



WINDSOR ACCESSIBILITY ADVISORY COMMITTEE

Because access equals opportunity

February 27, 2018

The Corporation of the City of Windsor
350 City Hall Square West
Mayor's office, 2nd floor
Windsor Ontario N9A 6S1

Attn: Mayor Drew Dilkens

Dear Mayor Dilkens:

We are writing this letter to indicate our wholehearted support of the City of Windsor's Jumpstart Play Finds A Way Community Accessibility Grant application for The Miracle Park Project.

The Windsor Accessibility Advisory Committee (WAAC) is a Committee of Council that provides advice, expertise and input to Windsor City Council with respect to promoting a barrier free community and organization for persons with disabilities. Our primary goal is to break down barriers and help provide the input and guidance needed to create a more welcoming and inclusive community that offers the services, facilities and programs needed by all.

WAAC has promoted and supported the creation of accessible recreation programs, parks and facilities throughout the City for many years. It has strongly advocated for and provided funding for many accessible recreation projects as this has been a priority for the Committee. Each one of these projects was reviewed by WAAC in an effort to ensure persons with disabilities provide their expertise so that we can create the best tailored accessibility features to meet the needs of our unique community.

We are very excited about how the City of Windsor Miracle Park Committee, as well as the community partners, are dedicated to involving the Windsor Accessibility Advisory Committee and persons with disabilities in the planning process of this project to help ensure the Park meets the needs of all.

WAAC has been dedicated to continually improving access to recreation in our community and The Miracle Park Project is the crucial next step in breaking down barriers and having a complete recreation park and facility that welcomes and is accessible to all. We see this collaboration between the Corporation and the Riverside Minor Baseball Association, with the overwhelming support of a multitude of community groups and organizations, as a groundbreaking step forward. It truly would be a pivotal moment for us, as a caring community, to be able to implement what we have learned from our other accessible recreation successes that are sprinkled throughout our community and build this multifaceted, universally accessible park that could be a wonderful destination for many who have historically faced barriers to full inclusion.

We remain dedicated to these goals and our Committee is pleased to recommend that WAAC provide \$100,000. of funding to this Miracle Park project to help meet this goal. This donation signifies how important this project is to our members because we know how tremendously beneficial it could be to our residents to have such a gathering place for our community to unite through inclusive play.

We truly hope that the Jumpstart Play Finds A Way Community Accessibility Grant selection committee understands what a difference their financial support could mean to ensuring the success of this worthwhile and noble project.

If you have any questions please do not hesitate to contact me at your convenience.

Sincerely,

Gayle M Jones, on behalf of the Windsor Accessibility Advisory Committee

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Report to – Windsor Accessibility Advisory Committee

2017 Transit Windsor Customer Service Requests (CSR) on Accessibility

**Report completed by:
Patrick Delmore
Executive Director
Transit Windsor**

BACKGROUND:

Transit Windsor, along with all city departments, keeps a log of all customer concerns, complaints, compliments and suggestions into the City 311 Customer Service Request (CSR) logging system. Whether a customer calls 311 or Transit Windsor, the same computerized system is used to document all calls. The system then forwards the CSR to a Transit Windsor manager for investigation and follow up. The Transit Windsor response is also logged into the system and the customer receives a call back with regards to their initial call or email.

In the summer of 2017, it was suggested that the documented transit CSRs on accessibility be forwarded to the Windsor Accessibility Advisory Committee for review. At that time, a review of how accessibility complaints were received and documented was analyzed and a number of recommendations were made for changes to be implemented on January 1, 2018. This would involve a change during intake to identify if the feedback is accessibility related, regardless of the complaint type i.e. Schedule, Passenger Bypass, Driver etc. (Changes were not implemented mid-year as this would have affected the data integrity for 2017). This should provide for better reporting around transit accessibility issues.

Bus Shelter Issue	1	Request for new shelter
Bus Stop Issue	7	New bus stop locations concerns
Driver Complaint	52	Various complaints including driving practices, rudeness, passenger conflicts, late buses, transfer issues (many of these included a passenger with a disability but not all)
Driver Compliment	8	Kindness by driver for persons with disabilities, assisting passengers with disabilities
General Complaint	19	Service complaint, late or missing buses, mechanical related complaints
General Compliment	1	Service compliment for customer service
New Service Suggestion	3.	Cameras on buses, ramp issues
Passenger Bypassed	4	Full bus bypassing
Route Complaint	1	Transfer point issue
Route Suggestion	1	Suggestion for route change

CONCLUSION:

Once a CSR has been received by Transit Windsor it is investigated by a department supervisor and properly addressed. A response is made to the caller to inform them that the issue has been investigated and addressed. The response is recorded in the CSR system and closed. As stated in the background, a revised intake system will allow Transit Windsor to better acknowledge Accessibility related CSRs in 2018. Transit Windsor will complete quarterly reports to WAAC throughout the coming year and will continue to evaluate the recording process.