

Accessibility Issue (barrier to full and equal participation in society)

The following is Cityworks Data obtained from July to September 2024

Date Submitted	Location	Description of Barrier	Request	Education Req?	Prompt Action Possible?	Already planned?	Long Term Planning Req?	Description on Progress	SR #	Division
Monday, June 17, 2024	1675 Queensway	Knee-high grass encroaching on the sidewalk and is a safety hazard.	Trim the grass		X			Complete-grass trimmed.	3194799	Parks/Brenda T
Wednesday, July 10, 2024	1811 Spruce Street	Heaving of sidewalk in front of main complex doors, creating tripping hazard.	Inspect and address the area		X			Complete-City staff investigated and determined that heat wave and concrete expansion had likely caused heaving which had since contracted- no repair required at this time.	3196174	Utilities/Dallas C
Wednesday, August 7, 2024	18th Avenue	18th Avenue lacks a sidewalk connection to the Aquatic Centre, making it difficult for people to navigate this high-traffic area, which includes multiple sports facilities and popular walking trails. Many struggle with wheelchairs and strollers as a result.	Installation of sidewalk				X	Noted for future project planning. Unfortunately, A sidewalk cannot simply be added along 18th Avenue between Foothills and Ospika, without also constructing storm infrastructure. Sanitary and water infrastructure are also not present along this section of 18th Avenue, so it would be cost effective to do this at the same time, which would require a full reconstruction of the roadway.	3197704	Civic Operations/Chris V
Wednesday, August 7, 2024	22nd Avenue	Existing curbs along 22nd avenue need to be repaired to ensure that people with mobility scooters or wheelchairs don't have to travel on the road.	Repair curbs				X	May be considered in future years. Road width is approximately 14 meters wide.	3197765	Civic Operations/ Mick J
Wednesday, August 7, 2024	5th Avenue	The sidewalk on 5th Avenue is disconnected at Highway 97 (Spruce land Mall).	Installation of sidewalk				X	Not City owned land. when parcel is developed there may be an opportunity at that time.	3197793	Civic Operations/ Mick J
Wednesday, August 7, 2024	Babine Crescent	The walkway between Rainbow Drive and Babine Crescent at Rainbow Park lacks a sidewalk on the Babine Crescent side, disconnecting it from 10th Avenue and nearby areas.	Installation of sidewalk				X	May be considered in future years. Public sidewalk funding is limited and potential candidates are endless. Rehabilitation focus is on pedestrian volume and arterial and collector routes.	3197797	Civic Operations/ Mick J
Wednesday, August 7, 2024	Chief Lake Road	More pedestrian crosswalks are needed to ensure kids have a safe way to walk to school, parks, and other places along Chief Lake Road.	Installation of Crosswalks				X	May be considered in future years. There are crosswalks at major intersections.	3197802	Civic Operations/ Mick J
Wednesday, August 7, 2024	15th Avenue Frontage Road	The walkway between 15th Avenue Frontage Rd and Aleza Crescent has raised and cracked asphalt due to roots underneath, creating a significant tripping hazard of over three inches.	Repair the asphalt along the walkway				X	Road-to-road walkways are currently unmaintained in terms of vegetation and snow removal. While there is no program in place at this time, the issue is under review.	3197805	Civic Operations/ Mick J
Monday, August 19, 2024	Juniper Street	At the intersection of Connaught Drive and Juniper Street the sidewalk is not accessible for individuals on scooters.	Assess sidewalk and remove accessibility barrier		X			Will be completed in 2024.	3198435	Civic Operations/ Mick J
Tuesday, August 27, 2024	499 George Street	Each morning, 5-6 vehicles compete for the accessible parking spots in front of the Wood Innovation & Design Building. This forces wheelchair users, to park in the street to find a curb cut, which is unsafe due to limited visibility—especially during winter months with snow and darker conditions.	Add more accessible parking spots near sidewalk access, and/or allow residents to park sideways along the sidewalk, using two spaces, so their wheelchair ramp can safely deploy away from traffic.		X			Complete-Resident was provided a response including a map to aid in identifying options for accessible parking.	3198916	Civic Operations/Chris V

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Wednesday, August 7, 2024	2187 Ospika Blvd	General request to improve accessibility at the CN Centre to access ticketed events.	Explore way to improve accessibility at the CN Centre.			X		<p>City staff remain dedicated to improving accessibility at the CN Centre on an ongoing basis, as resources permit. Examples of Accessibility improvements at the CN Centre:</p> <ul style="list-style-type: none"> •Hearing Accommodations: Individuals with hearing disabilities can tune into 105.1 for Cougar games, for those using assistive listening devices, allowing them to hear announcements and music more clearly. •Wheelchair-Accessible Parking: There are 39 designated wheelchair-accessible stalls at the CN Centre front entrance. Of these, 3 stalls have a wider berth and are specifically marked for accessible vans. 	3197807	Civic Facilities/ Glen M
Wednesday, August 7, 2024	2187 Ospika Blvd	The designated wheelchair-accessible area at the CN Centre is too small, discouraging individuals with disabilities from attending ticketed events.	Increase seating options for individuals with a disability at the CN Centre.				X	City staff will continue to look at options on a event-specific basis; however, accessibility improvements are constrained by the structural design of the building.	3197810	Civic Facilities/ Glen M
Wednesday, August 7, 2024	888 Dominion St	The Kopar Memorial Arena has 5 accessible parking spots that are often used by people without handicap placards.	Ensure accessible parking stalls remain free to use for people with handicap placards.	X				The request needs to be made during the time of the violation to Bylaw officers to address this.	3197811	Bylaws/Charlo tte P
Wednesday, August 7, 2024	888 Dominion St	Additonal snow clearing around Kopar Memorial Arena.	Request for additional snow clearing around the Kopar Memorial Arena to consider those in mobility devices.		X			Snow clearing is managed by the Parks department. In the event of an overnight snowstorm, Kopar staff utilize a walk-behind snow blower to perform an initial pass around the building, clearing narrow walkways and ensuring access to entrances and exits. Following this, Parks will conduct full snow removal. This procedure is also followed at the Elksentre. For the CN Centre and Kin Arenas. Parks typically begins snow clearing operations at Exhibition Park.	3197812	Civic Facilities/ Michael P
Wednesday, August 7, 2024	888 Dominion St	Ramp at Kopar Memorial Arena is too steep for wheelchair users and creates a challenge for those using mobility devices.	Request for the incline of the ramp at Kopar Memorial Arena to be reduced to better accommodate individuals using mobility devices.				X	Reinvestment at this location is not feasible as the facility is nearing the end of its lifecycle.	3197813	Civic Facilities/ Michael P

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Wednesday, August 7, 2024	Jumpstart Multi Sport Court	The Jumpstart Multi Sport Court lacks public washrooms.	Address public washroom access in this area.			X		There is a current capital project underway to renovate the building adjacent to the Jumpstart court, which will then be open as a public washroom. The project is scheduled for completion by summer 2025. At present, there is a portable washroom in the area (not accessible), which will be removed before winter to prevent issues caused by freezing temperatures.	3197803	Parks/Spencer W

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Wednesday, August 7, 2024	1191 1st Ave	Human waste in the Parking lot of S and S doors and More. Private Lot in the C1 Zone.	Clean up area.		x			Completed by ACME Aug 7/2024	3197710	DPG External
Monday, September 9, 2024	1440 2nd Avenue	Human waste in the parking area and by the door to the ticket machine cabinet in the Royal Parking Lot (City owned)	Clean up area.		x			Completed by Civic Operations	3199366	Civic Operations/Bill L

Impact/Effort Matrix

To prioritize Accessibility Related Service Requests

