

Accessibility Plan Survey Analysis

Presented By Accessibility Plan Committee

Town of Happy Valley-Goose Bay

November - December 2025 Survey • January 2026 Analysis

In a nutshell

45

Survey Respondents

95.6%

With Disability Experience

2.4/5

Satisfaction Rating

Executive Summary

45 residents completed the accessibility survey in November - December 2025, revealing significant challenges across physical infrastructure, service delivery, and community engagement.

Key Challenges

- **Pedestrian infrastructure:** No sidewalks for wheelchairs/walkers
- **Non-functional features:** Automatic doors and elevators are broken
- **Inadequate lighting:** Safety concerns on dark streets
- **Parking enforcement:** Accessible spaces misused

Accessibility Plan vision idea (respondents)

"Equal opportunity for all community members to participate fully in civic life without requiring assistance."

Residents understand accessibility as dignity, independence, and equal citizenship.

53.4% of respondents expressed satisfaction (ratings 4-5), indicating substantial room for improvement

Survey Demographics

GENDER DISTRIBUTION

73.3%

Female respondents (33 of 45)

RESIDENCY

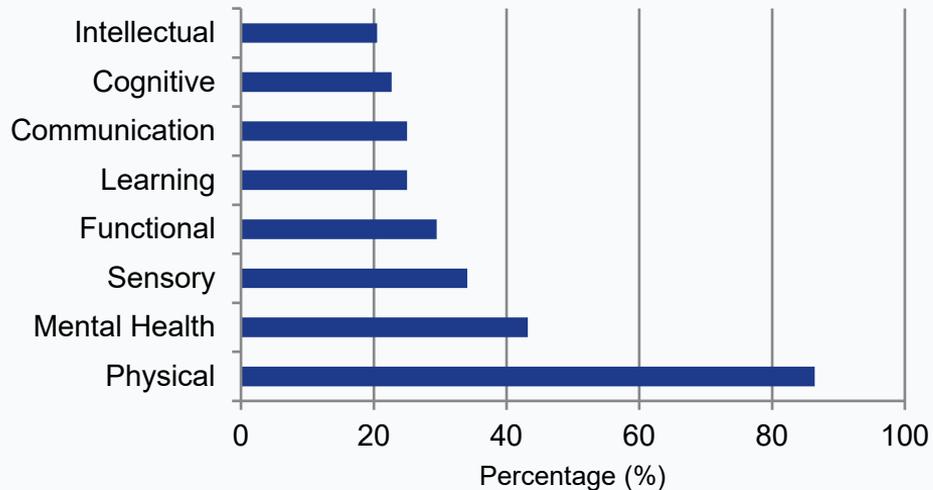
100%

Confirmed Happy Valley-Goose Bay residents

KEY INSIGHT

Responses reflect authentic accessibility concerns from those with lived experience

Disability Types Represented



Respondents could select multiple disability categories, reflecting intersectional accessibility needs

Main Accessibility Barriers

Most frequently cited challenges by residents

40+

Pedestrian Infrastructure

No sidewalks for wheelchairs/walkers. Where they exist: crumbling, not cleared, too narrow



Non-Functional Features

Automatic doors, elevators, and lifts frequently broken or disabled



Street Lighting

Dark roads throughout town creating safety concerns for all residents



Parking and Enforcement

Accessible spaces misused without consequences; not cleared in winter



Communication Access

Over-reliance on Facebook; email errors; website navigation difficulties



Program Inclusion

Summer rec programs not designed for children with disabilities

Barriers extend beyond physical infrastructure to systemic issues around maintenance and enforcement

Five Priority Areas for Action

Recommended focus areas based on frequency, severity, and impact

1

Pedestrian Infrastructure Development

Multi-year sidewalk plan, year-round maintenance, connection of existing fragments

2

Accessibility Feature Maintenance and Monitoring

Regular inspection schedule, priority maintenance response, public status dashboard

3

Street Lighting Enhancement

Lighting audit, enhanced lighting on priority streets, trail lighting for safe evening use

4

Communication Accessibility

Quality assurance for announcements, print calendar, website improvements

5

Enforcement and Accountability

Parking enforcement, complaint tracking, annual progress reporting

Priority 2 (maintenance) can improve accessibility without major capital investment

Current Satisfaction Levels

Rating of town facilities, programs, and services (1-5 scale)

2.4/5

Average Rating

Moderate dissatisfaction

53.4%

Satisfied (ratings 4-5)

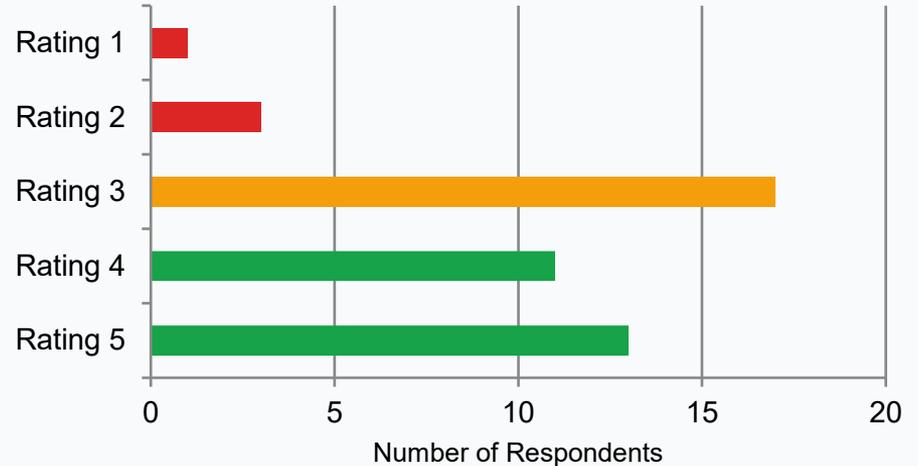
37.8%

Neutral (rating 3)

8.9%

Dissatisfied (1-2)

Rating Distribution



Most satisfied: YMCA (53.3%), Birch Island (44.4%), O'Brien Arts Centre (44.4%)

Implementation Timeline

Phased approach from immediate actions to long-term transformation

0-6 MONTHS

Immediate Actions

Repair automatic doors and elevators • Enforce parking • Install paved Kinsmen Park pathway • Add trail benches

6-12 MONTHS

Short-Term Actions

Lighting audit • Develop sidewalk plan • Establish accessibility committee • Pilot inclusive programs • Business standards

1-3 YEARS

Medium-Term Actions

Begin sidewalk phase 1 • Complete lighting • Expand bus service • Adult disability programming • Staff training

3-5 YEARS

Long-Term Actions

Complete sidewalk network • Full facility compliance • Regional accessibility leader • Plan review

All actions require clear timelines, responsible parties, and annual public accountability reporting

Moving Forward: Next Steps

Shift from Compliance to Inclusion

Move beyond minimum standards to proactive universal design. Recognize accessibility as dignity, independence, and equal citizenship (equality).

IMMEDIATE PRIORITIES

- Establish maintenance schedule with public reporting
- Implement accessible parking enforcement
- Form accessibility advisory committee
- Begin multi-year sidewalk planning

SYSTEMIC CHANGE

- Integrate accessibility into all capital budgets
- Develop staff disability awareness training
- Prioritize winter maintenance of accessible features
- Establish annual public progress reports

Community Vision for Accessibility Plan: "The ability to use all services in our town and remove barriers that prevent full participation as an active community member." (idea from respondents)

This accessibility plan is an opportunity to fulfill the community's vision of genuine inclusion