

ACCESSIBILITY SURVEY RESULTS

December 2017 - January 31, 2018

1) Have you experienced physical barriers when accessing the RM Administration/Council building (3021 Bird's Hill Road)?

YES – 9 (8.1%) NO – 91 (82%) N/A – 11 (9.9%)

- The walkway going up to the building was like a skating rink one time I went there
- I have to go around to Camsell to access the building since the construction started.
- No room to park when we go there & where are we supposed to park while going in to the building. Is it going to improve?
- The construction makes it difficult to know how to access the offices. Better signage *outside* the construction zone is needed. When we are driving in a construction zone, there are too many other things to pay attention to, aside from signage to locations.
- There has constantly been construction at the RM Admin building and signage has not been clear or consistent.
- The sidewalk going into the Rm building has a slant up to the door. It makes it especially bad in the winter as it ices up. It can be awkward at any time for anyone whom has balance issues.
- The construction has made things difficult

2) Have you experienced physical barriers when accessing the RM's Arena (266 Hoddinott Road)?

YES – 11 (9.9%) NO - 81 (73%) N/A – 19 (17.1%)

- Upstairs can be difficult. Doors are heavy to open.
- No automatic door for wheelchair users - outside doors or interior doors
- Have seen arena staff parked right in front of the main arena doors or in handicapped spots during the day. Poor example being sent
- The building is not up to code for persons with disabilities. Doors are heavy and not wheel chair accessible, bathroom stalls are very small. When someone has an issue or has a disability (which may not be evident) the RM need to consider other factors. These days many grandparents are coming to see the grandchildren play hockey, skate, etc. so I think there should be some rails going up side the of benches where they can see what is happening on the ice.
- The arena has set open hours and I have been there from time to time when the doors are locked.
- Need for more signage for elevator access. Seniors building front doors really heavy and disabled door opener not working and concrete at front door is broken up and uneven.
- The surface of the flooring in the rink area is uneven and difficult for persons in a wheelchair or walker.
- There is no wheelchair ramp, and the doors are not wheelchair accessible. Even if there was a button my wheelchair doesn't fit and I don't fit in the bathroom and I can't watch my children play because the boards are too high for me to see.

3) Have you experienced physical barriers when accessing the RM Operations Building (2801 Gateway Road)?

YES – 1 (.09%)

NO – 63 (56.8%)

N/A – 47 (42.3%)

4) Have you experienced physical barriers when accessing the Seniors' Centre (262 Hoddinott Road)?

YES – 2 (1.8%)

NO – 54 (48.6%)

N/A – 55 (49.5%)

- That building is not open or shared by enough people. As a paying member I drive in to the city to Good Neighbours Active Living center because there is really NOTHING great about that 55+ building.
- As mentioned the front door is very heavy and hard to open. The disabled door opener does not function properly. Also it was difficult to find light switches in the seniors building

5) Have you experienced physical barriers when accessing the Community Club/Daycare (264 Hoddinott Road)?

YES – 1 (0.9%)

NO – 45 (40.5%)

N/A – 65 (58.6%)

No narrative.

6) Have you experienced physical barriers when accessing any other RM facility or space?

YES – 6 (5.4%)

NO – 87 (78.4%)

N/A – 18 (16.2%)

- The Farmers Market - I was bringing my mother to the market, but the distance from the accessible parking to the market is too far for her to walk so she doesn't want to come any more. Portable accessible parking signage for 4 - 6 spaces at the Hoddinott entrance to the market would be very helpful. Also the gravel surface is very hard to push a wheelchair on.
- The roads are very slippery and it is difficult to walk on them (where there are no sidewalks) after they have been scraped of snow. Could the scraper be followed by a sander? The same applies to sidewalks on Eagle Creek.
- The play structure located in the park located on Hugh MacDonald Drive (park is labelled Glengarry Park but I have been told on numerous occasions by ESP public works that this is not the correct name for this park) is incredibly high off the ground. The base of the slide comes up to the neck of my toddler! The base of the stairs is more than two feet off the ground! The whole structure is too high from the ground to be accessed and safely used by children under the age of six! Young children need to be lifted on the structure and closely supervised to make sure they don't fall off!
- The parking lot and path to the market is difficult to navigate with a walker
- Parks
- "There is an accessibility barrier in that it prevents participation for all at the East St. Paul Curling Club.

- The Curling Club requires an elevator, similar to the arena, that would allow everyone to have equal access to the second floor Lounge and viewing area.

7) Have you received material or information from the RM but could not read it because the print was too small? YES – 6 (5.4%) NO – 105 (94.6%)

- For us, as seniors, we find this print, work to read it.
- garbage cycle
- The Neighborhood news magazine has areas of small print.
- Unsure
- The water bill uses a small font and while I can use it I can imagine that others may have difficulty.
- Newsletter

8) Have you had difficulty understanding material sent to you by the RM because we did not use plain, easy to understand language?

YES – 3 (2.7%) NO – 107 (96.4%) N/A – 1 (0.9%)

- "Public notices are very unclear and confusing. There is not enough information as to what exactly everything means or where online certain bylaws and what not can be referenced to better understand the information. Council meeting minutes are never updated online in a timely manner so they are a poor frame of reference for results. The office staff is helpful but I can't always take time out of my busy day to call and chat when I work M-F during the day.
- I have been to a few council meeting and find many community member in favour or opposed to certain public notices are misinformed due to above issues. "
- Confusing information regarding weed control responsibilities
- Information concerning the construction on Hwy 59 and the lack there of. Some of the maps cannot be enlarged.

9) Have you had difficulty reading signs posted in RM offices because the print was too small, the language was unclear or the signs did not include pictures to help with the instruction?

YES – 6 (5.4%) NO 94 (84.7%) N/A – 11 (9.9%)

- Construction signs
- The illuminated sign outside the RM is way too small. I have to drive by several times sometimes to get the whole message depending on the flow of traffic.
- I find the signage for the most part is good. It's just that people don't obey the signs. Stop signs, snowmobiles, parking, and so on.
- The East St. Paul RM signage on Henderson and 59.

10) Have you had difficulty accessing RM information or a service because you had to make a visit to an RM office to receive the information or service?

YES – 6 (5.4%)

NO – 95 (85.6%)

N/A – 10 (9%)

- The web site is not easily accessible for info relating to past and future council meetings
- Lack of extended evening hours effects my visits.
- Been waiting many months to get an answer from Sean. Still waiting.
- "No place to park & now it will be worse so where should we park or just leave one in car while other runs in.
- We will see when the road is open for the entrance into our Town is still okay as we know the City hates us & wants us to have to struggle. We need some stores in this town so we don't have to go to Selkirk or onto Regent so try to get that one fixed. Thanks for the great Municipality we all love so much.
- "Unsure but I remember having to come to the office on several occasions.
- "Would like the opportunity to pay for Property taxes over the phone with Credit Card or on-line banking transfer as is done with ESP Qtrly Utilities.

11) Have you had other issues or problems accessing RM services or programs?

YES – 9 (8.1%)

NO – 95 (85.6%)

N/A – 7 (6.3%)

- The "lunchtime" workout program offered from 1-2 pm.
- Last week, I tried accessing the RCMP office to determine why the police were at my home at 2:15 a.m. (I did not open the door as I did not know it was the police until their car exited my driveway. Attempts to contact the police dept. the next day via e-mail, phone calls, were unsuccessful. I kept getting menus ...press one for...etc. and to call 911 if I had an emergency. At no point did the menu include "press four to speak to a live person." I still do not know why the "visit" occurred.
- Trying to contact someone regarding rental of the seniors' hall. Received a number from the municipal office, tried calling it several times. These rentals should be done through the municipal office.
- Don't have access to the police for assistance in non-emergent situations
- I missed a class put on at the community club. The newsletter had the date and time, but it would have helped if the day was mentioned. It was my own fault but I never expected a class to be held Saturday Evening.
- Sidewalk along Birds Hill road from Garven to the Credit Union is cracked and loose gravel in some spots making it difficult to navigate in a walker or wheel chair
- A bit of confusion with undergoing construction and South parking lot to RM office entrance. Will the future entrance and parking for customers always be from the South East Entrance or is this temporary. Will parking be limited for visitors due to the Centennial Plaza new stage and will there be parking for visitors partaking in activities at the Centennial Plaza. Great idea! just a tight location

- I don't know who to contact about anything I've been trying to book the hall for a birthday party a few times and finally gave up. For summer programs, my kids went to West St. Paul because the hours here are unrealistic.

12) I use the RM's webpage

YES - 102 (91%)

NO - 10 (9%)

A) The RM's website provides access to the information and services I need

YES - 94 (93.1%)

NO - 7 (6.9%)

b) The font on the RM's webpage is too small

YES - 8 (7.9%)

NO - 89 (88.1%)

c) The background pictures on the RM's webpage are distracting

YES - 3 (2.9%)

NO - 97 (95.1%)

N/A - 2 (2%)

D) The RM's website allows me to use web-reader technology

YES - 47 (46.1%)

NO - 3 (2.9%)

N/A - 52 (51%)

e) The RM's website is written in plain, easy to understand language

YES - 102 (100%)

13) Have you experienced a systemic barrier, created by an RM policy or procedure?

YES - 10 (9.0%)

NO - 87 (78.4%)

N/A - 14 (12.6%)

- We do not want to have to drive to another town/city to access info that should be made available in east St. Paul office
- Huge information and communication disconnect between Red River planning and the RM of east St. Paul office. They work very independently but they should be working hand in hand to move paper work and such along.
- Why does counsel have to approve a refund for a library card or other simple services? This is ridiculous. Empower your staff with policies that allow them to make decisions. In any other business an admin person can make a decision up to a certain dollar value then the manager to another value and then principles (counsel) to the final value. There are many other examples that I could provide that seem to be a waste of time but you probably get the picture.
- Meetings are held but information shared from those RM meetings are too limited
- Not knowing policies and procedures, and they vary at times when you speak to different personnel.
- "Information on developments"
- Paying Property taxes by CC over the phone
- I don't understand why I can't just book anything regarding the arena through the arena lady. She's easy to get a hold of

- It would be very handy to have 24-hour access to our utility & tax accounts, similar to what the City of Winnipeg has. They have a program called 'My Utility' and residents can always access it. As many East St Paul residents go south for the winter, this would be very helpful. Other bills are either emailed or posted this way (Shaw, Hydro, etc.)

14) I have had opportunity to talk with (meet with) RM staff

YES – 94 (84.7) NO – 17 (15.3%)

a) Do the RM staff recognize and respond to your need for accommodation when you visit the office, or contact us for service?

YES – 84 (75.5%) NO – 3 (2.7%) N/A – 24 (21.6%)

Please tell us more about the barrier(s) you experienced.

- So far, we haven't experienced any barriers except for printed materials.
- This may be off the topic about municipal barriers, but I have mentioned before on a signage request for information on our street, Forest Hill Road, the street sign is very hard to see at night and there is no corner light so that you can see the street sign. Is this a barrier because the developer at the time made choices that were probably not the best available signs and lighting location? It appears the south side of Hoddinott does not have the lighting a signage issue at all. It is a particular problem during the long winter months where we have way less sunshine and more darkness to contend with, giving way to not seeing the signs clearly at Forest Hill and Hoddinott Road.
- Sometimes but as often as not, there is an excuse but no explanation. It took five years and a staff change to solve a serious problem on our property. The by-law office should not have to be called to resolve very obvious problems in the town. E.g.: five and six outbuildings on a property, derelict vehicles, falling down and damaged buildings. One of which is on our Main Street for all to see. You pretty up the street with flowers and lights and allow a burned out building to remain standing for years
- See above
- Please look at doing repairs to sidewalks near and around Silver Springs Park and down the street to Garvin Rd on the east side of Birds Hill Rd.
- I think the municipality should look at getting the new underpass open at Raleigh and the perimeter when it is finished. A city of Wpg councillor and a few people should not be able to stop a useable roadway in East St Paul.
- The front level/ office admin staff is excellent and have provided excellent customer service anytime that I have come to the office. Even when I am grumpy.
- The barriers are staff persons you meet up with. Some are excellent and respond to you. Others can't be bothered to assist. I believe you find that at any office you visit or call.
- Not applicable
- "none
- Re #59 construction. Very few maps included and when supplied they are too small to read/understand.

- Haven't had to enter RM Bldg since the construction commenced at side of building where parking lot used to be. Signs do show that you need to enter from Camsell.
- None at all
- The front door to the ESP arena is heavy and difficult to maneuver for persons with a disability like my father who had a stroke (and not to mention hockey parents with equipment). A levered door or automatic door opener would be helpful in the community so that the rink is more accessible. Also the black flooring in the rink area used to protect skates is not uniform and there are spaces in between which makes a trip hazard for those who are not as strong on their feet and also for kids who don't know that they shouldn't be walking on concrete with their skates on.
- No barriers encountered in 2 decades of living in ESP, access friendly community
- Any barriers were merely construction related so therefore understandable
- No barriers
- Everyone at the curling club is very friendly to me and helpful when I have a question and the arena is the same, always nice and knows what they're doing
- "Transparency is not one of East St. Paul's council strong points. The biggest barrier always seems to involve new developments. Whenever zoning concerns are planned the residents of East St. Paul are only made aware of this just a few days before council meets. Not everyone sits twenty seven in front of the computer.
- East St. Paul has a newsletter and Friends of East St. Paul...is there a reason why
- New developments or any major construction changes are not listed in either one of these. One of the largest barriers would be Country Crossings exists. When the developer had his first blueprint to show the municipality they stated Maxwell King Drive would go from Henderson to Raleigh. Well, at the last meeting at Albright Church one of the developers mentioned the continuation of Maxwell King will not happen until all the properties are sold. (Who knows when that will be!) The only exits are Rothesay to Foxgrove where 95 percent of the traffic turns east towards Raleigh, a few turn west towards or go south. We will not even mention all the traffic coming from North Kildonan north on Raleigh to avoid major traffic and turn west on Foxgrove to Henderson. AND the majority of these people think Foxgrove is a race track. Please remember Foxgrove is not built for heavy traffic. The traffic increase on Foxgrove is unacceptable. Should the multi-apartment-condos happen traffic will become even worse. Council needs to convince the developers of Country Crossing to make Maxwell King Drive a through street, whether they sell all the property or not. Maybe the developer should lower the price of the remaining pieces of property, never mind putting up a complex consisting of 321 units which will equal 600 plus people. During the few minutes I have written this, 8 cars have driven down Foxgrove and it is a very stormy day and almost eleven at night. Thank you for your time and listening.

15) Please tell us about your experiences when accessing RM facilities, services or programs

- WE HAVE NOT HAD ANY PROBLEMS WHATSOEVER....
- No accessibility problems identified.
- Limited experience, can't comment.
- No problems

- Never had any problem
- I'm pretty mobile so I haven't had any accessibility issues.
- The only facility I use is the Municipal building when paying my tax bill or utility bill. Being a senior and with some walking difficulties I am able to use the handicap parking. I have found no difficulty and appreciate the pleasant and efficient and attentive service I receive when there. I also appreciate the informative emails which keep me aware of what is happening in Birds Hill. Thank you. Even though I am not able to participate too much I love the way the community spirit is developing. Any thought to building an assisted living or care home so I won't have to move in the near future?
- Accessing RM facilities have been fine.
- "Whenever there is a need for human interaction the staff has always promptly and in a friendly manner assisted me. From the Mayor and Council through all staff I have encountered I'm happy to live and be served in East St Paul.
- Wishing everyone a Happy Healthy New Year."
- If this is a valid concern in your opinion, I would appreciate hearing from you.
- Road clean-up of broken glass was not done properly the first time. This was very disappointing since the road in question is used by little kids learning to ride their bikes.
- N/A
- All have been addressed above, other than when our neighbors have called the bylaw office, their calls are not returned
- No problems.
- Bus service would be good for the area as would a library
- Bus service would be good for the area as would a library
- Not sure what it will be like when new area is developed in front of RM office. I hope parking will not be too far from door.
- See above.
- Had difficulty locating the building on Raleigh first time when registering for a course.
- Everything is great from my end!
- No answer
- Not applicable.
- Favorable
- There were no problems aside from the entrance to the building and parking.
- the front counter staff is always friendly
- The ESP arena needs to be updated & make the entry ways handicap accessible - without help, there is no way a person with a physical disability can get in & out of the main entry doors, the doors to the hockey rink or even the bathrooms. This has been an on-going problem for years & nothing has been done about it!
- Fine
- To date, with the exception above, all experiences have been satisfactory. Contacts with various facilities are on as "a required basis".
- Great options available for the different programs. Website is very user friendly.
- The staff consistently provide excellent service to all residents and visitors.
- haven't had any problems with help from staff

- NA
- Trying to contact someone regarding rental of the seniors' hall. Received a number from the municipal office, tried calling it several times. These rentals should be done through the municipal office.
- The road and sidewalk construction was a challenge at times, but overall, I've had no problems.
- Right now with the construction, to park to get to the RM office is very difficult when you have difficulty walking.
- The programs are ok
- "Everyone is always very polite and very easy to speak with. You are all really doing a great job and it is appreciated.
- The communication from the RM has improved immensely since the last election. There is more transparency and citizens are much more aware of projects and operations of the RM office.
- The staff are friendly and very helpful.
- N/A
- "I appreciate your concern about this topic. This survey is a good idea, is clear, and uses appropriate and specific questions. I am a researcher, so I especially appreciate the quality of this work.
- Now, if you could just figure out how to fix the weather..."
- I have had no issues with any of the above, however I am also lucky enough to be able bodied at this time.
- No problem
- I wish there was a self-service portal that i could pay my bills and review my accounts online similar to other services like hydro or Shaw.
- N/A
- "I would like all residents to know that we are in the Interlake Eastern Regional Health Authority.
- Thank you
- Never had a problem when visiting the municipal building
- "I've met the most pleasant and helpful people at the administration office.
- Staff is great at the RM offices.
- No problems
- Keep up the great work. Appreciate this municipality very much. Proud of our mayor and new C.A.O.
- The RM has not followed through on the enforcement of snow-machines being used in no snow-machine areas!
- I have not experience concerns in the areas as outlined. I appreciate the access that is out there. Having said that both individuals in the house have no barriers at this time.
- No thank you
- For the most part I'm able to find what I need but I do find some areas are not readily available, so you have to search several places. It is very disorganized at times.
- Only dealt with same via phone
- I do not have any issues.

- We are still waiting for a new sign (and light, hopefully) at the corner of North Hill and Hoddinott. It has been a year and a half since the old sign went down. The North Hill light is in too far to recognize the corner in the dark. We have missed our turn many times, because of lack of light at the corner. Please bring back the sign and a light. The first year we were told it would be back up at the end of summer, then you sent a survey around... So we wonder when and if it will happen.
- "All is good. If I email, it is answered promptly.
- I find the staff at the office and public works office a treat to deal with, and look forward to my visits to both locations.
- "With the new Mayor in office, there seems to be a lot more transparency.
- The boys club has gone away."
- I have found the staff at the office to be very helpful and willing to answer any questions or concerns I may have.
- All pleasant. Was there something in December Newsletter regarding all office staff at Gateway on holidays between Christmas and New Years?
- I have found the staff very helpful and knowledgeable.
- No comment
- help with zoning and sump pump connection
- No problem with accessing the building or finding information on services or programs and if I can't the staff are very helpful
- All good
- It is stupid that this box can't be left blank!
- all good
- Staff pleasant informed and helpful.
- I have nothing to add.
- I believe, that RM ESP services and programs are, for the most part, accessible, albeit, I'm sure there is always room for improvement.
- Always positive
- Thanks for the survey
- Minimal
- It has been a good experience!
- We have had positive experiences with the RM office. We have asked for information over the phone, requested a visit for the purpose of boundaries and have every time we have received the information or attention needed for our concerns.
- No health/ability concerns.
- I can't think of any.
- Acceptable
- Emails should include specific info on rezoning requests and building permits rather than having to constantly searching the website for info.
- Not applicable at this time.
- Nothing to add.
- No problems

- "Recreation: Can a snowmobiler drive to and from the Trail using care and caution from their residence to a main groomed/marked trail without having to load and unload at a staging area. I understand the safety of Pedestrians is of utmost importance however not everyone does long distance riding or necessarily owns a trailer that owns a snowmobile.
- Overall Remark: Many great improvements within the RM over the last few years as long as we stay within current budget without raising property taxes
- Staff are friendly and helpful
- As per above, the ESP arena needs some work to make it accessible and safe for all in the community.
- no problems
- No issues or barriers
- Generally the folks in the RM office seem to "Customer Focused", and everyday people living in this area are indeed the "customer". It is a pretty simple business survival tactic...treat your customer with respect, delivery exceptional value with a smile, and your business will prosper.
- Overall they are good but the black surface surrounding the rink needs to be replaced and more even so that persons coming to the game don't have difficulties. Also I have seen kids trip on the surfaces. Not sure why the surface is not all the same. The concrete needs to be covered up.
- no problems
- I was "Welcomed" at the 55+ Activity Centre a few years ago and have been active within this Centre.
- Always a pleasure to stop in. We have never felt we were interrupting anyone
- Recently signed up for Pre Authorized Utility Payment Plan. No problems but I had to go to office.
- Have no issues.
- Have had no problems with any of the facilities I have attended or any of the staff.
- Great!
- I do not have any disability so I have no problems accessing facilities....
- Curling club and arena very clean and tidy, neat.
- As previously mentioned the second floor Lounge/Viewing area of the Curling Club.
- In general accessing the Municipal office is great along with other services. Mind you, it just crossed my mind...if the zoning for the multifamily complex for 321 families passes...will the fire department have the required access to water to refill the tanker truck.
- The customer service is excellent! Lots of smiles and very friendly.