

2026-2030 Peel Region Multi-Year Accessibility Plan Consultation Survey

By completing this anonymous 5-to-15-minute survey, you'll help ensure that all Peel Region programs, services, and facilities are:

Inclusive

This means that people have both the feeling and reality of belonging and have opportunities to achieve their full potential.

Accessible

This means the removal of barriers so that everyone has access and opportunities, regardless of their background or abilities.

Some of our programs and services include:

- Childcare subsidy
- Garbage and recycling
- Regional roads
- Seniors services, long-term care, and adult day programs
- TransHelp
- Water, wastewater, and water billing

Thank you for telling us what we're doing well and what we can improve. Your answers will drive the development of the Peel Region 2026-2030 Multi-Year Accessibility Plan (MYAP).

Please either scan and email your completed survey to accessibility@peelregion.ca, or drop it off in person Monday to Friday 8 a.m. to 5 p.m. at a Service Peel location:

Brampton

10 Peel Centre Drive, Brampton

Mississauga

7120 Hurontario Street, Mississauga

For help completing the survey call **905-791-7800** (toll-free at **1-888-919-7800**).

This survey, and the data collected, is stored on a third party server.

How would you describe yourself? Please check all that apply.

- I'm a person living with a disability.
- I care for a person with a disability.
- I have a friend or family member who has a disability.
- I work for a Peel-based agency or community group that supports people with disabilities.
- I'm a member of Peel Council or a Peel Region committee, board, or agency.
- I'm a Peel Region employee.
- I live in or own a business in Peel.
- Other, please describe _____

Customer service

Accessible customer service includes not only interactions at Peel's service counters and Peel's Customer Contact Centre, but also with our senior's dental and healthy sexuality clinics, water billing and waste collection services, to name a few.

Accessible customer service:

- Ensures that everyone — including persons with disabilities — can access our programs, services, and facilities in ways that respect their personal dignity and independence.
- Promotes services that are equitable, integrated, and respond to each individual's needs.
- Fosters equitable treatment, free from attitudinal barriers, biases, and differential treatment.

1. How satisfied are you with our accessible customer service when using Peel Region's programs and services?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- No opinion: skip to next section

2. In regard to accessible customer service, what is Peel doing well? Share one or more positive experience or example.

3. An accessibility barrier is something that prevents a person with a disability from fully participating in or accessing a service or program. What should we do to make customer service more accessible? Please share any accessibility barriers (for example, wait times, accessibility supports, attitudes, and knowledge of the customer service representative) you have faced or improvements you would suggest.

Information and communications

Accessible information and communication:

Ensures that Peel Region provides information in ways that make it easy for everyone to understand, regardless of their abilities or disabilities.

Includes, but isn't limited to, printed materials (such as signage, posters, and water bills), events (such as public meetings), and digital (such as newsletters and the Peel Region website).

4. How satisfied are you with the accessibility of Peel's information or communications?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- No opinion: skip to next section

5. In regard to accessible information and communication, what is Peel Region doing well?

6. What should we do to make our information and communications more accessible? Please share as many ideas as you wish.

Employment

Accessible employment:

Ensures that Peel's employment practices are accessible, inclusive, and barrier-free to meet the needs of employees and job applicants with disabilities.

Includes, but isn't limited to, online job postings, the Peel Region application and recruitment process, career development and advancement, and accommodation plans.

7. Have you applied to Peel Region for employment or volunteering (or both)?

- Yes No

If you've applied for employment or volunteered at Peel Region, please answer questions 8, 9, and 10. If you have never applied or volunteered with us, please skip to the next section.

8. How satisfied are you with accessibility of Peel's employment practices?

- Very Satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- No opinion: skip to next section

9. In regard to accessible employment, what is Peel doing well?

10. What should we do to make our employment practices more accessible? Please share as many ideas as you wish.

Design of public spaces (built environment)

Barriers in public spaces can keep people from accessing or using a space as needed. These obstacles significantly affect the experience of individuals with disabilities.

An accessible built environment:

Is designed to accommodate the needs of everyone who uses it. This makes Peel Region's buildings and spaces enjoyable and easy for everyone to access.

Includes, but is not limited to, Peel facilities (such as long-term care centres, shelters, clinics, and the Peel Art Gallery, Museum and Archives), sidewalks, trails and paths in Peel, and accessible parking spaces.

11. How satisfied are you with the accessibility of Peel Region's facilities and spaces?

- Very Satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- No opinion: skip to next section

12. In regard to accessible public spaces, what is Peel doing well?

13. What should we do make our built environments more accessible? Please share as many ideas as you wish.

Transportation - TransHelp

TransHelp is Peel Region's accessible transit service. It provides specialized, door-to-door public transit for eligible residents with disabilities.

If you haven't used TransHelp in the past 12 months, please skip to the *Other Peel Region programs and services* section.

14. How satisfied are you with the accessibility of TransHelp?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- No opinion: skip to next section

15. In regard to the accessibility of TransHelp, what is Peel doing well?

16. What should we do to make the TransHelp experience more accessible? Please share as many ideas as you wish.

Other Peel Region programs and services

17. Please share your suggestions for improving accessibility across Peel Region's programs, services and facilities.

Your age, background, gender, and language

Answering the demographic questions in this section is optional.

Your responses are completely anonymous. All reported results will be grouped, and no individual results will ever be shared.

This information will help us better understand the diversity of our participants and ensure that our programs, services and spaces are reflective of and meet the needs of Peel's diverse communities.

Providing this information is entirely voluntary. You can skip any question you don't want to answer.

Age

1. Which is your age group?

- Under 18 years
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-79
- 80 years and older
- Prefer not to answer
- Not applicable: I'm from an agency or community group

Cultural background

2. Which racial or cultural groups do you belong to? Select all that apply.

- Asian - South (for example, East Indian, Pakistani, Sri Lankan)
- Asian - East (for example, Chinese, Japanese, Korean)
- Asian - South East (for example, Malaysian, Filipino, Vietnamese)
- Asian - North American (for example, Canadian, American)
- Black - African (for example, Ghanaian, Kenyan, Somali)
- Black - Caribbean (for example, Barbadian, Jamaican)
- Black - European (for example, English, Dutch, Portuguese)
- Black - North American (for example, Canadian, American)
- First Nations
- Indian - Caribbean (for example, Guyanese with origins in India)

- Indigenous
- Inuit
- Latin American (for example, Argentinean, Chilean, Salvadoran)
- Metis
- Middle Eastern (for example, Egyptian, Iranian, Lebanese)
- White - European (for example, English, Italian, Portuguese, Russian)
- White - North American (for example, Canadian, American)
- Prefer not to answer
- Other (please specify in comment box)
- Not applicable: I'm from an agency or community group

Gender

3. Do you identify as a member of the LGBTQ2S+ community?

- Yes
- No
- Partially
- Prefer not to answer
- Not applicable: I'm from an agency or community group

Language

4. If you were asking about a Peel Region service or program, which language would you prefer to use?

- English
- French
- Punjabi
- Urdu
- Arabic
- Hindi
- Gujarati
- Tagalog
- Spanish
- Polish
- Chinese (Mandarin)
- Tamil
- Prefer not to answer
- Other (please specify in comment box)
- Not applicable: I'm from an agency or community group

comment