

## Survey Introduction

The City of Brandon provides many services to the residents of Brandon. Sooner or later everyone will try to make use of some particular City service. Sometimes things go well and sometimes things do not go well. When they do not go well, we may have experienced a barrier that then creates a disability. In answering this survey, think of a time when you were trying to access a City service and you had some difficulty doing so.

If there has been more than one occasion that you have experienced problems, please complete a separate survey for each incident.

We will use the results to help identify and remove barriers people experience when accessing our services. Barriers to service may include:

- **Attitudinal:** Beliefs that limit opportunities available to people with disabilities such as stereotypes, or incorrect assumptions. Treating people with disabilities differently. i.e.: Assume that the person with a disability will not be able to understand so the service provider speaks to the support person. Thinking that a person with an intellectual or mental health disability cannot make decisions. Assuming it is too difficult/expensive to become accessible.
- **Physical:** Features of buildings or spaces that cause problems, or prevent access for people with disabilities. i.e.: Height of counter, something obstructing the path of travel etc.
- **Communication:** Difficulty receiving or understanding information available to others. i.e.: Inadequate or incomprehensible signage; difficulty reading brochures, forms, web sites, computer screens; print may be too small; public address systems may only alert those who can hear etc.
- **Systemic:** Rules, regulations and protocols that restrict public participation or discriminate against those with disabilities. i.e.: No pets allowed (no exception for service animals), having to appear in person, written forms required etc.
- **Technological:** Software or equipment that have inadequate assistive technologies, or the way it is used is not accessible. i.e.: website that cannot be accessed by people who are blind and use screen-reading software.

1. What service were you accessing?

- Airport
- Cemetery
- Drinking Water
- Emergency Communications (911)
- Emergency Preparedness
- Emergency Medical Services (Ambulance)
- Engineering
- Fire
- Human Resources
- Planning & Building Safety
- Police
- Public Works (Street & Building Maintenance, Snow & Ice Removal)
- Recreational Facilities - Golf Course, Sportsplex, Parks, Youth Centre
- Recreational Programs - Youth Programing, Mosquito Control, Tree Pruning, Grass Cutting
- Sanitation & Recycling
- Sewage Treatment
- Transit
- Treasury (paying utilities, tickets, taxes, budget info, submitting tender)
- Website Access
- Other (please specify)

2. What were you trying to do?

3. What was your experience?

4. What barrier made it difficult for you to access the service?

5. Did you let any City employee know about the difficulty accessing the service?

Yes

No

N/A

6. If yes to the question above, did the City address the barrier to your satisfaction?

Yes

No

N/A

7. What could the City have done better?

8. Provide any additional comments or feedback regarding this situation below.

## Contact Information

### 9. Contact Information (Optional)

**Name**

**Organization**

**Email Address**

**Phone Number**

10. Would you like someone to contact you to address or discuss this concern?

Yes

No