Then they'll realize what disabled citizens deal with.

Cars are just *one* mode of transportation. We need to prioritize walking, riding and public transit first so less people use cars and public transit is normalized

Community groups that are frequent users of their space can help generate lists and establish a plan, in conjunction with their MLA/ The City/Access Design groups to improve the conditions from neighbourhood to neighbourhood. Create more consistency across the City with accessibility/mobility infrastructure.

Mark with yellow where the ramp is, give more space beside a handicapped parking spot for a wheelchair to get out. Create more Wheelchair spots and use signage to indicate they are for such.

"Longer lights along Macleod for people to get across. Identify gaps in curb ramps in older communities. Have these upgraded when corner lot infills are coming in (corner lots are getting redeveloped in Kingsland and this is an opportunity).

Train staff when reviewing development applications in older communities to identify opportunities to remove old access driveways, widen sidewalks, add curb ramps, reduce slopes near curbs along the sidewalk, and improve mobility when a development application is reviewed. Make these improvements a condition of approval - otherwise the development is built and it could be decades before the opportunity to improve mobility comes around again. Macleod trail in particular should have the mobility policies implemented to improved this corridor."

People have trouble with distances, stairs, ramps. Even the newest library downtown is Not accessible to someone with walking or fatigue problems. Maybe a voice alternative to signs.

Make sure there are feasible alternatives when construction is happening so that people don't have to use the street. Making more areas walkable so disabled people don't have to compromise on which parts of the city they can go to.

more curb cutouts in new neighborhoods as well as more enforcement of people not shoveling snow/ice in front of their home and businesses

Stop being "too fancy".

Can the side walk be more level and the curb area not as steep

what feels like a small bump or divot to an abled bodied person can actually feel really large and insurmountable block for someone in a wheel chair that may not be stable. greater consideration needs to be given to a broader span of accessibility aides

"Making sure in the infrastructure planning, a specialist with knowledge of disability and mobility is involved.

Providing education to the society about supporting and being mindful of the mobility of people with disabilities."

Look into and address all of the above - across the board, encourage planners and during construction to take accessibility into better consideration

Ice clearing

"1. Widen sidewalks, crosswalks and expand access slope for full width to accommodate larger size and number of disability mobility devices to be able to traverse a straight line across.

2. Widen sidewalks so disabled mobility device users don't have to fight for space with cyclists, walkers, strollers, e-bikes, trees, etc. and can have a companion walk alongside instead of behind or ahead.

3. Paint ""Stop Lines"" 1 metre back from crosswalks to require vehicles to not stop in crosswalks and impede pedestrian access and flow.

4. All building entrances should have straight-in access (no steps, no long ramps, etc.)"

More time for crossing the streets. Better snow removal in communities.

Consider installing sidewalks in and around areas that include services that community members are accessing, including disability serving agencies.

Enforcing sidewalk shovelling by residents and more snow removal by the city.

Better lighting, ramps, more direct routes.

Address multiple points already outlined in this survey. I have so much video and photos over the years of how fail Calgary is at being safe for people with verified mobility challenges like myself and friends in the MS community.

"Please consider making more use of continuous sidewalks where the sidewalk (and/or pathway) maintain their level across an intersection and interrupt the road being crossed (which has to rise to meet sidewalk level like at a driveway). These are safer and more friendly to people walking and wheeling than the current practice of constantly interrupting the sidewalk/pathway and making it secondary to the road surface.

Please make curb extensions and speed humps default features.

Please update the standards for engineered walkways so that surface quality, lighting, and intersection with the street (curb ramp, speed humps, signage) prioritize safety and comfort of people walking and wheeling."

Ramps and level surfaces

Add lighting, ensure all street crossings have ramps with tactile indicators. Increase audible signals and width of sidewalks. Provide street snow removal and better enforcement for individuals that do not clear their sidewalks promptly after snow fall. Older neighborhoods need a complete overhaul immediately

52st on the east side of the city is TERRIBLE when it comes to multi-use pathway connections.. like.. its ok for a bit and then all of a sudden the pathway just STOPS... and pathway users are diverted to a side street.. yeah. a STREEET... with CARS.. DRIVING. .

"You have the 5A infrastructure goal. You should be striving for that. And don't tell the provincial government that bike lanes are "optional." That was particularly irksome to read the mayor saying that because she was referring to the bike lane in front of my home.

Stick up for 5A infrastructure. People who don't have cars deserve to be able to move too.

Snow and ice are huge problems, especially where curbs are supposed to be cleared and so-called "priority" road clearing. "Wait for a chinook" is not a snow- and ice-clearing policy."

Bigger fines for rental property owners/landlords. They are a business, so the fine should be different, or higher to make sure they don't neglect their responsibilities.

Eliminate beg buttons at crossings. This is such a barrier for folks to be able to cross safely. The norm should be that drivers expect pedestrians at crosswalks. Using beg buttons saves a few seconds of time for drivers. Not using them could save pedestrians an entire round of lights changing.

Focus on pedestrian, cycling, and transit infrastructure, making cars the lowest priority.

Tell the city workers who clear snow off the sidewalks not to dump the snow into the cutouts at the intersections. They also push the snow onto the street, creating a bank (5" high) in a big semicircle about three feet from the cutout, which is very hard for a wheelchair to get through. It would be a good idea to tell them to take their machine right across the street, basically, creating a snow-free path from one intersection to the next across the street. They don't have to do all four crosswalks across the street, but even one per block would be an improvement. In Calgary, after a moderate to large snow storm, I am usually housebound for about three days to give them time to clear away the snow on the sidewalks. I always have to carefully plan my trips to get groceries in the snow season.

Please tell us more about your answer(s) to the previous question (public transit)

Downtown, bike lanes are cleared of snow in winter while the sidewalks aren't, or are not done in a timely manner, so pedestrians have to walk in the bike lanes.

"While a lot of the measures like digital services/destination listing, audible signals, push-button heating, etc. are a step in the right direction, they are inconsistently applied and often not working (I'd say like 25-30% of the time non-functioning). Better communication needs to happen for service delays as well, ESPECIALLY on buses—I'd say the bus system is the biggest single challenge for transit in this city (buses just not showing up, or delayed by unacceptable margins with no alternatives provided), and yet the service mobility-limited and disabled folks need to use the most!

Leading with people-hostile design because we're worried more about making unhoused folks UNcomfortable than we are about making transit users comfortable is some dystopian level insanity as well."

There's less buses for 128 and it takes a while for the next bus to come to our stop and take us to saddle town station. So if we miss the bus . The next bus was come 20 minutes later and then I'll be late to my school

"Transit stops in shopping centers are too far away from the storefront entrances and often require pedestrians cross a parking lot or take an extremely roundabout pedestrian path in order to access the actual store (ex: shawnessy, westhills, & westbrook shopping centre). Imagine being in a wheelchair, elderly, or an ill person, trying to run errands and needing to cross a 200-300 ft. distance with 0 designated pathways and uncontrolled vehicular traffic, or travel an additional 200+ft just to use the designated pathways.

Transit routes are extremely inefficient, particularly in connecting the south west part of the city to itself. To get from Glamorgan to Canyon Meadows by car takes 15 minutes, to get there by transit takes between an hour and 10 minutes to an hour and a half with multiple transfers. Same issue in the SE: to get from copperfield/mckenzie towne to midnapore/sundance. No route within the same city quadrant should ever take more than 30-45 minutes.

No train to airport."

I don't typically use public transit.

In Springbank hill area some of the bus stops had snow plowed along the road making it very difficult to board the buses safely.

Make sure that there are sidewalks on both sides of the street.

There is no east west route on country hills blvd. I tried to take transit to work before I moved, and there was no reasonable way to get from Edgemont toe just east of deerfoot.

Some stops I can't get to because there are no curb cuts to get on the sidewalk where the bus stop is or there is no sidewalk at bus stop just a pile of snow or grass that makes it nearly impossible for a wheelchair user to get over or through.

Sidewalks have a lot of snow or the sidewalks curbs are dumped with shoveled snow making it difficult to ride wheelchairs

Make signage visible at elevators that too is about making sure to be respectful of these entrances and that mobility devices need to be able to navigate safely in these spaces.

"Please see answer to question #9.

Some transit stops I would like to regularly use do not have connecting sidewalks and/or cleared of snow/ice."

My daughter uses transit almost every day. She finds it challenging when the busses are too full - her balance isn't great when standing on moving trains or busses and she has epilepsy and has had small seizures on transit. She doesn't typically fall, but it's important for her to be able to sit down. Her disability isn't noticeable so she doesn't sit in the handicapped designated seats.

Do not use public transit because it is not properly accessible

my mom had a waocker and we took transit mostley everwar so we came a cross thes problems

I've been on the bus for more than 6 years and everytime I would read the next destination or the time it would be blurry for me and probably tons of other people because they might have trouble seeing as much as me and others.

sometimes signs are only on one side and can not be seen also I think they should add more expansion gaps

the sidewalks have snow on them making it hard to reach the bus for wheelchairs and ice is hard to cross with a broken leg and wheelchairs

yes me and my family and friends so what happens is that some people can miss the bus because it moves way too quick and that it can be hard for some people with some problems

there are no barriers but some for the sidewalks and the ramps and the benches

There are not enough seats in the bus station and the sidewalks are covered in snow when people are trying to get to the bus stop in wheelchairs so it's harder to get there in a wheelchair.

At one area in the city the public library at the end of the bus stop it just stops there is just a curb there's not enough seating at bus stops only like two people can sit.

Buses have almost no indication of where or what is going to happen on the bus. Some signs are not very clear to understand. Sidewalks are too thin for wheelchairs. and down hill sidewalks become very dangerous in the snow.

Vandalism. Heat not being on in bus shelters. Drug users occupying shelters. Garbage. Buses and trains sometimes smell like pee. Bus drivers are letting people on for free. Annoying when I have to pay for a bus pass each month. I feel like I should just make up excuses too and ride for free to save myself \$100+ per month. It's not right. Drivers take off when they know passengers are coming. I understand they are on a schedule but they often stop at other areas and just sit or go inside a Tim Hortons for coffee so there is a lot of idle time. They are bad for taking off at NorthPoint when they see passengers waving or running.

"There are many places on 32nd Avenue in NE Calgary where the bus stops are janky or on a hill, so the bench is on a hill or you have to get down the hill to stand at the bus stop. I have put these stops into 311 a few years ago but they were never fixed.

There are also no sidewalks to the businesses in the surrounding areas off 32nd Avenue. If you want to go to Bingo Palace, you have to walk on the road, which is treacherous in winter. This makes it hard to take my mom there.

The escalator is frequently out of service at Whitehorn Station."

Bus shelters at saddletowne station don't have heat. Some MAX Orange stations don't either.

Any digital sign is awful. Too hard to read and screen switches too fast. Audible announcements aren't understandable. All garbled. Need to talk slower.

I went to Hawaii on vacation many years ago and the bus drivers on a regular transit bus secured my wheelchair to the floor of the bus. This service is not offered in Calgary so I don't feel safe taking my wheelchair on regular buses and only use Access.

Winter makes it more difficult for disabled people to get around.

Challenging to determine and navigate route. When there is an issue, who to go to for help and are they kind and helpful.

I don't use transit as it is not mobility issue friendly

So times places to longer to get to when taking transit depending on where you live.

Please see above

Do not use transit

Some areas have a lot of commuting difficulties, for example there aren't a lot of benches in the southeast of Calgary along a lot of bus lines. A lot of these concerns are pretty obvious.

Need more snow clearing at Transit bus stops, and more seats and or shelters from the harsh conditions in the weather.

I believe the city tries their best to maintain the sidewalks during winter at transit stops, although some are more priority than others which can make it hard but also once they're done shovelling for the day and Snow builds up again it's near impossible. The older LRT stops. Their escalators are frequently broken down even right after they've been fixed. I've particularly found that with the Bridgeland location. The other thing I've ran into is particularly on buses, as if you've got a lot of walkers or strollers. It can be really hard to fit them on or even move past them to get a seat. Some transit stops are really close and others are like good five minute walk.

Too far away and even when I get there there's kids so I legally have to find another stop

See comments in items 5 above.

If buses are only running every half hour, sometimes it's hard to get to a train and a destination at a desired time. Some days, LRT platforms can get very slippery which is dangerous. Many bus stops have large windrows to climb over which is an issue. Elevators and escalators not working at stations or not having a lot of seating at bus stops doesn't affect me, but I know it would affect some people. A lot of buses I go on, the stop announcements aren't going which makes it hard to figure out where I'm going on a route I'm unfamiliar with. Sometimes train stops aren't audible either which would be hard for people who are unfamiliar with the trains.

Access Calgary needs an overhaul. They refuse to drop off at certain places such as North Glenmore Park - they avoid the loop, customers must be dropped off on the North (Westbound) side leaving wheelchair users to wheel themselves around on the road or over grassy areas. Safety does not seem to be a concern with some of the bus drivers.

The drivers don't even know how they should be use. Precisely bus coming from the North going Downtown. I think the rest are self explanatory.

The answers speak for themselves

There are times where clients with a mobility aid are ignored by other passengers and are either rushing to get onto bus or LRT, or accessibility seats are not available in high traffic times

Public transit is almost impossible to access for a wheelchair user. Too many obstacles: hills, no curb cut out, no elevator at ctrain station, too far to push to designated stop, snow/ice, scooters on sidewalks. The list goes on.

"Most bus stops are not wheelchair accessible especially in the winter when sidewalks and bus stations have packed snow or the snow is not removed during a heavy snow fall.

All LRT stations should have ground level access where elevators are not required.

Public transit has proven to be so unreliable that Access Calgary is the only option especially in the winter. However most Access Calgary buses so not have up to date navigation systems so the drivers have to use other means to get to where they need to go often resulting in extremely long trips. The 7 minute phone calls to let passengers know how far away their bus is doesn't work anymore because the buses don't have a navigation system at all or it is outdated."

I have a condition similar to IBS, lack of washrooms are a huge barrier

Maintain sidewalks AND escalators at transit hubs.

Besides beyond late, I dread using buses in Calgary because they are not easily connected, the bus stops are too far away, crossing to get there feel dangerous because cars speed up along the way.

Cannot use public transit because of small spaces.

Snow plowed along major roads (e.g. 75 near 4A street) makes it impossible to get to the bus. People who are mobile have to jump through snow banks - it is impossible to get to the bus for people with mobility challenges.

Stops need to be announced & bus needs to allow time for people to rise & get to the doors, it is not always possible to walk on a moving bus. Warning that doors are about to close. Seating at stops whenever possible, maybe fold down single seats. Better monitoring of shelters so they are not occupied by people trying to live there! Two entrances to shelters for safety, so someone isn't 'cornered' in. Monitored cameras. Bathroom attendants.

"Buses and trains don't announce every single stop, older trains don't have visible indicator of stops.

Older trains and busses don't have good air circulation and quickly get very hot which is dangerous for people who overheat easily due to conditions, medications, etc.

Transit stops often require going across grass or the road to get to the bus shelter which is needed when it's snowing or for people who can't walk very far."

not applicable, do not use city transit

Many students who I teach are having difficulties as they are not aware if the transit are closed or take the alternative route. one time I had to wait so long for the bus and not know what happening

ACT running late, sometimes drivers drive too fast and the busses bump too much. Clients get dizzy and nauseas, sometimes bus drivers don't show compassion or sympathy with the population that this services is providing services to. The 5 minutes wait rule. Sometimes drivers just leave and they don't wait an extra time, it would be great if they know that the population with disability might move slower and requires more support to move. Drivers don't wait, but there are several times that clients are waiting more than 40 minutes. For an appointment of 45 - 1:00, they spend approx. 2 hrs in the bus. This is tiring for them.

No sidewalk from Tom Campbell Park to the Zoo LRT, and I've seen many of the issues above, LRT stations don't always have reliable sounds

I am unable to use public transit.

Its hard to control, but there is ALWAYS lots of ice around the bus stops. When roads are plowed they also block the bus stop and make it hard to step over the snow to get on the bus.

Escalators are often out of order and can create barriers for those with limited mobility.

I have visual imparments and need to see what bus is arriving.

People that are not paying for transit seem to hang out and do drugs on platforms and bus stops year round. It is very unsafe.

I have photo and video evidence of Whitehorn station and my struggle there in winter without a working elevator.

Consider redesigning more LRT stations to eliminate the need for escalators and elevators (where possible).

Listening systems

There is minimal accessibility to transit in older communities leading to many individuals needing to utilize access Calgary as their only transportation option.

.. ALMOST ALL BUS STOPS ON 52st HAVE ZERO ACCESS..The Sidewalk Just Comes To An End...

"Some of the wayfinding signage is outdated. You still have signs for Greyhound at Sunalta Station, for instance.

Some trains have analog clocks on digital signage. That is a barrier to those of us with dyscalculia."

I don't use transit often, but every time I do, the escalator is not working in one or both directions.

Some low density residential communities are not well served. Many bus stops are not well maintained and provide no seating options.

The last-mile problem is a huge barrier to using transit. Also, super inefficient bus routes that take 45 minutes to travel 3km is unacceptable.

Snow on the sidewalks not cleared around the stop. Commonly, there is a bank of snow in the gutters, too high for the wheelchair ramp to be used. Luckily, this does not happen very often to me. I have to carefully plan any trips out during the winter to avoid this issue.

Please share any suggestions for making public transit more accessible

Sidewalks should be a higher priority for snow removal than bike lanes in winter.

Staffed washrooms at every station, less distance between stops (with more frequent service), and better contingency planning for alternate transit solutions/communication when delays/breakdowns happen are all good places to start. Not reducing services after 6 pm/ensuring better transit equity in ALL quadrants of the city are also urgent considerations!

Give more buses for 128 to our stops.

"Work with retail centres to create bus stops/designated transit paths closer to storefront entrances or legislate for pathways to be added to parking lots to create a safe pedestrian crossing space.

As a short term solution, you need to create an express bus route from the richmond road terminal that goes to Anderson or southland station via highway 201 to connect the inner and outerparts of the southwest. Long term you need a c-train/subway line that connects these neighborhoods.

Build a train line from the airport to city centre (self explanatory)."

Clear the snow from the stops.

Again, when winter comes have someone with a disability travel with the City to address areas of concern.

Accessible transit is great for my daughter that is for life in a wheelchair. The only comment is most of the times when is my way back from a booked appointment, the return trip takes so long because of more stops and drop offs of another users. I understand the reason, just wishing that duration of the way back trip were faster.

All c train doors should be wide enough like the newer cars to get wheelchairs through the doors because if I have to wheel to the ONE door THAT IS ACCESSIBLE ENOUGH I often miss the train

Behaviours signage... Please instruct people to move onward quickly onto transit vehicles and make a cursory check for those who require seats who might be disabled, elderly, pregnant, etc. a huge issue is able bodied people don't respect mobility equipment as na extension of the user's body and they crowd, touch, manipulate/shove our equipment. It's like getting a kick in the shins or behind the knee sometimes. Please develop some messaging /posters to address these issues and put them on vehicles, at stops, in let stations, etc. PPL standing around stations, bus stops often don't understand the space we need along with our mobility devices and stand in pathways to the doors, seats, etc and this prevents us from being able to sit down, navigate safely, board transit vehicles. Some decent strides are being made with equipment/ramps, etc, and the public needs more education to help with these challenges

Assess walkability/mobility between transit stops frequently, make changes to sidewalks and walkways as needed and promptly to reduce inconvenience/danger of falling and slipping.

Improved ramp access....but it all ties to the sidewalk and flow paths.

ensure seniors passes and low-income passes are available

The bus stops or train stops may be accessible, but getting to them from your house or residence is where the problem lies

add more ramps add more siting and b briter lits

For making public transit more accessible would be by maybe add more seats for the people in wheelchairs and add more seats on the bus anyways. And sea trains need more of those to as they don't have as much seats but they have tons of space to make extra seats and ones for people with limited mobility.

make sure bus stops notgoing on grass

the roads are snowy so it's hard for a bus to get to the bus stop and the snow makes it hard to get to the bus stop in time for people in wheelchairs

more space for people and that they need and sometimes people can squished sometimes

more benches so we can sit and wait for the bus and clean your bus stops with seats for one its dirty

there should be more space for more people like in the winter to sit down and more chairs to lay on so no one has to stand and clear the snow from the bus stop

make it longer or make more.

Have a voice from the driver or auto-mated so people can know what stop to leave on. Have lights or clearer signs when crossing or when driving, etc. more corner ramps and more signs around.

Keep buses and trains clean! Charge people to ride or don't let them on. If they are low income, there are programs for that. Calgary Transit is losing a lot of money from people not paying and drivers do not care. Since CT are often cruising around in city vehicles anyway, why can't they kick drug users out of shelters or notify police at least. It feels so unsafe at times. Paying all these supervisors and peace officers to just drive around and gather in groups chatting.

"Fix older bus stops.

Have a better response time for out of service infrastructure.

More snow and ice control at C-train stations."

Have more heating shelters.

Need to talk and move screens slower.

Move to Hawaii!

Pay some University Students to ride every us Route and make detailed reports of problems observed. Perhaps a Report Sheet with Boxes to Check Off problems.

More timely access to Access Calgary vehicles is needed. More accessible taxis would be helpful. More drivers and vehicles for Access Calgary are needed.

Clear all snow at bus stops. Have buses pull up to sidewalks.

"The systems to figure out routes is confusing. Where to pay. Social norms of riding bus. Could have a quiet section and an open to chatting section.

When there is a disruption have someone who is kind, patient and inclusive available to help."

More support getting on and off

More stops or better Transit system.

Please see above

Clear bus stops of snow and ice.

Again, making sure that snow and ice clearing is more available at all bus stops, and making sure that more seating and shelters are there.

I'm not sure what you can do to allow X amount of walkers and strollers so that it is safe for people to get through the aisle past these mobility aids. There's also the invisible illness and so a lot of people don't accommodate that. Maybe there could be a sticker or a card that you apply for so you don't feel bad asking for a seat or something. I know this would be almost impossible and cost the city a lot of money, but I really think a lot of the routes need to be redone with public input. For example, where I live it's a 10 minute walk to the zoo and maybe another 10 minutes to the science center. If you're not able to walk, you have to take a bus and a train to get there and the science centre doesn't even have transit that goes there. My solution would be the route 90 goes up to St. George's Drive and there's a pull out to stop for the Zoo and then goes up to the science centre and turns around there

Norgin

Remind and encourage homeowners and businesses that it's their responsibility to clear sidewalks.

See comments in items 6 above. Ensure all transit stops have appropriate sidewalk connections.

Wheelchair users need help getting on and off the bus and trolley

Consistency with audible stop announcements and snow removal. Buses also need to be more reliable.

The transit teams really need to involve members in wheelchairs when planning. Calgary is supposed to be a first world country but falls extremely short when it comes to marginalized communities such as those living with spina bifida.

The drivers need better training. They always make me feel out of place using buses, as if to say what's your kind doing here? shouldn't you be using the paratransit? Well, no! the paratransit doesn't offer spontaneous trips and just like every other human being, I don't always have things planned out.

Have designated areas on public transit that will accommodate wheelchairs both manual & power chairs, along with areas to park a baby carriage or stroller as well as walkers, canes & crutches.

Signage asking transit users to prioritize people with mobility aids to get on first

If the city is NOT going to invest in making public transportation more mobility friendly, then they MUST invest more in ACCESS Calgary. This is an adequate resource, but the increasing and unreliable wait times is not much of an alternative. A bicycle is an adequate method of

transportation, but certainly not to the same standard as a person's own vehicle or our current transit system.

Remove barriers listed above.

Update the navigation systems in the Access Calgary buses ASAP. This is long overdue and has been promised for years now, but been placed on the back burner.

More public toilets

Make councillors use a wheelchair for a month.

"Let's make it a priority. Make it easier for people to decide to use it because it's reliable, safe and cheap than driving a car.

More bus only lanes, connected stops, more train stations and new lines"

Kneeling busses & not at discretion of driver if a person asks to have it lowered. All stops announced. Drivers who will verbally assist where a person needs help to know where to get off.

Visible and audible announcements for every stop on trains and busses. Dedicated shelters at stops for disabled people, including heating and adequate seating. Bathrooms at transit hubs for people with conditions like IBD or IBS.

n/a

It will be good to have lot of digital screen for readings message.

when a public access elevator or escalator is not working and the result is to close it off with no alternate plans that means that people with mobility limitations can no longer use that access and they can result in their entire day being lost because of lack of access

Provide education to staff about the population they are helping with this services. Facilitate the collaboration from health care practitioners to provide education and proper training to drivers. For example how to communicate with people with communication impairments.

Don't push know on the curb by the bus stop.

Larger bus signs.

Better lighting, dealing with drug use and unhoused.

Stop discriminating. The drivers are not allowed to ask me to raise my drop foot over the step when I have already requested a ramp. I know the first and last name of the CT driver who did that to me trying to get on the 43 one evening. The entire bus always gets to hear what diagnosis resides on my legal AB health care number, thank you for that constant violation of my privacy.

Please make transit faster and more frequent so that it becomes a better and more accessible alternative.

Build our more train lines and extension to airport. Build housing and commerce around stations

More stops

Ensure individuals are able to get on and off the bus or train safely at each stop. Increase buses on route or change bus designs to accommodate additional seating needs. Prompt repair of elevators and accessible features

a full on.. Non Stop Multi-use pathway running the ENTIRE length of 52st from North To South.

My thoughts: accurate wayfinding signage, buses that run frequently outside of weekday business hours, and peace officers at every C-Train station during trains' operating hours. As a small disabled woman, I've been harassed and witnessed drug usage and violence.

A seating option should be standard at all bus stops.

Create a publicly funded bike-sharing program to address the 'last-mile' problem at transit stops. Have a bike dock at every LRT and BRT station.

Please tell us more about your answer(s) to the previous question (parks and public spaces)

See my comment about staffed station washrooms and people-hostile architecture decisions making access for all folks a problem.

It is extremely hard to access parks/public green spaces by foot or transit (not including prince's island park) if you are from a neighborhood that is not directly connected to a park

Shovel pathways better.

I think Calgary does a great job but it would be nice to see more accessible playgrounds like the one near Sandy Beach.

I live on the top of the hill in Stanley Park. To get to the park I need to walk about 1 kilometre to get to the bottom of the hill to access the park.

"The pathways are largely good. I wish there designers would stop putting in esthetic swerves on what should be a straight or gentle bend. Maneuvering on the unnecessary curves in winter is a hazard that didn't have to be.

Public bathrooms should exist and be free to use. No one should be allowed to bar their use."

Lots of playground are not wheelchair accessible

poor lighting, no curb ramps

I just don't go out much anywhere in the city to parks. I have a walker and there is so much hostile design in the city to try and prevent homeless people from sleeping on benches and such that there aren't great areas I am aware of to take my walker out for an afternoon without worrying about navigation and being able to use some benches. I mean, if use a bench for a long time cos I can't stand, there aren't many others in some of the parks for others to also sit down at. We need hundreds more benches around the city. Stop the hostile design.

The path underneath 14th street connecting Confederation Park has a very steep incline at one end.

" -Smooth transitions between ramps and buildings, small wheels.

-Central library but all public facilities width of doors, accessible stall doors.

-Outside doors should be automatic, button is not in the right location, they are not timed well, not working.

-Accessibility for public service spaces."

Need more access to restrooms across society. Some parks great like Votier's Flats in Fish Creek or Shouldice. Need more.

My daughters sight is affected and can't see anyone coming and passing her on the right side. Wider paths and/or designated paths just walkers and just cyclists would help make the paths safer for her.

As a wheelchair user flat even surfaces are what are helpful for me to get around. Again the playground or recreation place may be accessible, but actually getting to those areas is the problem.

i had no problems with playgrons

Some playgrounds are good for people with limited mobility as they have a path/ ramp for the people with mobility want to play on the playground equipment too.

there's no ramps for people in wheelchairs to get on the playground

NO BENCHES WHEN YOU GET HURT BECAUSE HOMELESS PEOPLE SLEEP ON THEM AND YOUR BUS STOP IS DRITY AND FULL OF CIGARETS

there's not really enough seating in Parts when kids are trying to play and when parents are there after school there will want to sit and then all the other seating will be taken.

add no rocks

there are too many uneven cracks in sidewalks and a lot of the time the lights on the road are dim and there are barely anywhere to go pee or poop there's only houses of other people and there are too many stairs and people don't do much around the ice

pathways are way too narrow and too steep, there are a lot of obstacles on sidewalks making it hard for people to ride, for playgrounds there are no ramps.

There must be many 311 complaints about these things...why aren't they dealt with

"The playing field near us has poor lighting at night, but Parks said they typically don't light those areas.

Lack of benches in general, unless there's a bus stop.

Lack of washroom facilities also impacts people with young children. When you walk around West Nose Creek Park, you have to be very committed to walking the whole loop since there's no short cuts back."

Washrooms are disgusting

The washrooms should be open year round not just during the nice weather months

Winter always makes it more difficult for people using any kind of mobility aid to get around.

Accessibility and inclusion is about more than physical disability. Consider invisible and cognitive disabilities in design and planning.

More lighting and possibly cameras to help limit dangerous activity

Again this city does not think inclusively it is wheel chair focused and it performs at huge failure in the winter.

Having inclusive playgrounds but NOT fencing them in is the biggest miss of all

Our little Park had 2 beautiful composite benches and they were deemed unsafe and removed. They put in a crappy wood bench and said they would be replacing them soon. That was in the spring, we still have just one [removed] bench. The park is at the corner of Prestwick circle and Prestwick Park se

It's really dim at night in some areas. Kinda scary depending on who you are.

We need more snow and ice clearing at all public pathways, and making sure that there is enough places to sit down at.

The snow is old

More accessible playgrounds are always needed, and kids without accessibility issues still love to play at them. Lighting on pathways and sidewalks is often not sufficient.

Similar to sidewalks as described above. Due to my physical disability I ride, and am strapped into, a tadpole-style 3-wheeled trike, which is both wider and lower than a typical upright 2-wheeled bike. This sometimes creates issues when I encounter gates, bollards, construction barriers or "beg" buttons the spacing or location of which was designed to accommodate upright bikes which are easy to dismount and walk with. For example, when the bridge in Bowness was under construction the temporary pathway that remained was so narrow that if I began crossing the bridge and ended up encountering anyone going the opposite direction it would have been extremely difficult, if not impossible, for us to get by each other. As the length of the bridge made it impossible to be sure that I would not encounter someone, and not wanting to risk creating a problem, I ended up abandoning my trip, never to return until I was able to confirm that the construction was complete and the barriers removed.

Construction barriers and sidewalk closures are often accompanied by poor or limited signage to notify people ahead of time that the pathway is reduced or closed. Often, there is no convenient or well thought out alternative accessible path or you have to back track after finding out that the sidewalk is closed. I have also observed wheelchair ramps at intersections be obstructed by construction barriers which would prevent people with mobility devices or pushing strollers from safely navigating the curb ramp.

Stampede was a total nightmare for those who have wheelchairs. There was not enough parking, and lots were way too far away from Stampede entrances. We need an accessible parking lot dedicated to those with disabilities along with a free shuttle. Stampede can afford it. No excuses.

"Having porta-potties during Stampede is a challenge. Usually they're too small or dirty which means I just won't go to an event that I want to.

I've seen evidence of all the other areas I checked off in various parts of the city."

"Douglasdale community - near the elementary school...the sidewalks are always upheaved and uneven. When planning playgrounds, remember - the children just don't want to be able to roll up to the fun things, they want to be able to participate like the other kids. Kudos to North Glenmore Park as they have a chair zipline and other truly inclusive play equipment.

Washrooms should include an accessible stall everywhere there's a standard washroom. Portables don't cut it - give them a try in a wheelchair. Remember, most wheelchair users can't stand up to transfer. They must situate their wheelchair beside the toilet and use just their arms to transfer."

I think for us the worst part is bike lanes being both for typical riders and divergent riders. But this means fast and slower. The number of times bikers come speeding by, with or without bells at high speeds is crazy. I have 2 adult children who ride 4 wheel bikes and who have warning poles for disabilities on their bikes and people are always yelling at us and going past without warning or way too fast.

Public washrooms do not have appropriate facilities to change larger children/adults. This is a significant barrier to us using public spaces. Often the only option is to change my daughter on the dirty floor of a public bathroom.

The answers speak for themselves

self-explanatory

Many parks in my neighbourhood require walking across grass (no paths available) to walk to playgrounds. Also very limited or challenging access to garbage cans and benches

Many of our current parks / pathways do not have many of the above mentioned items. At the present, I choose to drive further to a space that may have the accommodation(s) that I require.

Most parks are inaccessible during winter due to poor snow removal. Accessible bathrooms are hard to come by. We need more inclusive playgrounds for children with disabilities

"Some pathways are too narrow for wheelchairs, other pathways are much too steep for manual wheelchair users to use them independently. Most parks don't have a wheelchair accessible washroom throughout the park.

Pathways in the winter time are mostly inaccessible for wheelchairs because of the buildup of snow and ice."

"Having an ""accessible"" park or playground should not mean it's a separate space of it's own. Public spaces should include accessible opportunities for all.

Public washrooms can be problematic when I am out with my adult son who may need assistance toileting. It's always a choice of whether I enter the men's room with him, or bring him into the ladies room with me. Neither is comfortable for us, or others around us."

The only place we have experienced accessibility in parks is North Glenmore Park. This is a good example of what all public park facilities should be like.

"With small kids, lack of access to washrooms is a barrier to long days at the playground. Seasonal closures in particular are frustrating.

Playgrounds can be VERY icy in winter. Making the safe surface that is meant to prevent injury, basically a skating rink. Of course in some cases this is not to be avoided, but some snow removal at accessible playgrounds in particular would help."

I have a condition similar to IBS the lack of public toilets is huge

lack of curb ramps for wheelchairs users. also, lack of marked street crossings, making it difficult to cross the roadway at North and South Glenmore parks.

There is a lack of public washrooms in our parks... I also don't go to some parks because transit access takes a long time to get there

Can be difficult to access some parks and playgrounds with young children/babies with strollers due to uneven/absence of paved sidewalk, or snow/ice conditions; Can be difficult to access some washrooms with strollers without door assists, room to bring strollers into family washroom

Ramps blocked with small pole for bikers to slow down don't allow the wheelchair to fit.

Walkways in Kingsland are not cleared and are heavily trafficked to get to bus route 3. Some have gates/barriers at the alley ways and and some have stairs.

Distances

Washrooms are an absolute barrier for folks with and without visible disabilities, in addition to the general population.

North Glenmore Park

Friends with service dogs have had issues with dogs off leash despite being in an area where dogs should be leashed, creates dangerous environment where service dog can't actually perform tasks.

always hard to move around when snow is on paths

More accessible parks and leisure places for them to move and participate.

This is generally pretty good in the downtown revitalized areas.

"1. Washrooms too few, too far, poorly designed for disabled access and use.

2. Really need more seating for rest stops.

3. Poor signage at heights that are impossible for all to read.

4. Competition for pathway space. Many people (adults and children) lack courtesy when in public."

I don't use parks as much in the winter because the ice on the pathways is dangerous. Also, most parks don't seem to have washrooms or if they do, its by the parking lot only. I also never go to parks at night because there is poor lighting and safety is a big issue.

Lack of garbage can leads to waste in parks. Unhoused and illegal drug use make parks unsafe.

Need better signage

I can count on one hand the amount of playground that are actually accessible in Calgary. Even if the playground is accessible there can be chalk with snow and ice or construction signs blocking paths. Additionally most path around the parks are shared with runners and cyclists even when

there is barely enough room for a single person on the path. Some accessible parks don't have bathrooms at all

.. i avoid green spaces because of my seasonal allergies.. also almost always a green space has ZERO paved surfaces for walking safely without concern of stepping into a gopher hole.

Calgary has a lack of public washrooms. I recognize there are systemic reasons for this, but there are so many parks with no place to use the washroom or only seasonal washrooms.

There are not very many benches, or poorly sited benches. A bench is no good if it's not a desirable place to sit. Living with a disability means you may not have the ability to go the the "nicer spot", so each spot should be considered.

Snow and ice can be very dangerous in the winter. Washrooms are a necessity and should be accessible.

Public spaces with nowhere to use as a third space, no bathrooms is oppressive, no public access to water, and not enough shade to make parks useful during the summer.

Please share any suggestions for making parks and public spaces more accessible.

Very few washrooms around the city, especially wheelchair accessible ones

Create transit terminals at parks and adapt current bus routes to stop there. Park oriented bus routes (ex: north glenmore to south glenmore from grey eagle casino to glenmore sailing school, nose hill park circle route, west fish creek to east fish creek from marshall springs fish creek park to sikome lake) ,

See above.

It would be very helpful if a path would be made.

Remove swerves in the paths that don't need to be there. More public washrooms or pass a law forbidding restricting access for public facing business

More wheelchair accessible playgrounds

Having bathrooms in large parks makes spending time outdoors more enjoyable. It's a basic human need to have access to a clean bathroom

more curb ramps and better lighting

Benches and washrooms and accessible pathways that walkers and wheelchairs can navigate safely. Water fountains so we can refill our water bottles?

Have differently aged and abled kids test playgrounds built for accessibility to ensure their safety and fun.

" -Public washrooms -> when out for more than 3 hours. Need a public washroom. Always need to know where they are. General accessibility on the city and civic partner websites. Know where the public washrooms. Very clear in an obvious way -> can find it easily.

-Bathroom doors to access, the buttons in the correct space. Ones that don't even have the electric opening.

-Arts and arenas being able to see the programming. Spaces that are thoughtful.

-Higher toilets for people with disabilities and seniors.

-Barriers to entry

-Ramps at overpasses

-Snow + ice control on overpasses and all transit accessible spaces.

-Parking making sure they are cleared. Barriers when exiting the vehicle.

-Shrubs/trees/overhang blocking sidewalks."

More public restrooms and services to keep them an option for many. Should even help senior tourists.

More safety around people walking and cyclists

The city mandate accessibility on their property. The city needs to mandate accessibility within the rest of the city.

add more ground level playground equipment for those with limited mobility to access the structures.

Some parks are randomly crowded so I think with some of the space you should make more room to park your car if you don't park your car in the parking space your car could get towed. And more space for people with limited mobility can play on the playground to as they could add ramps so they can go on the playground too.

make ramps instead of stairs

and ramps and smaller sidewalks please

Should add more ramps and accessibility like the swings when people are disabled like the wheelchair

add no rocks

Add ramps please because many people ride scooters and bikes so we need ramps

make ramps for playgrounds and removed the obstacles.

More benches, please!

Clean the washrooms

Clear all snow & ice more than just once daily.

advertise 311 at parks for just in time support. Signage to encourage turn taking. Benches for quiet reflection and benches for engagement.

More lighting and possibly cameras to help limit dangerous activity

"Fencing

Washrooms without robotic toilets and electric handdryers"

No paid parking

Most public washrooms that say they are accessible are not. They are not large enough.

Ensure a range of benches. A mix of some with arms to help people stand up from sitting. Replace benches that have sunken into the ground making them incredibly low and hard to get up from

Again, more snow and ice clearing, and making sure more seating is available.

Make the snow get rid

Wider pathways, gates, bollards, construction barriers, etc. Fewer obstacles (or none at all, if possible). Lower "beg" buttons at crossings. Find other solutions for all situations where cyclists are currently expected or required to dismount, as dismounting and walking my trike is not an easy thing for me to do.

Increase the clear width of pathways, improve lighting, provide low slopes, provide signage to indicate the accessible path. Also consider when putting in bike lanes that separate bus stop islands from the sidewalk how to prioritize pedestrian safety, especially for those with limited vision, hearing loss, or mobility disabilities.

To build with accessibility in mind and think of little details.

Again, contact the Spina Bifida Association in Calgary when planning accessible spaces. Planning teams need to see first hand what the challenges are.

If there were posted signs indicating to speeds or time zones for slower riders and then if this was actually enforced for all riders, this may make things safer.

See above

Keep the pathways clear, have designated areas for individuals in wheelchairs or scooters to be able to interact with friends & family

Ensuring there are mobility aid-friendly pathways through parks

Accessible bathrooms, snow removal, more inclusive playgrounds, closer bus stops to parks, better sidewalks/ curb cut outs.

"Steep inclines should have gradual ramps instead of straight downhill pathways.

Accessible washrooms should be interspersed throughout parks.

Pathways should be cleared of snow and ice at all times."

"Add supports to existing spaces, ie: extra steps, railings, visuals, sound indicators, variety of textures.

Offer ""family"" washrooms, or non-gender specific, where toilet facilities are private spaces but wash up areas are common spaces, like in Europe."

"See above re:snow removal.

And if washrooms could be left open year round, even just from dawn to dusk, that would be a game changer."

More public toilets

More public and business communication about keeping sidewalk and pathways clear all year to assist the disabled.

Do I need to type it again?

more curb ramps, with painted crosswalks and signage.

I don't have enough knowledge in the area to say but this problem of bad public transport has been solved in lots of other cities around the world. let's learn what works and experiment with them, especially when designing cities for being more active transportation oriented

"More benches are needed along parks.

More accessible washrooms with either adult change table or large enough space for wheelchair user, aide and ability to use the floor if needed.

Step stools, seat reducers or child size toilets.

All newly built playgrounds should be accessible with solid level ground, and ramps, saucer swings."

Ramps blocked with small pole for bikers to slow down don't allow the wheelchair to fit.

Please take into consideration people who use assistive devices (ie walker, wheelchair, etc) especially bariatric needs

More washrooms, enforcement of leashed pets only, large print signs or voice alternative option,

Water fountains, washrooms

Enforcement of bylaws about leashing animals. Public accessible bathrooms that can be easily found and used. Options for immunocompromised and covid cautious people.

city needs to invest more in now removal in these areas.

More accessible parks and leisure places for them to move and participate.

"1. Redesign and add more washrooms.

2. Really need more seating for rest stops in all areas.

3. Large, easy to read signage at lower heights that are appropriate for all to read easily."

Deal with vagrancy. Better lighting. More waste disposal and public art.

Flat surfaces

Increase the number of accessible parks. Provide increased maintenance of the path to ensure they are clear. Widen paths. Increase bathroom facilities and increase amount of time they are open through the year. Calgary's weather is so unpredictable that a Chinook makes you want to go to a park but without washrooms open you can't take the opportunity

look if get it.. asphalt is costly.. at the very least use Chip Seal.

At least one accessible washroom in every park in the city that is tended to frequently every day. A number to call/text if a washroom is need of immediate attention.

Adding shade or dappled shade. Sitting in fully exposed sunlight is uncomfortable and not inviting. Bowness park is probably the least accessible park I have been to.

More benches, more tables, more public bathrooms, better maintenance on public bathrooms, access to drinking water, MORE TREES AND SHADE

Please tell us more about your answer(s) to the previous question (public facilities)

Facilities are not equally distributed throughout the city either, meaning that if you live in certain areas there are just no close/transit-accessible options. None in Downtown/inner city severely

limited and many have poor neighborhood-link bus access (all seem to require going downtown, changing buses, then going back out again).

Not enough accessible toilets.

Honestly we haven't used many facilities as we are scared of getting sick from exposure to germs and viruses.

Build more recreational area because there are lots of kids who want to play but there's no facilities and if there are, it's expensive.

Mainly, accessibility design is treated like an added nasty chore that is necessary for legal reasons. Often the accessible areas/features are in far away parts of buildings or lots, and are treated like an afterthought. Sometimes accessible access to a building is at the back so people with disability necessarily enter from a marginalized space when their existence is already marginalized. I see this all the time as a person using CTAcess... Even drivers comment that it seems unsafe when they drop me off at many places in Calgary and they often walk me all the way inside and to where the general population is gathered for my trips. Back door entrance ramps, back entrances in poorly lit lots, side entrances by alleys where nobody else is. I have had about 8 near muggings in the past 3 years associated with my accessibility trips - due to SHADY placement of accessibility entrances!!!

I really struggled with the dryers in changerooms as a kid. I could not tolerate the noise. I don't know that anything can be done about it besides having a quieter change area.

"Zoo-mobility is overall good, but challenging. One area is steep and the prehistoric park is hard to travel, steep pathways.

-Wheelchair rental should be very beginning at entrance way."

Always tricky and often expensive retrofits.

When I went to the Powell my mom had a wacker and she could not get in the swimming Powell

There are a big lack of exits in public buildings. Like in the library there is only one but the fire could be there so they can make another.

I don't have anything for this but the benches and the ramps that's all

as I said before we need ramps and it is dark make the lights brighter and add more parking spaces and more for non accessible

we need more facilities that are in the country.

Keep homeless and/or drug users out of train stations and bus shelters. They have places to go for food and shelter but don't want to play by rules set out there so they litter and harass people at train stations and shelters. Escalators are often turned off. I realize these are probably from kids hitting the stop button

We don't have close to any City recreation facilities because there are none in North Central Calgary. Everything is at least 1 hour or more away by transit.

Need better lighting, some light fixtures need to be fixed

"When Vecova closed, VIVO was supposed to be the place to go for people with disabilities, but the pool is cold, the pool staff had no idea where the lift battery was that is used to get people in and out of the hot tub and the change rooms that are accessible are being used by family members who didn't need them.

The water wheelchairs were made of a terrible material, pvc, that once the weight of a person is in them did not move well over the uneven pool deck"

"Consider invisible and cognitive disabilities when thinking about accessibility.

Is the building and situation easy to navigate.

Sudden loud noises and bright flashing lights are hard for lots of people."

Public hours are so busy at our neighbourhood city pool (Renfrew) plus the extra layering of lessons and restrictions to access like deep pool and hot tub make it less inclusive.

I have stop using these facilities as they are poor at best for those with mobility issues

"Noisy facilities

Electric toilet flushers

Electric hand dryers"

Not enough handicap parking spots especially at quarry park rec.

"Most handicapped stalls in regular washrooms are not large enough. Example: the handicapped stall in the women's washroom at the Kilarney rec centre is not large enough to get into the stall, transfer the person to the toilet and close the door with the wheelchair in the stall. The wheel chair must remain outside the stall.

The one accessible washroom (stand alone) also has a shower stall in it for use by individuals with a handicap. However I find many times that the general public use this washroom to shower or change in private. This is not a problem until a handicapped individual needs to use this washroom and its unavailable."

Really don't have any problems.

Many of the city of Calgary recreation facilities are not near a train station or accessing it by transit is difficult. For example, I live in Bridgeland and there is two city pools Renfrew and Inglewood less than a 10 minute drive and I don't drive and transit takes a minimum half an hour to max an hour and that includes transfers. I also deal with fatigue, pain and mental illness and I do not mean the criteria for access Calgary transit. I'm also low income so I'm limited to where I can go and so I end up not going swimming at all.

I don't why does there sign have Indian in it

You sit in a chair for a week then tell me if it was easy or not.

There are a lot of places in the city that aren't accessible to get to via transit from certain areas of the city which is frustrating. Having only two train lines is difficult and buses usually don't follow their schedule.

Public facilities can be so intimidating for individuals with disabilities. Wheelchairs users are ostracized enough, never mind the nonsense with transgender BS. Either have family washrooms, or [removed]!

Ice and snow are bad for my young adults whose bones break very easily. When the accessible spots are across a parking lot that has a main road through it, the chance of the snow and ice becoming dangerous is very high. These need to be cleared multiple times a day to really be effective. Spots that are on the side of the entrance close to the sidewalks are better. Heated parking pads that would help melt the ice or snow would be perfect!

The answers I gave speak for themselves

Parking spaces: when clearing the snow from the parking space, also clear the snow from around, especially making the ramps accessible. Increase the fines for able-bodied parking in accessible spaces.

Bathroom too small at leisure centre.

"Lack of accessible parking in City of Calgary facilities.

Public washroom/change rooms do not have a separate room for people in wheelchairs to change in as they have to get down on the floor in most cases.

There is only one facility in Calgary with a recumbent bike and it has to be shared with able bodied people."

"For someone with sensory needs, a busy space can be overwhelming and paralyzing even if they really want to participate. Buzzing lights, being bumped into, people yelling, can often trigger fight or flight response. Sensory friendly activities that are still age appropriate (it's not just young children who struggle with this) would be welcome.

Swimming is always a preferred activity! However life guards have yelled at us, ie: because I need to accompany my son on the water slide, or he is running, or not following a particular rule. Because my son is hearing impaired and requires ear plugs when swimming, it is difficult for him to understand all the rules. Pictures would certainly help. Also having staff trained so they understand the parent/guardian/aide/support person with the disabled person, is doing their best to engage and participate while following the rules - however, leniency and understanding is necessary to provide an equitable experience."

We have visited a couple of city swimming pools but do not go anymore due to lack of change tables available for people over 30lbs and water temperature is too cold for physically disabled bodies

I would like to see good bike storage facilities at pools where I'd feel my bike would be safe while I swim

many barriers for bariatric clients

Ramps are long and tiring for person with mobility problems. Swim pools are slippery with no rails to hang on to while walking from change room, through shower area, to pool.

Any accommodations have to be requested in advance or can only be provided by certain staff members, disabled patrons have burden of extra planning.

I used to work with a girl on wheel-chair and could not go many places because of her DA and she does not feel comfortable.

As an organization that solely focuses on recreation for people with disabilities, we are often required to bring our own lifts and adult change table to city facilities. That is if we can even use them as older city facilities often do not have the door width or ramp requirement needed. Additionally there is only one pool in the entire city warm enough to accommodate our members sensory needs. and those tiny one person elevators are often too small for an adult size power chair

Not many places or programs that are accessible for all kinds of wheelchairs.

Our city needs more temperature regulated pools for individuals who need warmer temperatures. I have worked with many disabilities that can be improved by aquatic exercise but pools in this city are too cold. We need some options

Pool have odd hours. Not open early enough.

"Far too many facilities are older and lack space and \$\$\$ to upgrade or make successful retrogrades to provide good access and comfortable, usable spaces.

Even facilities that have ramps are not accessible due to the poor design, length and/or steepness."

Unhoused block routes in city facilities and it is very unsafe. Lack of various routes makes it hard to avoid and is a safety issue.

For buildings, please also include accessible entry (eg push buttons for doors, door width, etc).

My friend has Spina Bifida, and is restricted to a wheel chair. She wants to use Bob Bahan pool for physio therapy, because it's close to her place. Unfortunately the main entrance is very narrow and difficult for her to get through. More shockingly there is no ramp and no lift. There isn't even a graduated step with a railing. She simply can't get in. I moved here from Edmonton and all their pools are accessible. The fact that a city pool would be 100% inaccessible to the disabled, in this day and age is insane. We've been told we can go to Village Square, but their beach also has small stairs, which provide a hinderance. There isn't even a water wheel chair we can transfer her to, and they're always running waves, and jam packed full of kids. We've also been told she can go to the YMCA, but that is so far from her house, and costs double the price. My friend can't drive and is on AISH. It's horrible to think the City just doesn't care about the disabled.

Hearing and guide dogs

I have never seen any signage about provided accommodations to support people knowing what is available. I have never seen anything provided for hearing impairment. There are minimal pools and facilities that meet needs. This is not only impacting individuals attending the program but also impact their caregivers with accessibility needs. There are done pools where the only way to view the lesson is by using stairs and the change rooms are so narrow that should a parent in a wheelchairs for example would not be about to assist their child or would get drenched by showers while trying to exit the change room

Village Square Leisure Centre... i have not used The East Entrance in DECADES.

Please share any suggestions for making public facilities more accessible

Consider access corridors and inter-neighborhood links a priority, increase lighting/sidewalk access and snow removal considerations, return/rear beltline and inner city facilities instead of closing them and continuing to build out!

Consult with persons with disabilities when designing accessibility access, accessibility features of city buildings and public places. Keep conversations going back and forth with us/disability challenges people. Some people have had such bad and dangerous experiences they don't know what to tell you yet as city officials and planners. Many of us have gotten used to just staying home where we are safer. As changes happen, we will get more brave to be tire out and test more accessibility design and features. I think the field is malleable and diverse, not static, so there is no checklist of tidy, right answers and must-have/must-do features yet. Just know that a bare minimum ramp tweak attitude to this isn't nad never has been enough. Think of what you want in a public space if you break your leg and have eye surgery and have an eye patch... How would you

want to move around a building or public space and feel safe doing so??? Part of your answer starts there.

Accessibility in busy spaces

more accessible swimming pools ramps

By helping people with mobility access the playground making ramps etc. And accessible ways of playing on them

ramps benches and clean bus stops also add some benches for the bus stop signs

Ramp to be installed in all playgrounds in wheelchair swings and all playgrounds.

add parking spaces and add ramps and make less stairs it saves materials and work

Can drivers not reset escalators while waiting at train stations as well as turn on heat in the shelters

Please build something in North Central Calgary! We are growing this way and all you need to do is look at a map or read Vivo's Place Matter report to know our area is lacking.

Better maintenance of facilities

People that have access 2 cards should be able to get a discount on swimming or other programs throughout the city and surrounding areas

Offer information about the type of experience and what to do if get overwhelmed. Earplugs for noise and hats or sunglasses to block fluorescent lights.

It would be amazing to have all pool access open everyday. Closing Saturday las and Sundays before 3 pm does not provide a service to the community but only to the city workers who are supposed to be servants to the public who are are working and then coming home to be caretakers to their special needs family members but have no access to public services at the times available

"At Southland for example the buzzer signaling the waves - can we not have a countdown clock or a every 10 mins on the 1 so my kid can cover their ears?"

Electric toilets

Only electric hand dryers (they're THE WORST) for autistic kids"

None.

Build recreation centres near transit or major bus hubs. The new recreation buildings being built now are with the YMCA which is way too expensive and not near the main public.

No

Public facilities are busy, fun places which can be overwhelming for some but that isn't something that the City can change.

All the facilities are quite accessible, it's just a matter of getting to them.

I strongly suggest the City planning committees involve individuals when planning. These individuals know first hand what all the challenges are.

I did in the last section

I already have

For the planning dept.: When approving building permits for a commercial building, consider the purpose of the building and then increase the number of accessible spaces instead of applying one rule to apply for all. For example, medical professional buildings require double the usual spaces allocated.

More accessible equipment offered in more gyms run by the city.

"Most accessible parking is required at City of Calgary facilities.

There should be a couple of separate washroom/change rooms in facilities with gyms and pools.

There needs to be more gyms/workout facilities throughout the city that have multiple recumbent bikes that are designated to people with disabilities and not for able bodied people to use."

""Family"" or non-gender specific spaces so I can assist my adult son, ie: to change and toilet.

Providing ""quiet spaces"" that everyone can access if necessary

Providing public visuals/boards for communication with other participants or staff if a situation arises. You would certainly need to work with organizations (Autism Calgary) to help with this.

Provide staff training on recognizing diversity, supporting those supporting individuals with disabilities, and regulating and co-regulating strategies which would benefit everyone."

Warmer pool temps available, change facilities for physically disabled, water wheelchairs available - see SLS in Cochrane- great accessibility in their pool facilities

The new leisure centre is a bit difficult to get to by walking from 52nd street

"Warm water.

Again common issues with washrooms. How would you like to go out if you couldn't use the washroom easily?"

ensure all spaces can accommodate bariatric needs

Yellow lines on edge of steps or other edges for visual warning. More handrails. Places to rest.

Wayfinding services for people with visual disabilities or cognitive disabilities, offer tours and intro sessions to public spaces for people who have difficulty navigating public spaces. Training staff so everyone can offer accommodated services at all times.

Not many places or programs that are accessible for all kinds of wheelchairs.

Better security and more accessible options for wheelchair users.

For arenas making them sled accessible

"An automatic slide open door at the front of the building.

A portable lift

A ramp and wheel chair for Village Square"

Communication accessibility

Increase elevators, ramps, signage, etc at facilities. Also train staff and provide clear information about supports available

Village Square Leisure Centre.. the West Entrance cobble stones are un-even and cause Trips and FALLS.

Please tell us more about your answer to the previous question (Communications)

Even this form has been a bit of a nightmare to fill out on a phone. City's info organization is very much set up for internal comprehension over ease of use and understanding for actual citizens and newcomers. Finding something is hard even if you know what you're looking for (search function is useless and doesn't provide useful filtering options).

I call 311 on occasion and I think the staff is very helpful, almost to the point of amazing at times.

I limit my use of city of Calgary website. It isn't the worst site but it is t the most used friendly site, either. There are a lot of glitches that happen if I need to go back a page. Back button doesn't work very well for revisiting information I might need after accessing further pages/information. I have learned to carve out a half hour if time if someone says to go find something simple on CoC website. The 5 minutes I expect on many other sites usually takes 10-20 min for me to find and interact with the way I need to.

" -Larger print on documents, pamphlets, posters

-Lack of signage for ramps, accessible routes

-Wayfinding is important for accessible spaces"

no issues

I have not had any problems yet

yes a lot of times its always lagging and that some phones cant access it

Too many hidden layers on our website. Difficult for an employee to use, so for other citizens? Definitely need to use much plainer language, to break all kinds of barriers. I know of several senior citizens who do not have or know how to use internet/digital devices.

Im just going to say that the 311 site is a pain to use. Too many steps.

Captioning is inconsistent.

The pdf reader NEVER works.

So hard to navigate and/or read website.

Inclusion is an important component of accessibility. If a person does not feel included, accepted and safe then a space, event, class, etc. will not be accessible.

Can never seem to find what I am looking for. Older people are computer illiterate, like myself.

I do t experience these kinds of barriers because my disability is only physical so I canâ€™t comment accurately

It can be hard to find information on the website.

Captioning too small...hard hearing

There is always work that could be done with making clear information accessible.

When trying to book greenspaces or plan events, the park specialists no longer have access to phones. Attempting to communicate with them in a timely fashion is not effective nor user friendly.

I often get caught in a "loop" when I am trying to book a drop-in class. Even if I get up very early to log in, the classes available are often full, yet there rarely seems to be a full class - why do people sign up and then don't show up.

Often programs/activities fill up before I can speak to someone to ask questions, get more information, about registering my son for something and ensuring he will have the accommodations he needs to successfully participate in regular activities.

There's a lot, which is great, but the language is hard to understand

Not able to read due to visual impairment and also learning disability - illiterate and cognitive (not understanding).

The website is very challenging to navigate in relation to accessing program types, searching and registration

Everything has moved online which excludes people who don't or can't use devices for everything.

having a main point of information to obtain the resources available for this population

ASL services not available per my earlier comments

We support individuals with cognitive disabilities and limited digital skills and literacy. It can be difficult for a typical person to navigate the website and/or find opportunities related to recreation and adapted fitness programs, and even more difficult for somebody facing barriers related to digital skills and literacy.

Planning documents are not accessible and hard to find. PDF are way too big to download and are cumbersome to read. Webpages often are too wordy and link to broken pages.

When I as a woman with a physical disability was trying to escape an abusive situation with limited internet access. Calgary does not make it easy to access all information. Call 311? I did not usually have 20 minutes have to talk with an operator on how to save my life as it risked my own safety. Disabled women who are abused deserve safety and a better quality of life too.

Captioning

It can be extremely challenging to navigate the cities website to find information about available programs. There are so many links to navigate and text is small. It can be extremely confusing.

"The 311 system is pretty clunky to work with. It also tells you a request is closed when someone has been assigned to it? Why?"

I also had someone from 311 be really rude to me once, but that was years ago and that individual may not be there now."

Some city web pages - especially calgary transit webpages - are not intuitive, although, over time, they are improving. One example being no legends on bus route pages which are filled with codes, but no explanation as to the meaning of the codes.

Please share any suggestions for making communications more accessible for people with disabilities

I have a fair bit of computer navigation and website navigation experience so I feel I can get around the website well enough. I just approach the site, having set aside a bit of extra time to be patient and search a few times for what I need. More recently, I am losing hearing and having some eye strain troubles but I don't quite know yet how to enter into using some of the visual accessibility features. I mostly don't think I need them yet, but will be looking for what others say about these kinds of accessibility issues.

Access to supports. Deaf is ASL etc. They may be overwhelmed and kind of need a case worker or nurse practitioners.

pls we need more sign language and easier access to the website

more people should learn sign language so people can learn about it

Build accessibility into video streaming projects.

Make pdf files with a universal user friendly program. Not everyone can afford Adobe.

There has got to be a way to make it easier to use for people with sight disabilities.

Provide information in multiple mediums. Make sure information and processes are easy to understand and navigate. If a person needs help, ensure that staff give time for person to process information and reply. If need more time, ensure that they can reach same person so do not have to explain situation over and over to different people.

Clear access for hearing impaired

Thinking of a wide range of needs.

Have specialized teams who know the challenges. The Program Coordinator at the Spina Bifida Association in Calgary is brilliant and seems to be the only one our family can rely on for information and support. Get her onto one of your teams!

Ask individuals with disabilities what they need

Perhaps attendance needs to be taken at the drop-in classes and if an individual does not show up 3 times, they are not allowed to book online anymore.

Not everyone has access or ability to use computers and telephone devices. Who will help them? Is there a disability advocate who can assist them? Having a voice option.

More plain language communication on bylaws, policies, regulations.

having a main point of information to obtain the resources available for this population

Make on-demand ASL services available. This can be video- interpretation. I've heard excuses from City staff that the service isn't available but they need to think about tech solutions.

"1. One big frustration occurs on City webpages when a user is maddedly interrupted by the ""Tell Us How We're Doing"" pop-up survey while doing searches. This is so irritating when looking up and reading information!! Please stop!

2. Make it easier to speak to a real, live person.

3. Do not presume and expect everyone to have access to and knowledge of technology and devices to read, complete forms, print, sign, submit."

Get rid of linked PDFs!!!!

Don't ask them how they can meet the general standards of the entire Calgary population. There needs to be training on the awareness of the difficulties in accessing some options given or available from the get go. Accessibility is accommodating.

Live captioning

Have a video accessible about all programs and supports provided. Have easily recognized links in the page for ease of accessing

Easy to navigate, easy to understand system that tells you what is happening and when without any corporate jargon.

Please tell us more about your answer(s) to the previous question. (Employment)

Considering neuroinclusion throughout the employment lifecycle will help Autistic and other neurodivergent employees.

I have been trying to look for. Job for a while now at a daycare in Calgary but it has become difficult with people not getting back or judging because of my disability.

I wanted to be a policeman but the ramp was too steep and I fell

It's hard to know how to navigate advocating for accommodations and explaining a disability in the workplace because that can look negative.

There is a lot of prejudice towards individuals in wheelchairs. Not all wheelchair users have cognitive issues and yet they are overlooked as soon as the interview takes place.

I never feel safe disclosing my disability when applying for a job with the city.

Why does the city NOT have a visible inclusive hiring initiative? Inclusion Calgary / Alberta has tried to facilitate meetings with the city folks many times, with no success of the city becoming an inclusive employer.

Found it difficult to apply and get a response from the City.

"It was not clear in the job posting if the facility was wheelchair accessible or not, or if there was a separate washroom for wheelchair users.

What one person thinks is accessible is different from what the person with a disability deems accessible."

Being told there are issues with a particular union. Unwillingness to have someone with an intellectual disability employed with the the City. Lack of understanding around: how someone with an intellectual disability could work, how personal accommodations and their support staff are involved, how their work day may look different, or what types of things they can do and how

creating natural supports for them within the work place can benefit all. Seems a lot of education by City employees is required (Inclusion Calgary could help) as Ableism is present.

Inclusion Alberta has met with the City of Calgary several times and had numerous discussions about your hiring policy not able to include persons with an intellectual disability, although the City of Edmonton has an employment application policy which does accommodate these individuals and have actually hired numerous individuals with intellectual disabilities.

When to disclose and when to address accommodations. Many people could work part time or job share and there is little opportunity for that.

I feel afraid if I tell them I am deaf or want to have interpreters, they will reject me!!! I always want to work for City of Calgary, but do not know where to start and how or if I feel welcome

The answers there are pretty straightforward.

Accessibility issues

I personally have not experienced or known any barriers but with my life experiences that alone is concerning. The fact that I know of no individual that has even applied for a job at the city means there must be significant barriers.

what kinds of jobs does the city provide for the disabled?

Please share any suggestions for the City of Calgary for making hiring at the City more accessible

Positing about barrier free accessibility on the job positing.

Please just don't hire anyone. There are so much inexperienced and rude bus drivers for saddle town station. It's crazy. I think there's a loop hole and these people only hire [removed]. These type of bus drivers are rude and strange. I have has Personal encounter from them

"Please put together some conversation opportunities for Calgary Transit Access and clients of CTAccess.

There are ZERO of my friend with disabilities who use CTACCESS who don't have multiple issues we experience while in the care of the service.

Personally, I have experienced:

Racist driver comments

Broken walker basket

Broken objects from inside my basket

Drivers helping me to the vehicle by grabbing my walker and pulling it to make me walk faster (this happens often!)

And most of my friends have experienced similar things but don't feel believed or respected when reporting so they stopped reporting at all.

The protocol for reporting things is also kind of unclear so many of my friends have never reported anything though if they take 6 trips in a week, 3 or 4 will usually involve sketchy incidents with a mouthy driver or mismanaged equipment.

Please have city of Calgary and transit authorities and public advocates help us have conversations to help make CTAcess safer."

There needs to be a proper mentorship program for high functioning individuals.

Disability awareness training for city staff. make sure job descriptions are in plain language. Use flexible hiring practices like internships and trial employment for people with disabilities.

Considering neuroinclusion throughout the employment lifecycle will help Autistic and other neurodivergent employees. Give questions ahead of time, provide lots of time to process information and provide a reply, provide lots of information about the interview process (where will it take place, how long will it be, who will be there). Ask if comfortable at the outset. Lights, temperature, etc. Give time to self-adjust to environment. Offer practical assessment not just interviews.

Employers being more open minded

Mo

The online portal can be difficult to manage for people who don't have an accessibility concern.

People need to be more open to all abilities.

Education and Awareness, Human Rights - these all need to be address with hiring teams. It seems the City is more concerned with appeasing the rainbow groups than persons with physical disabilities.

Each business unit needs to have its own accessibility subunit. HR staff don't have standard disability accommodation solutions and so made up stuff that end up less than what's needed.

having ramps, elevators and height adjustable tables aren't all there is to accessibility. City staff need better training.

I have

Work with the different organizations to provide opportunities for individuals with disabilities be contributing members to the city workforce.

Hire more persons with disabilities, please!!

Postings should be clear if the building is wheelchair accessible and if there are washrooms that are separate from the public washroom and wheelchair accessible.

Educate staff as to how employing people with disabilities can and does work. Work with organizations to see what jobs could be filled with disabled candidates. Learn and think about accommodations that can be provided. Understand: people with disabilities want to and can work - but it might look different than what you are used to. Employing people with disabilities improves: workplace culture, creates opportunities and ingenuity, and increases productivity.

Hiring a caregiver of a disabled person should be considered

They need to make a "parallel" hiring policy which will give individuals with an intellectual disability a fair chance at applying for positions that match their skills and abilities.

The City of Calgary needs to make an effort/put policies in place that encourage and support individuals with intellectual disabilities. These hires will not take place through the normal channels.

Post jobs at inclusive job boards to job seekers know that the company is inclusive and job seekers can feel comfortable requesting for accommodations.

True hiring practices (not someone temping in the job, or someone who knows someone). A representative involved in hiring who is knowledgeable about disabilities. Help to apply, in person, not everyone can do online.

Hire me? Lifelong Calgarian who has MS. Knows our city well. Who also identifies as a woman of color, first generation. My viewpoints and experiences matter. I want a safer, welcoming city for my younger family members beginning their adult lives and exercising their rights to vote.

More information and involvement

Increase opportunities and accommodations. Increase advertising of jobs and update the website or have in person be an option

what kind of job would a disabled person want to do?

Remote working should be made available to employees

**Please share your experience and what the City could have done to make it better?
(Elections)**

Automatic doors didn't work.

This previous election! No seating externally provided; lines were sometimes hours long and in the cold which is extra difficult for the elderly and mobility-limited folks; more polling attendants to help the line move faster and even temporary seating would have helped

There was a news story about a seniors home that used to have a polling station but this past election it was moved. I suggest the city try to be consistent with polling station locations.

Inaccessible to get to. Would be improved if there were volunteers with vehicles to get to and from the election site.

During federal elections I received a booklet in the mail that explained clearly and concisely what to expect as a first time voter. It would've been helpful to get the same information for Calgary elections

I have been able to vote in elections. The only things about voting are the schools I have to vote at sometimes have long routes through the building to go vote or, at one elementary school in Forest Lawn/Dover area: the old car plug in posts are actually in the middle of the walkway area from the parking lot to get to the door of the building. My elderly friend who went with me almost fell and impaled herself on one of the posts, which are only about knee high and not painted in any bright, indicative colours. I found it challenging to wheel my walker around each plug in post. Not sure why this hasn't been addressed at this school before now unless no persons with disability have ever been in that property there before. It is dangerous.

Long lines can be very difficult. It would be nice if I could take a number and sit somewhere while waiting to vote. I've had many years where standing for more than 5 minutes was excruciating.

Voting stations on location-great at Silveria.

Accessibility key. Good ramps-low thresholds. ASL onsite. Clear inclusivity on how/where to vote for specific disabilities.

Long lines waiting to vote. Seats need to be available for those who need to stand in line who have canes, crutches or otherwise are unable to stand for an extended period of time.

Not enough handicap parking.

He's been able to vote everywhere fine.

Reducing the number of Coucillors who are bought and paid for by the corrupt union party.

More wheelchair accessible venues for voting. Make sure that someone is available to help someone with a disability mark a ballot if they desire. Use of electronic counting to make it faster.

Pre-load information about what to expect at voting station. Clearly identified staff. Maybe inclusion coordinators onsite that are wearing a special color or badge. Information about how long line is. How to be comfortable in line. If need to go to the bathroom or get out of elements, is a kind person available to help. Is the sensory environment comfortable (softer lighting, low noise, etc.).

The people do their best to help but the set up is not thought about by those with disabilities and they seem to focus on one or two key types of disabilities.

Should have had more chairs. Unclear on where to use washroom in election facility.

The lines are way too long and often you are standing outside with potential of poor weather. For those that have an invisible illness if they could have a little card that they present that way, it's not hard to ask and there's not as much shame and attention on them.

The ramp was too steep

Clearer directions about how to get to a voting station would be helpful.

I know a lot of people with disabilities. I believe a majority of them don't vote in winter months as it's too hard to get around, they can't wait in long line-ups, and Access Transit has stipulations that you must get off the bus for a minimum of a couple hours with each booked trip. Can you imagine?

There wasn't enough public education about the available accessibility features put in place to ensure people of vary ability could vote. So I just stayed at home.

This year, with long waits, there was not enough relief spaces (benches, personal space) for people

Can the city take the lead for senior residences to ensure their residents have a voting station available sometime for an election. My parents live in a facility and with the staff change, their place was not selected / approved as a voting station. I had to take my very elderly parents to an advance poll to cast their ballot - after I investigated which advanced polling stations were accessible and able to meet their needs. Some residences were voting stations, why not all of them?

Some schools have sidewalks that are broken, sloped too much, or too narrow. The City should investigate ahead of time to ensure sidewalks are wheelchair accessible and in good shape.

Line ups, illiteracy and vision impairment (someone to read to the person) or a modified ballot with high visibility (large font, yellow background).

It was Ok through.

"the print on the ballot was too small. it would have been nice to be able to use free apps like google look out or seeing ai to read what was on the ballot. i didn't know about these apps till after the last election. www.seeingai.com (works on android and iphone)

Google lookout

https://play.google.com/store/apps/details?id=com.google.android.apps.accessibility.reveal&hl=en_CA (works on android)."

Crowded spaces with not enough distance between poll station tables to accommodate long lines or manoeuvre a mobility device (walker, wheelchair) to, at and from voter booth. Interior traffic jams at entrances into polling stations as people enter/exit.

Hard of hearing issues

Unfortunately individuals with disabilities I speak with are struggling more with having their day to day lives be accessible so we don't get to talking about how they are unable to participate in elections as well

The school used as our voting station has very poor disabled access, the city should check accessibility for all modes of transport. In this case the parking access was not adequate for user needs.

Overall, how well is the City of Calgary meeting your needs as a person with a disability? Please provide any additional feedback about what The City of Calgary should keep, start, or stop doing.

The city buildings may be accessible, but not everyone wants to work for the city and there is limited positions.

I am finding there are not enough accessible parking spots in parking lots. I believe there should be accessible enough spots directly in front of drugstores and doctors offices. There is a doctors office and drugstore without spots in a lot on 24st in Evergreen. I have found that stores are moving the spots away from store doors. Eg. at Home Depot in shawnessy as well as others accessible spots have been moved away and where they once were are spots reserved for package pickup. Something has changed, have the rules? It makes it difficult for me to get to do and from doors/car especially in winter. In the case of Home Depot, you need to step over icy speed bumps.

See all the above (not great); so much of this city's infrastructure and decision-making feels hostile to people and pedestrians especially, let alone folks with disabilities.

I think they're doing very well. Most sidewalks have tapered corners but we are all ambulatory so you really need to hear from the wheelchair individuals to get the best perspective.

During elections the amount of signage that is allowed to be placed by candidates is so overwhelming. Sometimes they take over meters of side walk to line up signs next to each other then after the elections there's signs littered all over the place.

Allow some specialty times for some events for people with disabilities. Example, let disability people and elderly people shop early for bus passes or enter some events early before crowds make it harder to navigate with walkers/mobility aids, scooters, etc. More discounts, please. It is

super expensive to have disabilities/special needs. We have more medical items and such to buy than most people. We didn't ask to be users of wheelchairs, walkers, scooters, prosthetics, canes, crutches, hearing aids, eye gear, etc but we get along alright. It would be easier to live if people realized we aren't asking for super special treatment. We are asking for things that can help us almost live like able bodied people or at least access many of the same things as able bodied people. Our normal often involves exerting all our energy by noon, to look after our basic needs. stuff it takes a tenth of the energy and 30 minutes for an able bodied person to do.

Improving transit frequency and the accessibility of stops (cleared of snow and ice, having seating) would greatly increase my quality of life. I was mostly homebound in my 20's because transit would have taken too long to get from point a to point b (my pain worsens considerably the longer I sit or stand, by the three hour mark it is incredibly painful). Even waiting for transit was an ordeal, I had nowhere to sit while waiting for the bus.

"Simply hook up Wikipedia Alberta Eugenics Board.

The shutting down of this program did not result in advocates for vulnerable, defenseless people who need a voice. During many years, I have experienced dishonorable behavior from the psychiatrist down to social workers. However, I have also experienced honorable behavior from a number of mental health providers. Going for help, in my experience has been too much a thing of chance. I believe this could be lessened if there was a central body of people providing oversight-accountability and transparency.

Thanks for being here at Forest Lawn Library (a real good place).

[removed]"

Start being more transparent and including public/community relevant feedback regarding greenspaces. Maintain a higher canopy cover city wide than recommended/ currently aimed for (it's too low right now).

The card given for recreation discounts has the expiry date just written on the card. My daughter has been turned away from facilities because the date of expiry was hard to read - because the ink was wearing off the card. It would be better to have the date preprinted on the card.

Most people with disabilities have limited financial resources, are unable to pay for transit, parking, are unable to walk long distances and find it hard to attend events. When we try to attend events we are hampered by physical issues like stairs, snow, ice, and other issues like cyclists and scooter riders who don't have the sense not to ride too close to us. We are also hampered by people who wear too much perfume, eat foods that may cause allergic reactions or having to be in spaces where there are too many people that will jostle us and possibly injure us by knocking us over by being careless. We need more parking spaces that are for disabled people, more availability of passes for low income transit and more availability of job opportunities for the disabled. Better clearance of snow and ice to make it easier for us to move through the city would be helpful too.

Again, city facilities seem to try and do a good job of making them accessible for a number of disabilities. A problem lies in the city building code does not mandate the same accessibility accommodations.

The city of Calgary is amazing but you guys need to add more accessible ways of lets say playing on the playground safely and there are extra barriers everywhere as I go walking boom a barrier then boom a expansion gap that's cracked the whole side walk.

weell its petty good but I feel like others would disacre

Any interaction with City staff could be very intimidating for citizens, not just ones with mental health issues, when asked to engage.

Builders in communities should have stronger guidelines, and be held to those guidelines, for making the communities they build more accessible. The experience I have had as a caregiver to a person with disabilities was in Mahogany; shopping centers are HORRIBLE for accessibility. Since then, I take more note of accessibility and find that much of Calgary is lacking.

I use a manual wheelchair and find that City facilities are fine but private business access like proper curb cutouts, ramps, adequate number of accessible stalls and accessible parking stall size is not, especially in older areas. Could the city pass a bylaw that enforces proper accessibility? I know the Province is one of the few that has no accessibility legislation but could Calgary become accessible as other provinces are? 22% of Canadians have a disability, and people with baby strollers, the elderly and delivery people would also benefit from these standards

The City of Calgary is doing great, but there's always room for improvement! Thank you for doing a survey.

Not enough handicap parking spaces. Handicap spaces are frequently too narrow to safely remove my heavy walker from behind the driver's seat. Other drivers often park into handicap spaces. Handicap spaces are often not clearly marked (e.g. paint is completely faded, sign/paint are not visible to other parkers), so they are unsafe to use. I may be unable to put my walker back in the car. If I try to use a stall on an incline, my walker runs away with me. Access Calgary unsafe because of passengers with mental problems (hitting, spitting, etc.) & small buses that cause undue pain because of excess motion. Some people park in handicap while they wait for a handicapped person.

Trying to find employment is the hardest thing in the city of Calgary. My son has been looking for 5 years and can't find a job. Not sure if it's because of his autism or because he's a white man.

Calgary is a great city despite having senior leadership in this Administration who do not care about the well being of citizens.

Nothing to add.

Inclusion and accessibility are linked. If a person does not feel safe and welcome then it is not accessible to them. Consider neuroinclusion as a key factor in accessibility.

Please include more opportunities to include and celebrate those with a disability. City is missing opportunities to support organizations like special Olympics and vecova. Build a rec centre dedicated to the special needs community and be a leader in the world!

You need to think about all types of mobility disabilities when they plan facilities and get out of the wheelchair mindset. Walking devices which we are seeing more and more of are not considered and have different needs. Make you planners try to get around in a variety of devices and see how they differ in needs.

It's okay, like you try real hard but there are more to disabilities than just physical barriers. The auditory experience is not factored in and the lack of fencing at inclusive parks means SO MANY young kids can't even go to the parks that are designed for them.

"I believe Access Calgary that pick up persons with disabilities are fantastic

However is not the same when a client arrives by Taxi I find rude at times and not trained properly to provide services with service with persons with disabilities"

Please see my long speech above.

There is a lack of handicapped parking stalls everywhere in this city. It is not just city of Calgary facilities, but all shopping complex's.

staff is very helpful, I would say that having more locations offering adapted programs will be helpful

Need to think of long term things as well like housing. Too many new homes being built are two storey or more and are full of stairs (e.g. townhomes). There needs to be consideration for building bungalows on flat lots so people can age in place and disabled young people can buy homes that suit their needs. We have enough tall and skinny walkup townhomes.

The city should allocate a larger team dedicated to disability and accessibility issues. Currently, interest and attention are focused on specific policy changes and plans; however, there ought to be a dedicated unit that consistently addresses these issues. This team should work proactively to implement change rather than simply reacting to problems as they arise.

It's getting better than what it used to be. With this Calgary transit access allow all people to have further access with it because it's very hard to qualify. Basically if you've taken transit or you can walk a bit you're disqualified already. Keep the fair entry program and update venues that are participating maybe reach out or advertise looking for more venues to participate. When building new recreation facilities I know your communities need it but also keep in mind that the YMCA is more expensive than the traditional city of Calgary pools and not near transit. Ask

citizens their impact on Calgary transit routes or ideas as they have, you could ask them on specific routes that they take.

This city six, Vancouver is better more stuff if you know what u mean twin

Navigating in snow and ice is difficult. Somet of that is homeowners in neighbourhoods. When it comes to snow and ice control, could you remove the piles of snow (windrows) right away. Have a crew on foot, or small equipment to remove the pile before it has a chance to freeze/thaw into a wall of snow at intersections and at bus stops at least.

Please continue to improve infrastructure for all pedestrians, people in wheelchairs, and parents with strollers. Safety and connectivity are the biggest issues. The city was built by previous generations to be overly car-centric, and it is understandably challenging to retrofit the infrastructure to make it inclusive. Thank you for all your efforts.

As will be obvious from the comments provided above, my primary accessibility issue relates to mobility -- both as a pedestrian and as a cyclist. I feel the City needs to focus much less on making it easy to drive around Calgary and much more on making it easier, safer and more convenient to walk, cycle and use transit to get around Calgary. That would include taking further steps to slow down vehicular traffic, especially wherever vulnerable road users are present. This would include, but not be limited to, in residential neighbourhoods and street-front business districts, where the default maximum speed limit should be further reduced to 30kph. There also needs to be stricter and more extensive enforcement of speed limits. Ideally that would be accomplished through more widespread use of speed cameras, so get together with other municipalities and convince the provincial government to repeal its idiotic speed camera restrictions, or find another solution -- lives depend on it!

Medium..needs clarification

Work needs to be done. I'm only a part time wheelchair user, and I'm terrified of becoming a full time wheelchair user because of how difficult it is to get around. Ramps for entrances and accessible doorways need to be mandatory. No excuses.

The city is doing a fairly good job with snow removal downtown, reliable trains, smooth curbs, and audible crosswalks. I would like to see this infrastructure implemented across the city. The city should stop letting buses blow through stops wherever possible.

The City of Calgary should implement a team to assist with planning and performing inspections around the City. As mentioned previously, there is a Program Coordinator at the Spina Bifida Association in Calgary. She is a wealth of knowledge, hire her to help as it would benefit all individuals living with physical disability in Calgary.

If there were standards for all city facilities that are maintained and enforced it might help. The city should also have standards that apply to anyone with a building permit or business license in Calgary. In 2025 - there should not be one building in this city with the exception of a private

residence that does not meet accessibility requirements for entrance and washroom facilities - not one!

Not well to be honest. Its a shame honestly, that a city like Calgary with all its revenue is still so backward with accessibility. There is very little public awareness about accessibility, and this because Calgary practices segregationary accessibility solutions. that is primitive and shameful for a city with such pedigree as Calgary. The city needs to educate its staff, commercial owners that accessibility isn't an added cost. We work and pay taxes, we have purchasing power too, we are labor, we are customers, not charity!

I would say good but could be great! I love this city and want to see it lead in accessibility services

I would give the city a poor grade in meeting the needs of persons with a disability. They are treated poorly as a vulnerable section of our population. The city can definitely improve their inclusive policies by partnering with organizations in the city that champion an inclusive lifestyle.

"Calgary Transit Access- Drivers need more training around consent and sensitivity. It would be nice if they knew how to get around without depending on their GPS all the time. And, shorter rides to accommodate neurogenic bladders/bowels, chronic pain, fatigue, home care visits, etc.

CURB CUT OUTS EVERYWHERE! And, good ones. Not ones that still leave a lip to get up/down a curb.

No more scooters! They get left everywhere and create an unnecessary barrier for people with disabilities.

Stop making people reapply for fair entry every year. It should be good for at least 5 years or more. Most disabilities are permanent!

Lower the monthly bus pass rate for those on AISH. \$40 is a lot of money when on a fixed low income.

Offer more gyms that have more accessible equipment.

Offer more programs geared towards persons with disabilities, both indoor and outdoors."

"The City of Calgary needs to offer more gyms/workout facilities in all areas of the city that provide wheelchair accessible equipment.

The City of Calgary needs to expedite the new computers/navigation systems for the Access Calgary buses to reduce wait times and long travel times."

"I think if I could change one thing it would be the idea that people with disabilities need to be cared for or accommodated separately. What they need and want is to be seen, validated, respected and valued as part of the community, not outside of it.

Everyone benefits when we prioritize a sense of belonging - for everyone, regardless of ability.

It's not even that hard. Often accommodations are easy and free, and simply require others to understand and extend grace. And accommodations that help one, often help many. Visuals/pictures not only help my son with an intellectual disability and hearing impairment, they help me when I'm not wearing my glasses, or the person who has English as an additional language. A ramp helps the wheelchair have access, as well as the baby stroller, or person using crutches for the first time.

A campaign that extends and invites community to include and value all it's citizens, appreciating and respecting diversity, would be a positive game changer!"

Information is too difficult to get anything related to a person with Disabilities and city services. I don't even know after 5 years of ownership of a house how to get an accessible parking spot sign from city near my house.

The city is coming along but definitely need more places with larger change tables and accessible washrooms set up. Both indoor and outdoor facilities.

The city needs more public toilets that are available year round 24/7 it's bad when I visit a park in the fall/ winter and there's nowhere to go

Access Calgary is a fantastic service for transporting the disabled around the City. However, my understanding is that the dispatch system is outdated and that passengers cannot track where the driver is (ie. Uber has an amazing computer system).

Washrooms are the largest barrier for our family personally. They aren't accessible for a small for age child. They need step stools, seat reducers, grab bars, paper towel and soap NOT along the back mirror.

Train the staff reviewing development plans to be a part of implementing the policy. They are key to implementation and finding opportunities to improve mobility on a small scale - which will have ripple effects throughout Calgary.

The City needs to include people with visible as well as invisible disabilities when drafting forms, plans, planning, etc. for feedback. For example, I am in pain when walking (not visible) and my adult son is illiterate, legally blind (20/200), and ASD. (also all invisible, but very debilitating)

Physical accessibility and lack of comprehensive transit access is a huge issue. Some people cannot drive and so should be able to take transit without it adding an hour to their journey. More services for disabled people should be accessible outside of work hours as most disabled people work. Public spaces should be stricter about animals being inside where they are not allowed, only service animals should be allowed unless the space is explicitly pet friendly. Accessible housing and assistance with rent or rent caps for disabled people. More covid protections so people dont have to choose between accessing services and preventing getting sick.

The city does its best but we are experiencing explosive growth and divisive forces when trying to make new or to change existing policies. We don't have the money, resources or right decision makers to effectively move things forward.

good over all, but could always better with snow removal and enforcing snow removal in front of homes

The city needs to be better with physical barriers for the disabled on city sidewalks and pathways. More benches for rest. More curb easements, flashing lights at crosswalks, and improved handicap bus services. Sometimes weather changes can affect return times and buses are not available.

"I wish that all Calgary Transit Access drivers (including Checker and Care Calgary drivers who are contracted out by CTA providing a ride to a CTA client), are trained in working with folks who have a variety of disabilities. Not just CTA employees. Please work with Checker and Care Calgary to offer the training to their employees.

All front line city staff including cashiers, and recreation leaders should be trained to work with the disabled people"

Stop being "too fancy". Things can be visually appealing, but trying something different is never repeatable.

"Keep going for accessiblites as we are having a limited world.

Other countires offer discount for the person with disability and the respite aid because it not fair the respite aid get free and the disabled person gets paid. Both need to get free as we are small percent of disability person who are wheelchair accessibilty, Deaf, Handicapped, etc that have limited function in life! Something to consider to give them discount specially when they do not earn so much income. Even should give them free bus pass or discount. They face barriers every day!!!"

The city needs to maintain the sidewalks better. I have consistently seen snow and ice and other things that impede the ability for people, even those without a disability , from being able to use the sidewalks safely.

"Thank you for acknowledging that there are many challenges for Calgary citizens living with disabilities and that it is imperative that these need to be significantly mitigated at a minimum and eliminated at best.

My experience has been that Calgary isn't very user-friendly for disabled persons but small improvements have been made.

Much more needs to be done:

- Replace exhausting ramps - especially switchback style or long sloping ones - difficult/impossible for many to negotiate. We aren't Olympic athletes.
- Install gentle ramps to eliminate steps and curbs.
- Redesign and enlarge washrooms to eliminate tight bottleneck doorways, make more stalls larger and available, reposition dispensers, taps, sinks and hanging hooks to a lower height. Install automatic open/lock on doors.
- Widen sidewalks, crosswalks and pathways.
- Make signage large, with sharp clear text font, at normal (not neck straining) height."

Please make documents webpages instead of linked PDFs.

I'm not a person with a disability now, but might be in the future, so happy that you folks are considering all of the above. Worth noting how much accessibility for those with disabilities also helps everyone at different stages of their lives, or when they are pushing a stroller, or whatever. Thanks!

The city seems to be moving in the right direction towards accessibility, but there are many many buildings that were built prior to the current era of concern for accessibility and the city seems more concerned with meeting the new NBCAE for energy efficiency and fire code upgrades than for accessibility requirements. An accessible city is a great city.

Average...needs improvement and involvement with groups or agencies

It is not meeting the needs of individuals at all and unfortunately many individuals aren't able to go to or attend the most basic of places in Calgary or complete their grocery shopping without it being an all day event due to the lack of accessibility

why is there NO multi use path way system along 52st NE connecting ALL those 23 Bus Stops, all the way from 52st and Temple Drive NE down through Whitehorn/Temple to 29ave NE past Rundle connecting to Marlborough..

Actually commit to 5A infrastructure everywhere in the city. You know what needs to be done to get there. And fix the 5th St cycletrack in downtown. The portions between 10 and 12 Aves have been torn up for literally years.

The city is failing on the proportion of new accessible units. All of the infill multiplexes going up around my area don't have any accessible suites. There is no ground level entry, as almost all are 2 or more steps up to enter. Nor have I observed barrier free design enforced in interiors for doors or bathrooms. Developers are leaving out disabled Calgarians and the city is ignoring it.

"It is hard for people in wheelchairs to deal with the lack of toilet and washroom facilities. I know that part of the problem is the drug users to take over these facilities for their own use - for example, sleeping in them.

I also notice a disturbing trend of restaurants closing down their toilets and putting up signs saying 'No Public Toilets', mainly, I think, also due to the drug users. The City should force any restaurant over a certain seating capacity to open up their toilets to the public, even if there is a drug user problem, and the restaurants ought to be allowed to refuse to serve anyone - other than because of race - at their own discretion - even if there are merely scruffy, smelly, or unkept."