

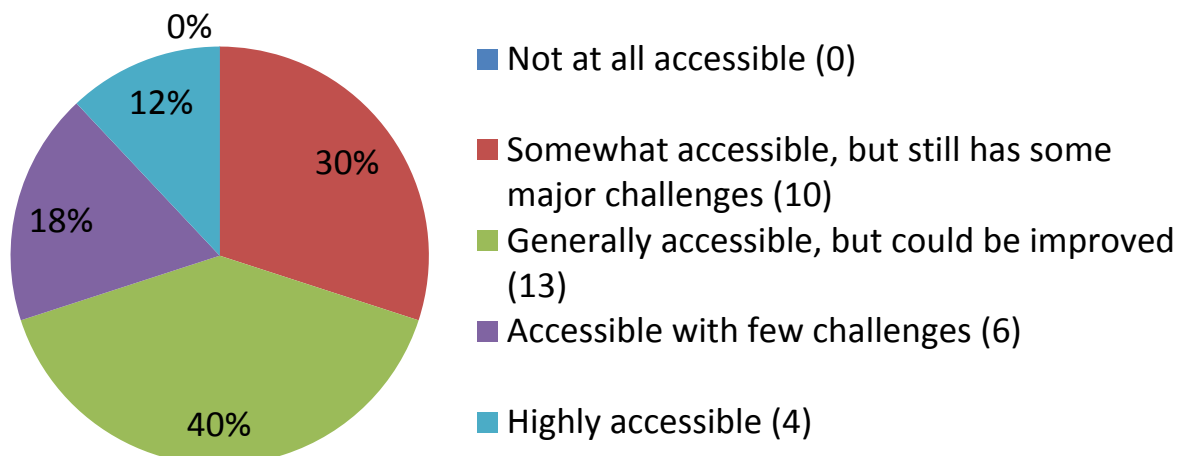


AMERICANS WITH DISABILITIES ACT SELF-EVALUATION AND TRANSITION PLAN

Survey Results
April 26 – June 1, 2016

Background: The City of Tempe is conducting an **Americans with Disabilities Act Self Evaluation and Transition Plan** to determine steps to take to ensure inclusion and access for people with disabilities. In the first phase we surveyed Tempe residents and others about the city’s sidewalks, curb ramps, street crossings, parks and on-street parking.

1. How would you rate City of Tempe’s accessibility? This includes communications, programs, services, activities, events, access to government buildings, bus stops, parks, parking, trails, etc.



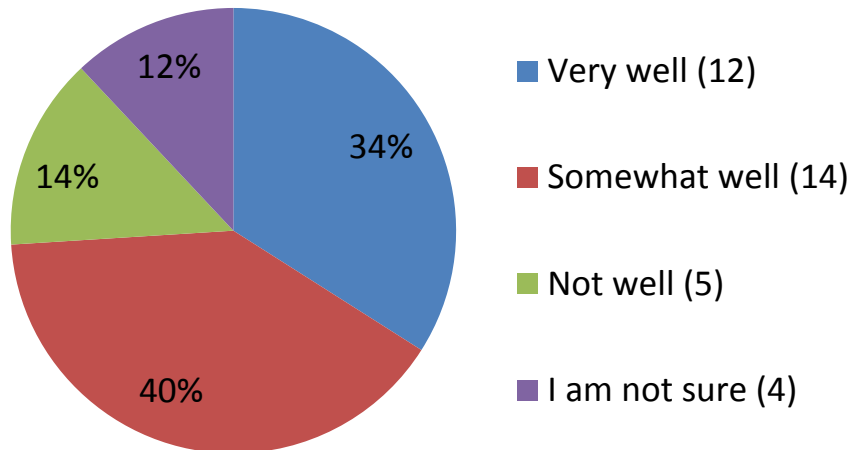
Total submissions: 33

Comments:

- Events are not accessible. Too many disabled parking used for VIPs and vans needing wide spaces and not enough for regular vehicles. No accommodations for parking mobility scooters and electric bikes
- It is so refreshing and awesome to see wheelchairs and disabled people commuting independently.
- Not enough handicapped spots in city lots
- We need sidewalks for wheelchairs and walkers for the whole neighborhood

- We need to get to Ability 360
- The transportation system for Tempe is great!
- I usually travel with a social service provider - therefore I personally don't have any issue.
- My aunt can't walk as far as the blue buses travel.
- More open sidewalks & signs - Clear of tree branches & shrubs

2. How well do City of Tempe’s policies and procedures support people with disabilities?

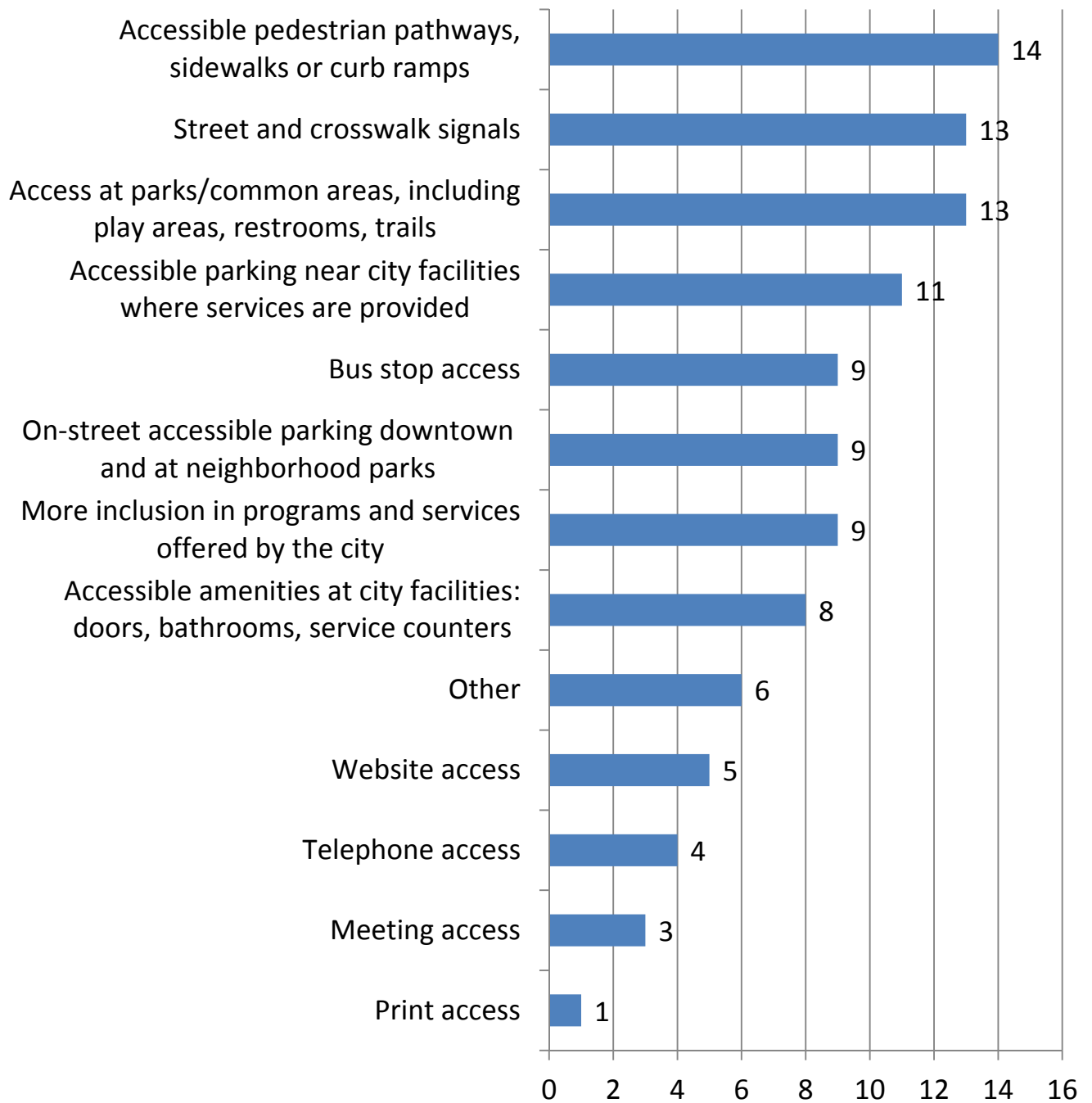


Total submissions: 35

Comments:

- Deaf and hard of hearing are not accommodated and your police stations
- Not allowed on bike paths with mobility scooters or electric bikes because they have a motor. Cyclists go much faster than electric scooters and bikes
- I am new to Tempe - 1 1/2 years resident now

3. In which of these areas does the city need to improve access? (Select all that apply)



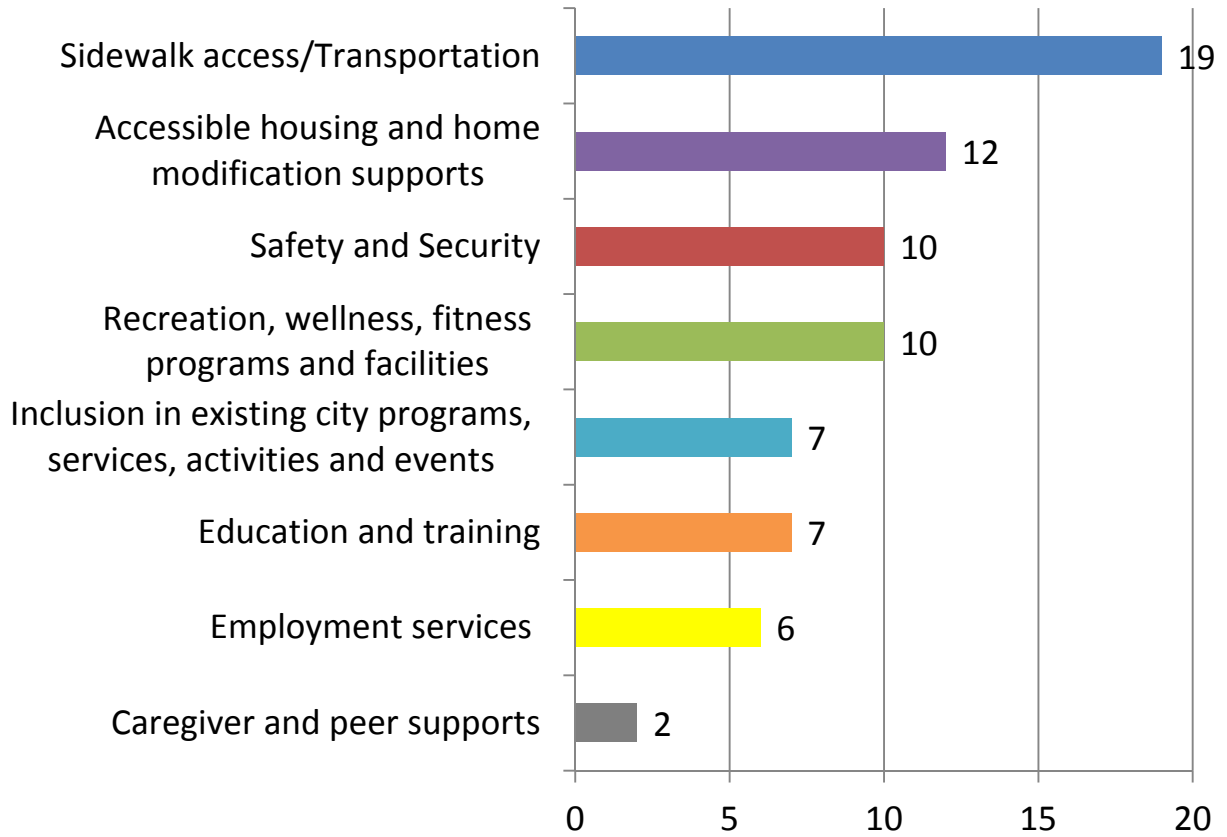
Other - please provide any examples, locations or details where you need access:

- Trees on Apache Blvd by U-Haul - not safe under bridge, walk on sidewalk not safe due to thick shrubs overgrown over sidewalk.
- Longer walk/bike crossing times at signals- like when you can see how many seconds til red
- We went to watch my brother in his first half marathon during the rock & roll and we could not find accessible parking for my dad and were not able to participate, as one example.

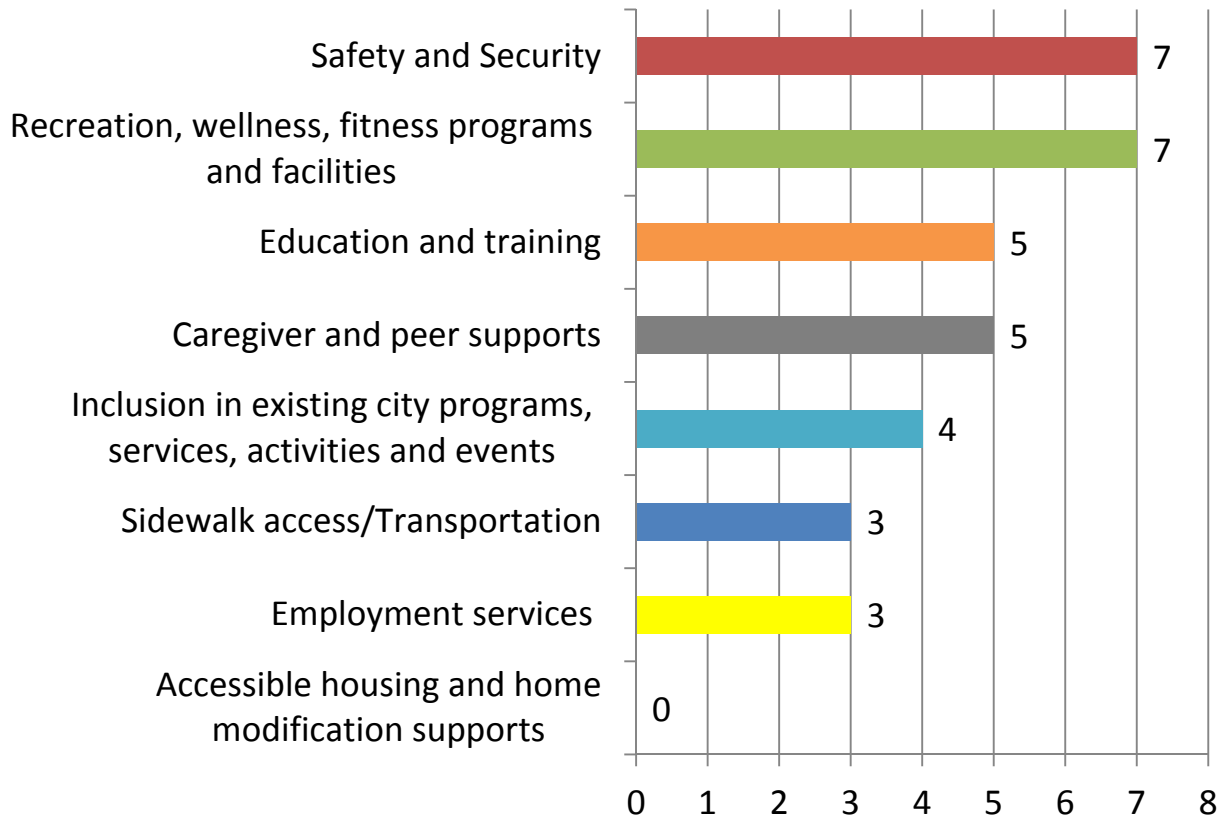
- I do have a concern about the lack of ADA parking at the library. I believe there are only 4, maybe 5 spaces on the South side, in front of the main entrance. Use to be more in the North lot, but the library has closed the North entrance – darn! Yes, there are more for the Vihel Center, and a lot more in front of the Senior Center (as there should be!). But not enough in front of the main entrance of the library itself.
- The brickyard garage elevator. There are no signs to let someone with a wheelchair, etc. know where to go if the elevator is not working. There is no handicap access to the exterior door to the City Hall breakroom when you enter from Garden Level. There is no handicap access to the restrooms in the breakroom between Engineering and Public Works Admin offices.
- Keep trim trees
- E. Apache Blvd. & NE corner of Vintag4e Goodwill
- Deaf Signal
- Mining sidewalks makes it difficult for us to get around with ease. Additionally the parks do not have barriers to the busy streets to support protection to children/adults who are "runners".
- Interpreters deaf hard of hearing are needed
- Meeting rooms with induction loops would enable those with hearing loss to use their hearing aids & be able to hear during public meetings - would also provide a place where such people could rent or borrow space to hold outside meetings.
- I live in Shalimar and our corners do not have ramps they are raised curbs
- All the parks need bathrooms or porta-potties.
- Mill Avenue
- Many intersections crossing Rural don't have a drop at the corner and others like on Elliot have it so far away from the corner that vehicles turning on red don't even see us trying to cross with the scooter
- On-street accessible parking downtown and at neighborhood parks

4. What is most important to you regarding accessibility, services and inclusion? (Please rank: 1-8, with 1 as the most important.)

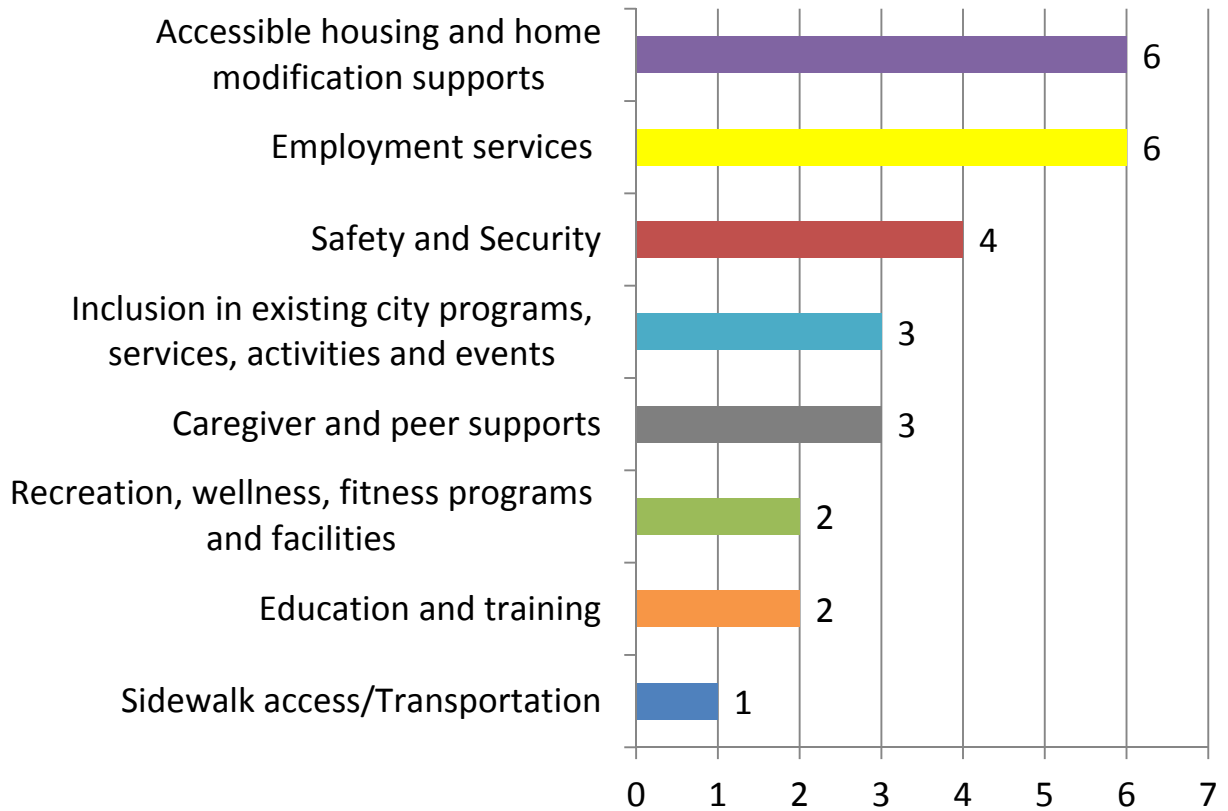
1st Choice



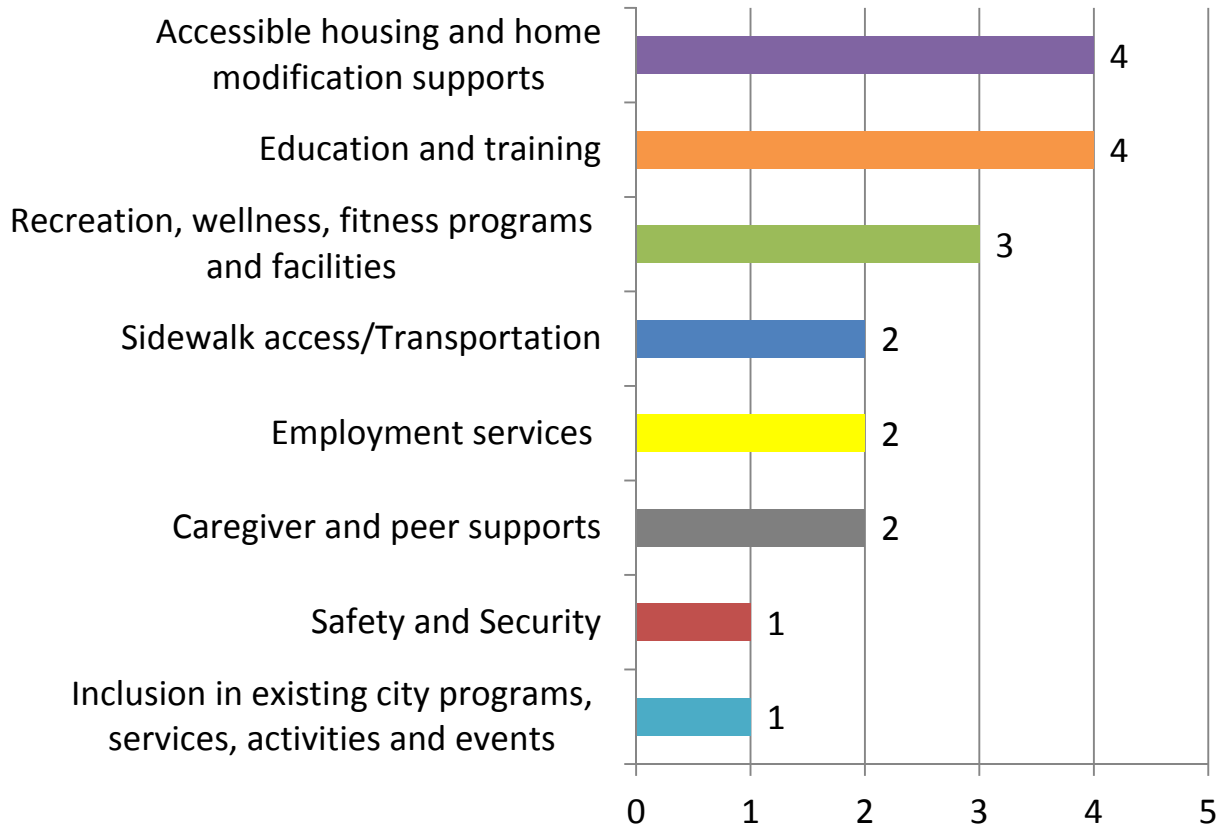
2nd Choice



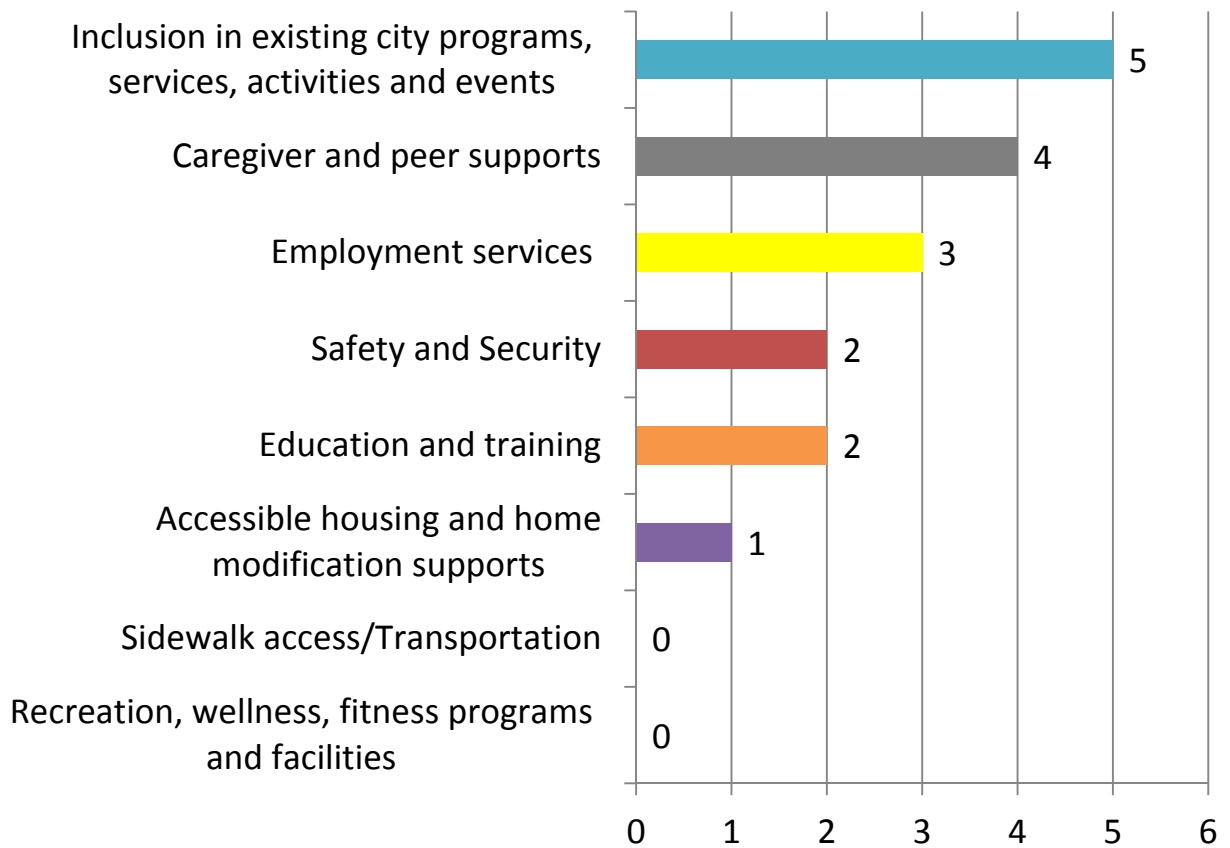
3rd Choice



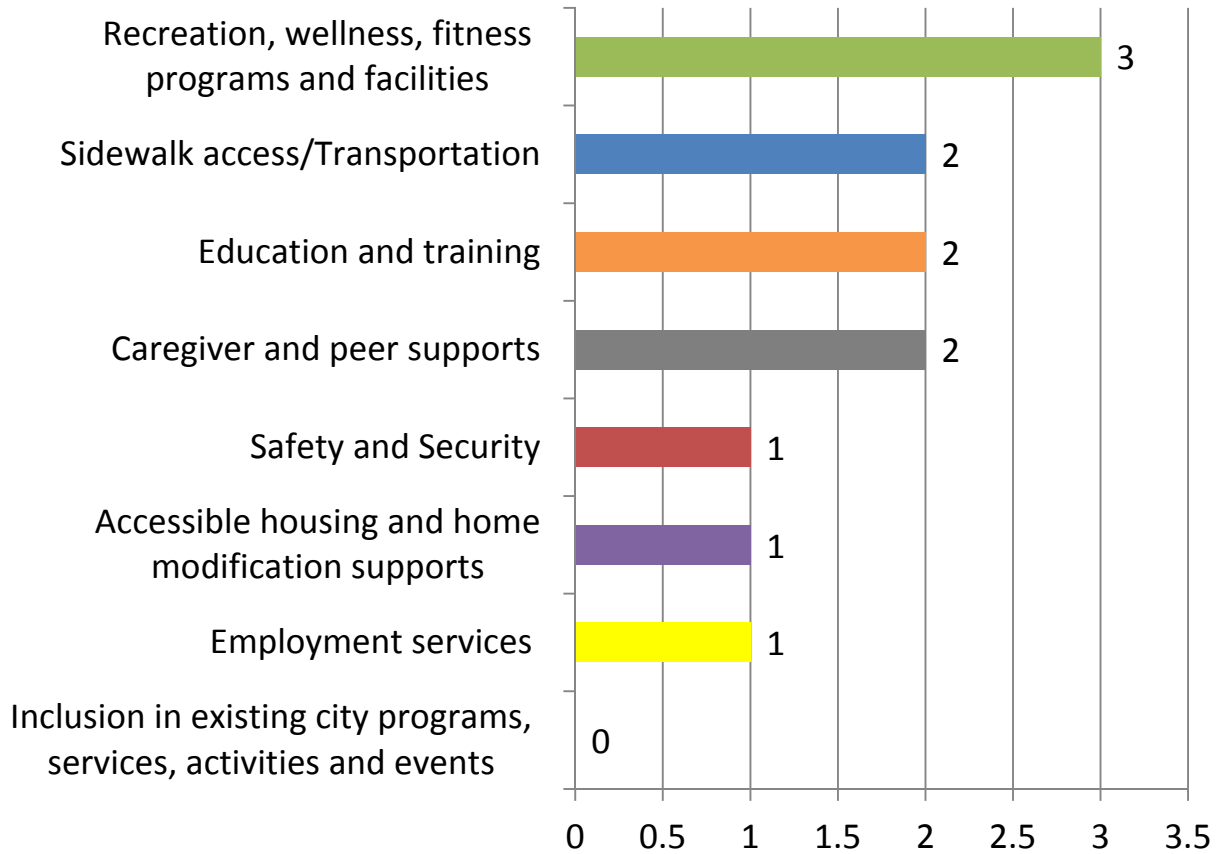
4th Choice



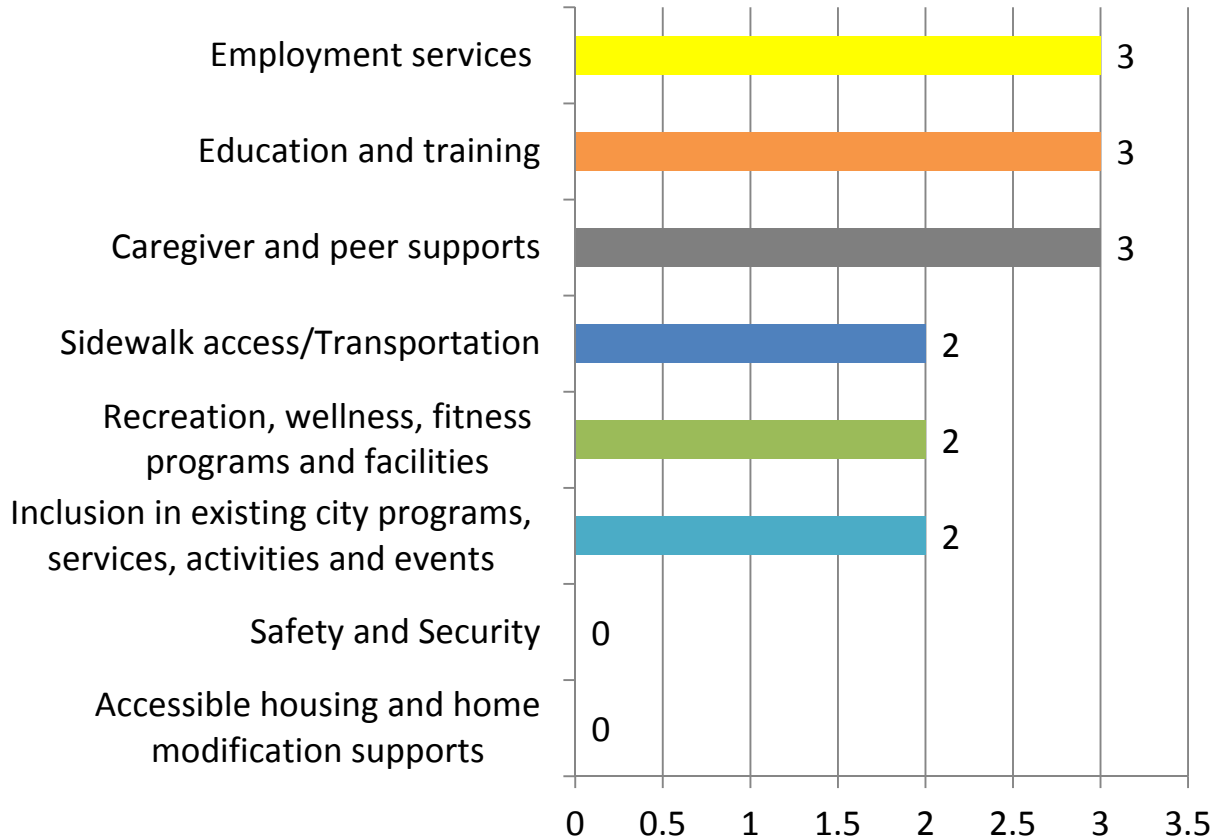
5th Choice



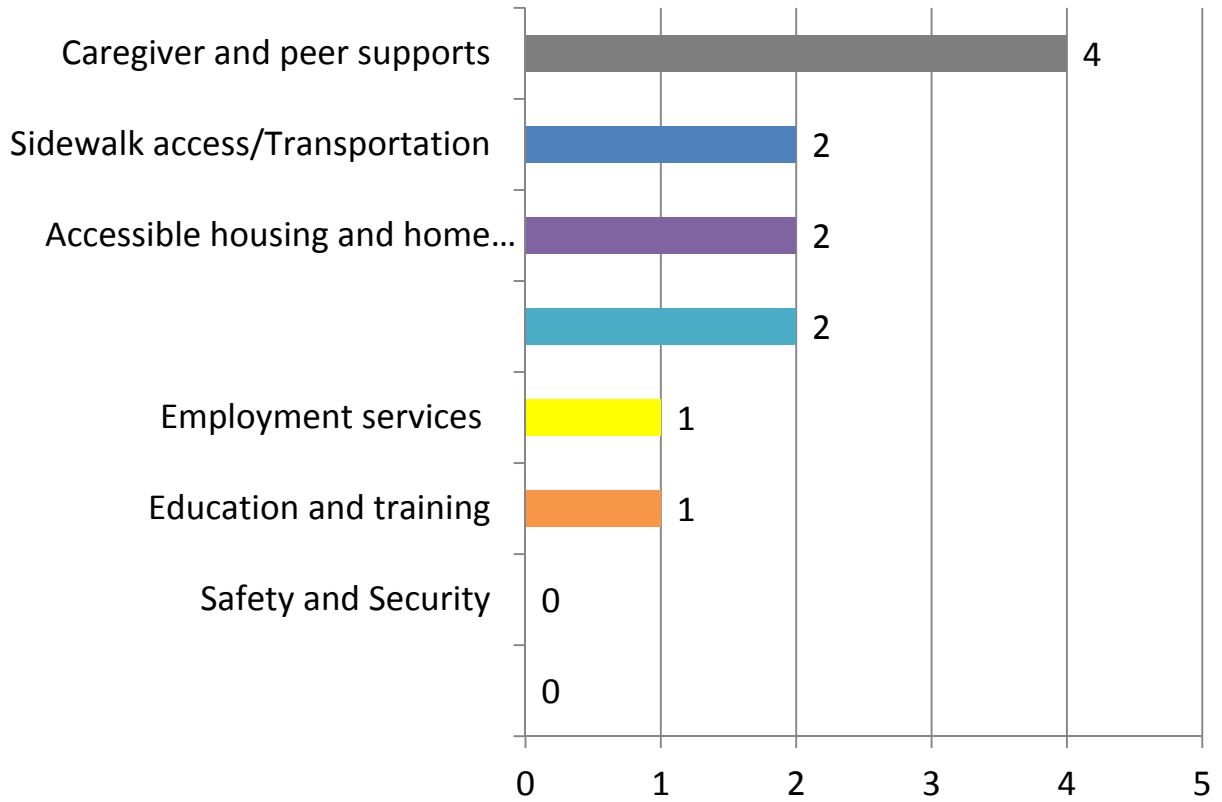
6th Choice



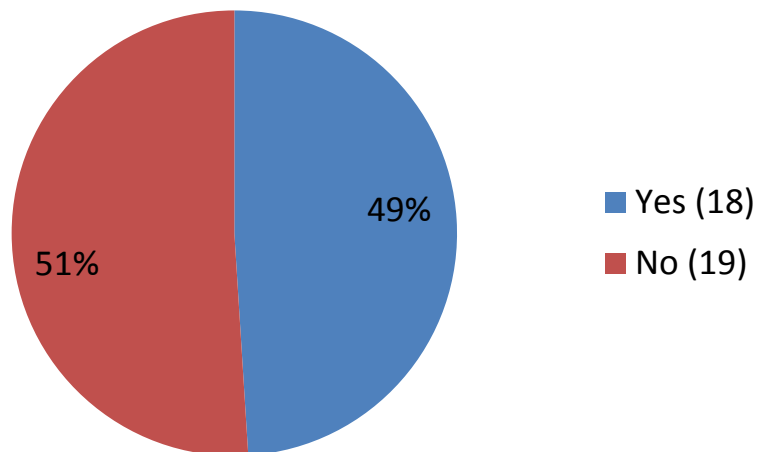
7th Choice



8th Choice

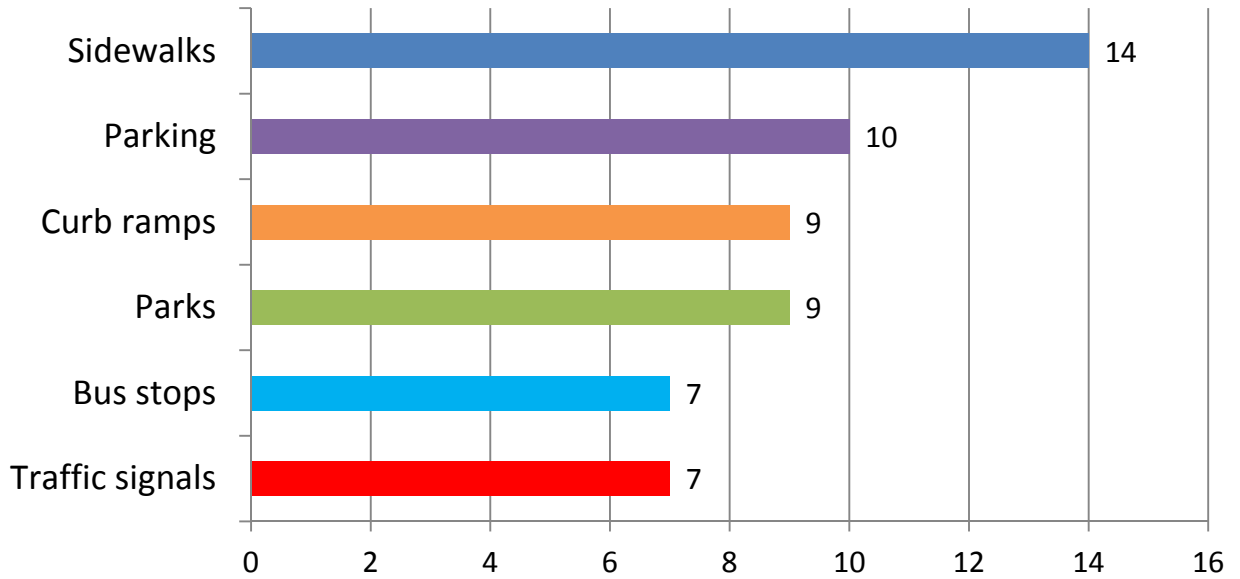


5. Did you know that the City of Tempe's website lists options for requesting an accommodation for any city programs or to register a complaint?

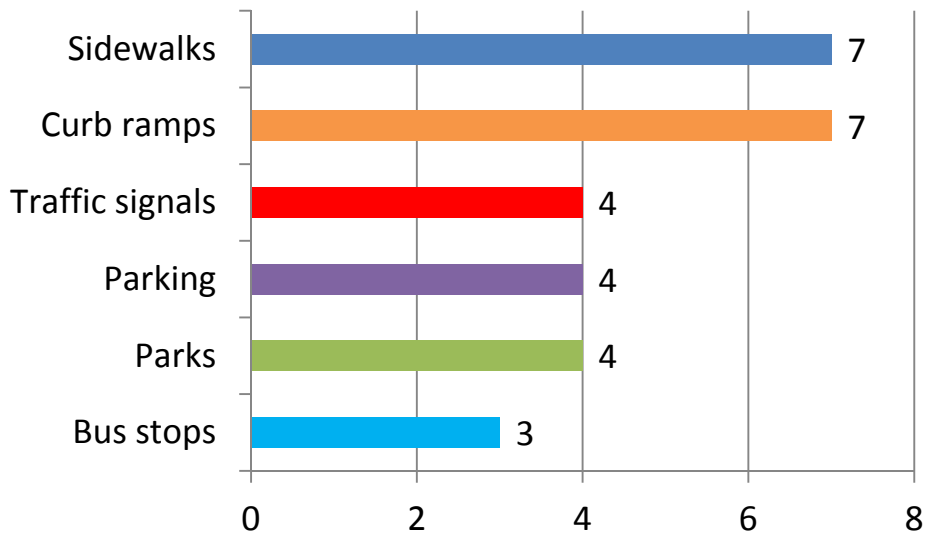


6. Which should be the highest priority to improve physical access in the City of Tempe? (Please rank: 1-6 with 1 as the most important.)

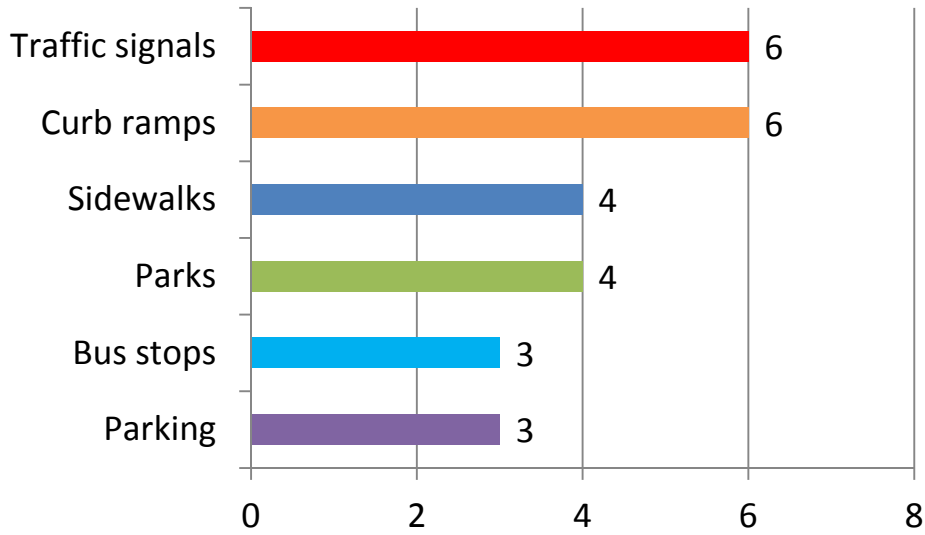
1st Choice



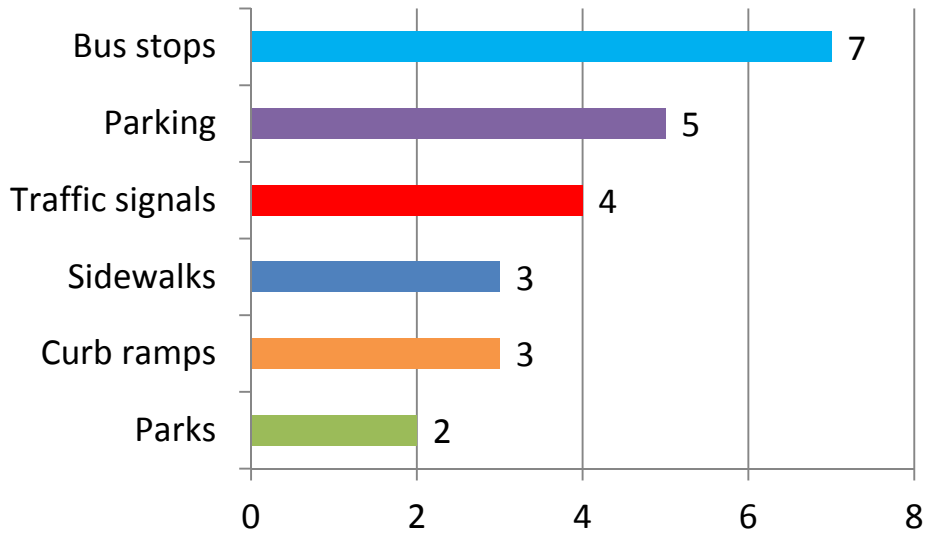
2nd Choice



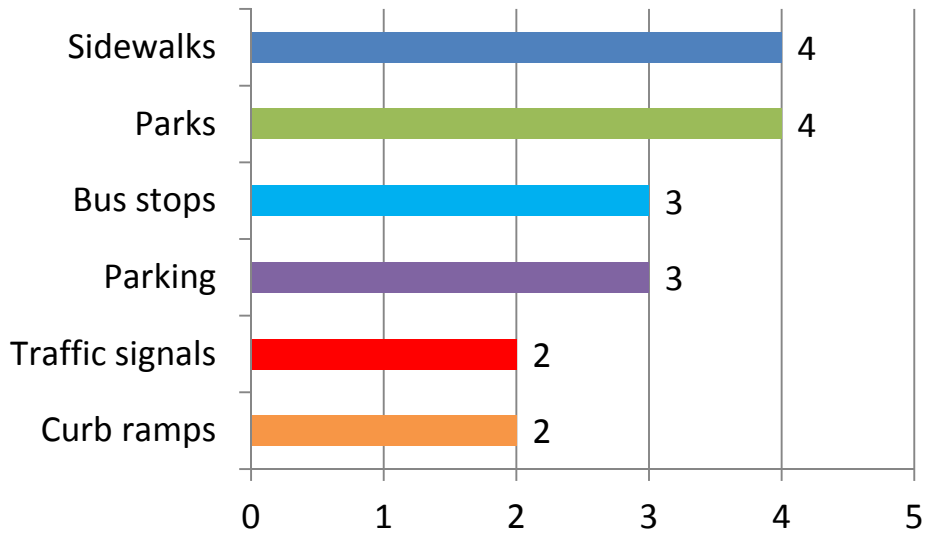
3rd Choice



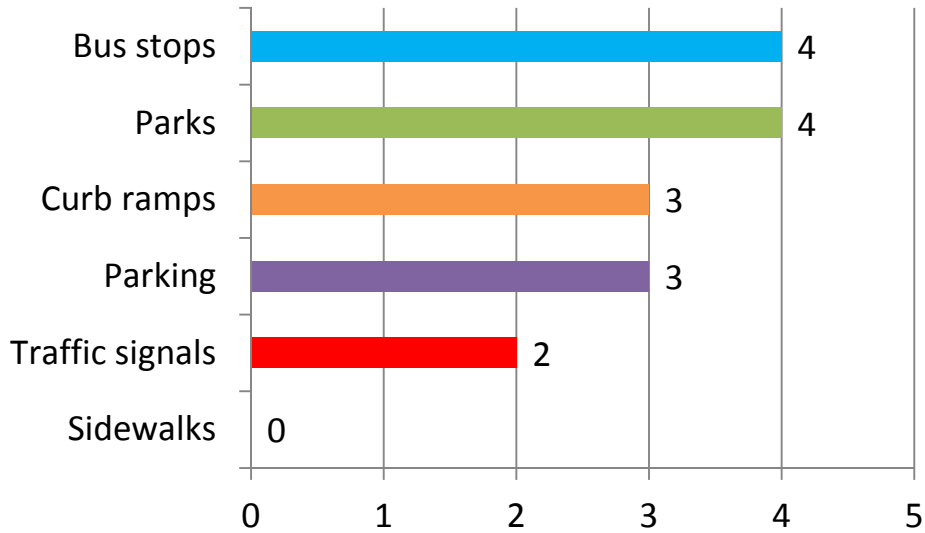
4th Choice



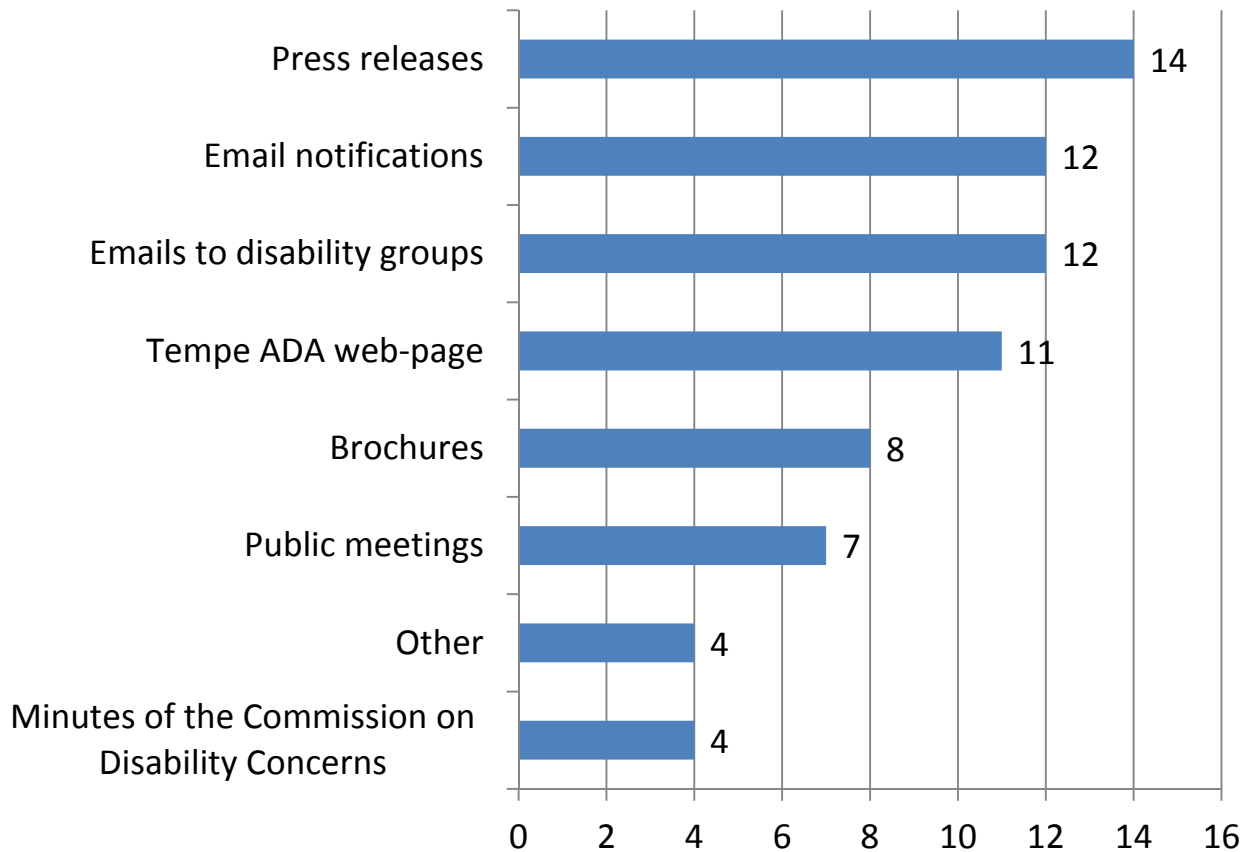
5th Choice



6th Choice



7. What are the most effective means of communication for the City to publicize information on upcoming disability events, announcements, projects or general information about the ADA Transition Plan, access, inclusion and disability issues? (Select all that apply)



Other:

- Interpreters at council
- News
- All of the above
- For brochures - Large print - Some older residents have trouble reading the newspaper & flyers

8. Are there areas where ADA and disability sensitivity training are needed?

- Bike path -Allow people with limited mobility to use the bike path with mobility scooters and electric bikes. Traffic lights - require drivers to stop fully on a red light then proceed only if no pedestrians or bicycles are at the corner to cross. Add a crossing light at Alisanos Park/Carver/bike path and Kyrene so people don't stand there (or sit on scooter) forever to cross over and get to the bike path. Also have a section dedicated to small dogs so we don't get the big dogs jumping all over us when bringing our small dogs. Our older dog got attacked by an un-neutered pit bull the owners weren't watching then refused to take responsibility for it. We couldn't even get the cops to take a report of what happened.
- Valley Metro and some Orbit Circulator drivers are insensitive to blind issues/concerns.
- Dementia awareness and support for caregivers
- Yes, invisible disabilities, hearing/sight is often ignored or overlooked yet affects more citizens! Please make sure this group is represented & needs are met.
- I think a good understanding for business owners would be amazing, especially with parking accessibility & employment.
- I think all over - I think more integrated activities with free access - such as Free Art Friday - great organization. My group is the only group with disabilities.
- Need more ADA parking at the library for the front entrance.
- Brain injury survivors need events that will allow them to exercise in a safe place. We need safe paths not on the street going from the Ability 360 to Tempe Town Lake and Kiwanis. I look forward to planning that path with you Mayor Mitchell - Catherine Brubaker - Hope For Trauma. Let's do it April 2017 during Bike week.
- I don't know, probably.
- Don't know.

- None known to me.
- No
- You did great
- Dunno
- More ASL signs

9. Are there barriers that you want to make sure are on our plan to remove?

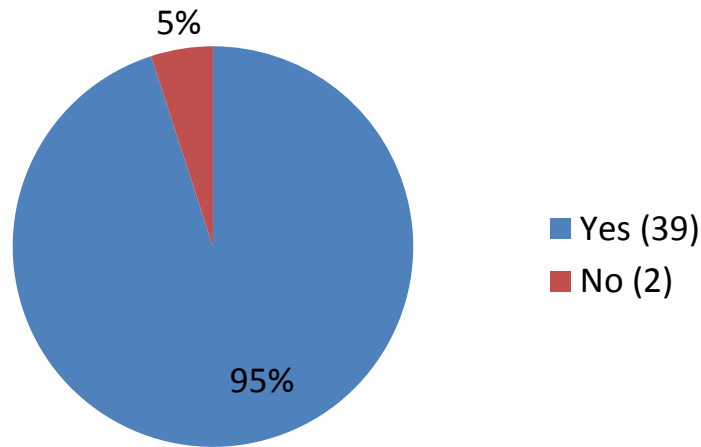
- Just think if you or your parent were on a scooter or in a wheelchair, which ones would you want removed? Disabled and pre-disabled get depressed because they are stuck home. Sidewalks are not accessible unless we go in a circle around the block, can't park at events because out of space- often spaces are used up by drivers using placards when in reality if the driver is disabled, he/she would have the license plate for disabled, not the placard that is meant for those who don't drive. Stores aren't even accessible since there is so much stuff all around the isles reducing potential turning radius, etc.
- Make all parks ADA compliant.
- Barriers to hearing & participating in events at full capacity meeting rooms, theaters, community programs. Make sure people know how/where to access.
- No
- At the Brickyard Garage, if the elevator is not working to get to B1 level, there needs to be a sign to alert someone with a walking disability where an alternate elevator is located - if there is no other alternative, there should be one put in place. If an employee who is handicapped, wants to use the breakroom at City Hall and enter through the Garden Level, there is no handicap access to do so - the door is too heavy and awkward to open. The restrooms in the breakroom between Engineering and Public Works Admin have a sign on the door for handicap access, but there is no button to push in order to get the door open. And once inside, it is very difficult for someone who is handicapped to be able to open the door to exit.
- Raised curbs on sidewalks where you have to go into street to get past
- We need to get the people who are in wheel chairs into transportation and get them to ability 360 during the summer or on their adaptive cycles down to Tempe Town Lake. :)

- On Apache Blvd between Lebanon and Price, near light rail, there one tree, the bark crook and can easy walk into head, and it is not safe. Located front of U-Haul service.
- No.
- Quit messing up College Street between Southern and Apache.
- No
- Bumps on ramps bad, trees on McClintock north of Broadway on sidewalk

10. Please provide additional information you would to share:

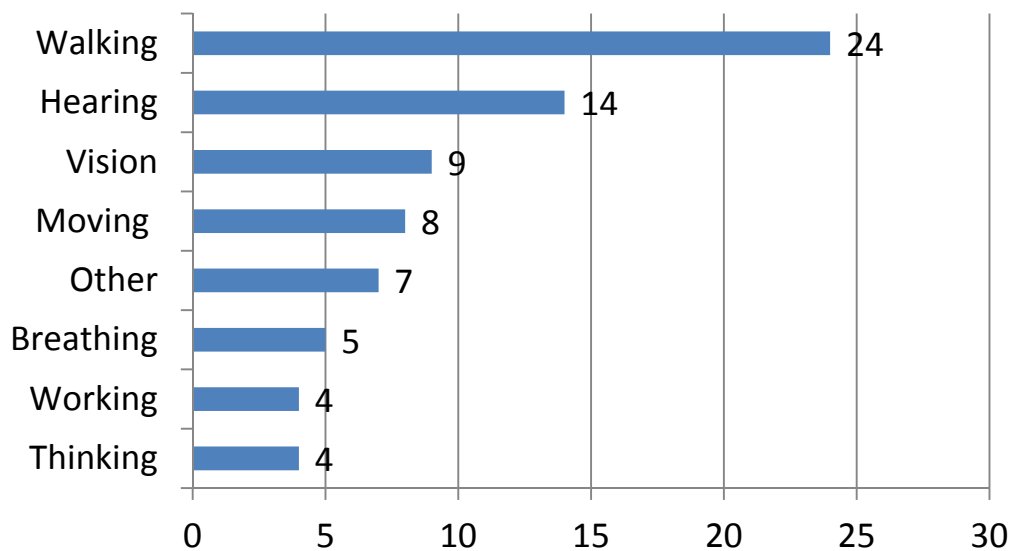
- It's scary how disabled, bicyclists, and pedestrians, are used for crash targets by cars, oftentimes running the light or rushing to turn on red without looking. We need something like a flashing red arrow to have them come to a full stop first, then turn once the way is clear
- More signage for accessible parking options online & at major events.
- Most parks do not have safety perimeters or wheelchair access & who physically disabled access. College & Broadway park barrier to busy road.
- I am only temporarily walking disabled, but in the short time, I have come to appreciate what others have to deal with on a daily basis. I hope that my experiences, and telling of same, can help improve the lives of those who do have trouble gaining access to places they need to, and desire to go to. Thank you for the opportunity to share my feelings.
- think the City is heading in the right direction and has made great strides in the last few years
- www.hopefortrauma.org
- More picnics & potlucks & fairs for the families of Tempe.
- Make sure no uneven blocks in sidewalks, easy to trip when walking.
- Fix uneven streets at Apache Blvd. from apartment buildings.

11. I am a Tempe resident, attend events, go to school, shop, and visit or work in Tempe.



Total submissions: 41

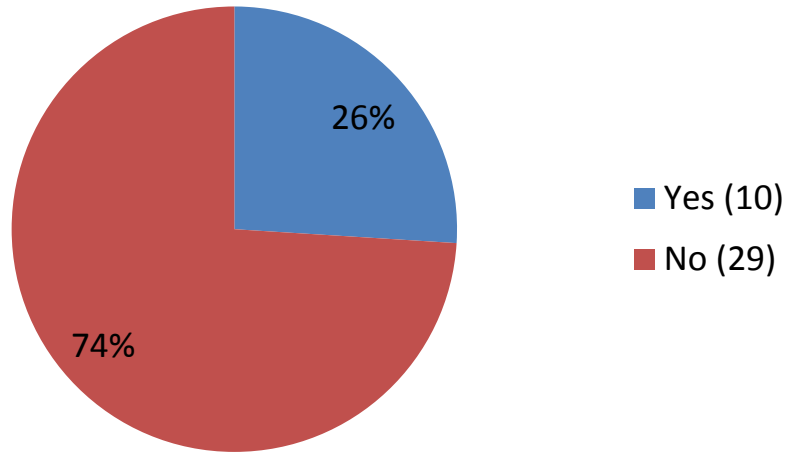
12. I work with or am related to an individual that has functional needs or disabilities affecting: (mark all that apply)



Other:

- Brain Injury
- Mental capacity
- I use a cane. But I'm doing ok.
- Walking everyday around this building including across the street, bad corner & sidewalk unsafe for my walker. I have heart condition as I try to take it easy.
- Live here - Deaf care for next door neighbor driving her to store, doctor appointments
- Deaf
- Wheelchair or scooter

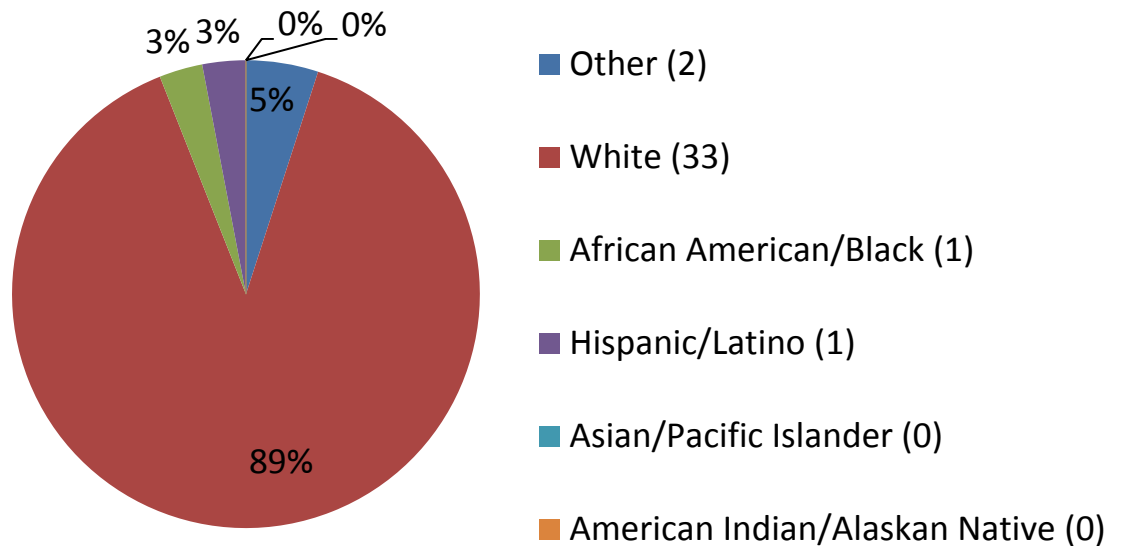
13. Are you affiliated with or receive information from local disability agencies:



Total submissions: 39

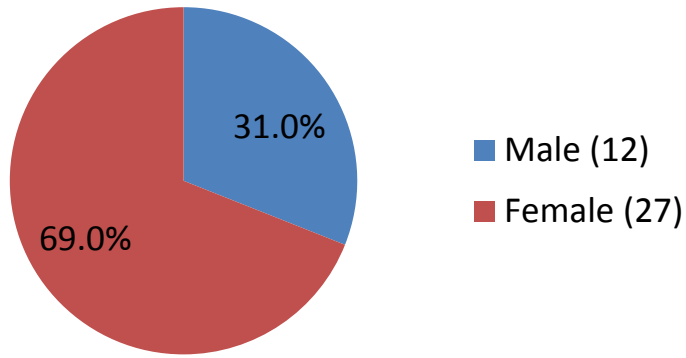
Agency names: Ability 360, ACDHH, Advocates for Individuals with Disabilities, Arc, AZ Blind and Vision – Impaired, HLAA, IUHN, SAAVI, Valley Center for the Deaf,

14. Ethnicity/Race



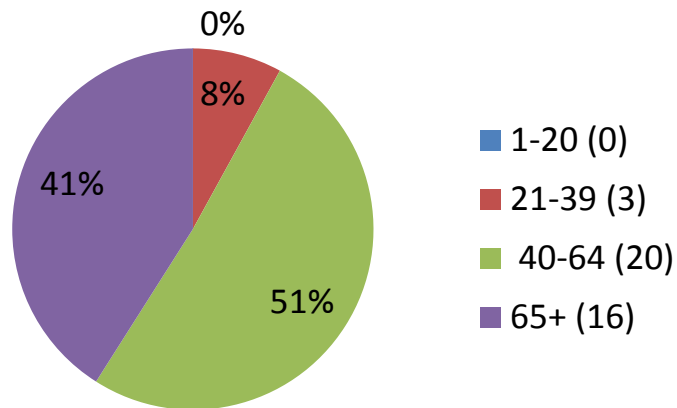
Total submissions: 37

15. Gender



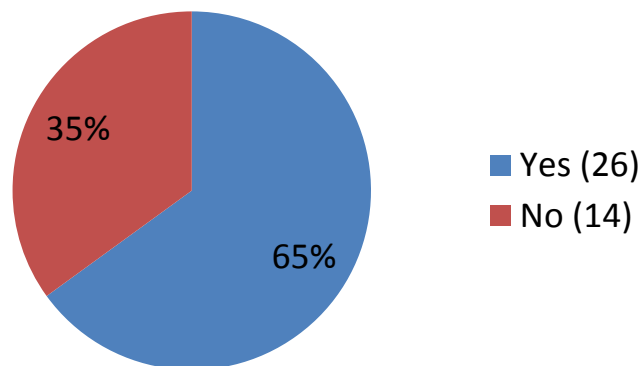
Total submissions: 39

16. Age



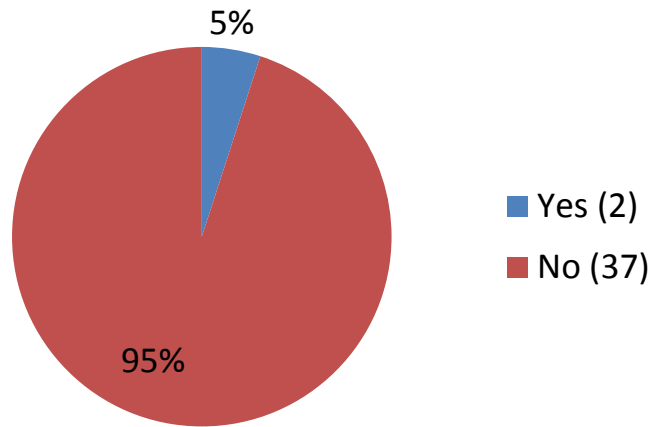
Total submissions: 39

17. Disabled



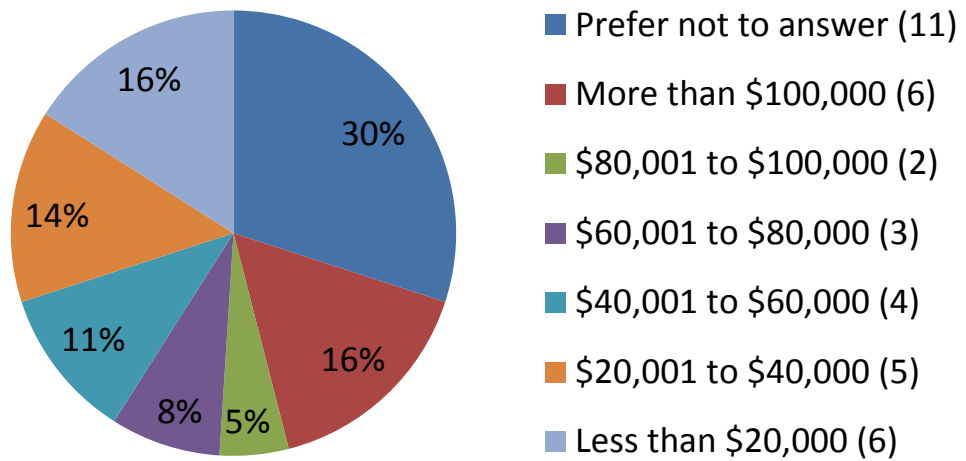
Total submissions: 40

18. Veteran Status



Total submissions: 39

19. Total Household Income Last Year, before taxes



Total submissions: 37

May 4, 2016

ADA TRANSITION PLAN - OPEN HOUSE PUBLIC COMMENTS

THESE ABBREVIATED COMMENTS WERE EDITED TO HIGHLIGHT TOPIC AND REFLECT COMMENTS PERTINANT TO THE PURPOSE AND FOR FOLLOW UP.

(ORIGINAL COPY OF THE CAPTIONED COMMENTS INCLUDES ALL VERBIAGE IN THE PUBLIC COMMENT PART, EXCLUDING THE PRESENTATION.)

(Rich Halverson, P.O. Box 27496, Tempe, AZ 85285 - 480-413-1079)

REQUEST CONTACT FOR VEGETATION OVERGROWTH

Somebody in the Tempe city government know who is in charge of trimming bushes and everything?

VEGETATION OVERGROWTH AT MCCLINTOCK SOUTHBOUND/APACHE & BROADWAY

...McClintock southbound between Apache and Broadway: the bushes need trimming very bad because it's hanging over onto the sidewalk and especially overhead for people like me that bicycle there and needs trimming really bad.

REQUEST TO RETURN THE BENCHES THAT WERE REMOVED AT BUS STOP

...There used to be at the intersection of Mill and University at the University side, by the restaurant that used to be there. There was a bus stop there and there used to be three concrete benches for waiting for the bus. They took two away quite a while ago and they haven't been returned so I don't know what the story is with that.

COLLEGE AVE/ FREEWAY N. OF ALAMEDA: PROBLEMS WITH ACCESS TO ORBIT BUS

But the main thing that's been on my mind for years because whenever Tempe city government touches a street is that they ruin it. But the original one worked, when they redesigned College Avenue between the freeway - north of Alameda, they really screwed it up in reference to using The Orbit Bus. And still, it hasn't been fixed. Because the rule ism with the Orbit Bus, you cannot stop at a driveway for letting people in and out. You are stuck with stupid stones there between the new curb and the original curb. So how are all the different people with disabilities get on and off with the stones? You can't. It's stupid.

NON-RESPONSIVENESS TO COMPLAINTS REGARDING ORBIT BUS ACCESS

A couple of leaders came out there (College Ave/Freeway N. of Alameda) and they agree the whole thing violated the ADA and it still hasn't been fixed and especially for people like me, bicyclists it's a pain in the neck and it's getting worse for me because I have more problems with my shoulder lifting up the bike because I have valley fever. And it hasn't been fixed. I gave a solution years' ago, but nobody listens.

(Jennifer Rogers, AID, 40 N. Central, Suite 1400, Phx, AZ 85004, Jennifer@aid.org)

KUDOS TO TEMPE FOR FORWARD THINKING

So, I am with Advocates for Individuals with Disabilities organization (AID) and you have been incredibly forward thinking in Tempe. We wanted to learn more from Tempe because they are very forward thinking and just being out surveying some of the areas around the valley Tempe does a phenomenal job. So that's why we wanted to see their thinking and wanted to do more compared to some of the other cities in the valley that we just wanted to be a part of the process and learn and see how some of these phases are working and why they are picking some of the areas and whatnot. So we have been really impressed with Michele and their entire team so this is great. Thank you for having us.

(Jim Lamb, 2440 S. Mill, #D123, Tempe AZ Lemuelone@hotmail.com)

Long discussion has been truncated here – see original for full-length of the discussion)

WHY THOSE PARTICULAR BOUNDARIES WERE CHOSEN

Why were the first phase boundaries as chosen?

That area is the busiest area of the city. We looked at event access and complaints. We have a lot of activity going on downtown and the usage is very high in that area. So that was our first phase. We also included the ten parks; which are spread throughout the city. The second phase will be based on population density of people with disabilities.

We had just enough (funding) between what we have to look at and the area, also knowing that we were going to be doing the second phase. The first phase (funding) could only go so far.

So I do know that from our process there was a lot of information reviewed about grievances and active information that they had from the community and I know that that information was utilized in selecting this boundary and the specific parks.

So we as consultants felt that the city did a good job based on the information that they had and that we reviewed. But I think that's why it's so important that we are doing the community input process.

And I think -- and again I will add that we work with a lot of cities across the country. Michele Stokes is your ADA Compliance Specialist. She is really trying to ensure that she is getting out into the community and speaking to all the different agencies and various groups that have a vested interest in this. I think while you might not be pleased with that boundary it's a perfect opportunity for you to help us understand what is important for phase two. And all of this input that we are receiving tonight and for every single presentation and every single survey that is received all of that information will be taken into consideration for their next decision-making process.

So are you saying that all those curb cuts mentioned, that were checked out that were noncompliant were in that area of the city?

The only thing that we surveyed, in this phase, are within those boundaries.

(Unidentified speaker)

CLARIFICATION ON PHASES

I'm sorry. I came in later so assessment phase is different than planning phase for action; is that correct?

Right. So the ADA self-evaluation and transition plan the self-evaluation portion is basically the assessment. And then the transition plan portion of the plan is the action plan. So that's how we are taking everything we identified and we are prioritizing that into this is the budget. This is when we will fix it. This is the order we will fix it in and here are the people responsible for doing that over time.

So is the plan then limited to the first things that get done or happening in this area that was assessment phase one area? Or not necessarily?

That I can't answer. I would think not necessarily. I believe certainly if there's information that comes forward from the community, then that is taken into consideration. And I can tell you that generally speaking grievances what I would call a grievance someone that actually is dealing with an access issue if they bring that forward as an access issue most of the cities if not all of the cities we consult with are jumping on those things.

So if there is something that is not within these boundaries that you want to include in the survey or you want to bring forward to Michele I know her contact information is on the survey. Just coming forward with that information would be of tremendous benefit to the city to make sure that those things are prioritized.

(Unidentified speaker)

CLARIFICATION OF SIDEWALK MEASUREMENTS

I am not sure it's ADA but in your evaluation of sidewalks do you make into account the edge of the sidewalk opposite the street and find out whether or not it has a hole in it or a drop off? Because I have gotten stuck twice when my wheel went off the inside edge of the sidewalk to avoid collision with one time a bicycle and the other time a child running.

Well, typically there's a standard sidewalk width and we are evaluating that path that someone can travel. Unless it's a significant drop off when we are evaluating, no, it's not really taken into consideration.

TEMPE LAKE PARK REVIEW NEED TO BE DONE – THERE ARE PROBLEMS.

I was a little confused if you could clarify it a little bit what the process is for Tempe Town Lake Park. It was nine parks, but that one's the tenth park, and how you are going to deal with that because I know there are some serious accessibility issues there.

We limited the review to the parking and sidewalk in this phase. The reason that we looked at the north side is that we aware (through complaints) that there was some severe issues on that

side. And we wanted to make sure that we got those in. That area is used quite heavily. Within the park itself the park proper we will probably end up putting that in phase two.

ACCESS OF DOCK AT THE TEMPE LAKE MARINA NEEDS TO BE ADDRESSED

I am particularly interested -- I don't know if it's determined as a sidewalk or what. There is an accessible dock at the marina. Which a lot of times is not accessible because the pathway is flooded because we have gotten into this point a lot of times where parks and rec and public works point fingers at each other that they oversee the floodwater and irrigation the path and then wheelchairs can't get down to the accessible dock because the DG path is flooded. So that's been a problem for years.

I don't know where that goes in this plan because DG might not be the ride substance. The curb is too high.

DOTS ON THE BOARD HIGHLIGHT TEMPE TOWN LAKE PARK AS HIGH PRIORITY

I can see from the dots it's a big item. The Tempe Town Lake Park is going to be a substantial review to get through that whole park and the elements in the second phase.

(Michele Michaels, ACDHH, 100 N. 15th Ave. #104, Phx, 85007 M.Michaels@acdhh.az.gov)

DID SURVEY CONSIDER VISUAL SIGNALS AT COMMUNICATION BOXES IN GARAGES?

I am Michele Michaels and I am here representing the State of Arizona the commission for the deaf and the hard of hearing. So what we look at are types of visual signals for any type of auditory information. So I don't know if when you go and you evaluate a parking garage if you are looking at before you get out there's no person there and you have got a gate. You have to push a button to get help. How does a deaf person know if somebody is coming if they can't hear? So even though this is -- it seems to be more about mobility in the built environment. The built environment affects the deaf and the hard of hearing when there is a lack of visual signals of auditory information. So that's just one of the things I wanted to point out. I don't know if that's something that you knew about in this phase.

Yes. I can tell that you if we see some type of control mechanism that it is evaluated for people with sensory impairments both hearing and visual impairments. The focus always tends to be for people using a mobility device because architecturally that's the biggest challenge. But since ADA came out in 1990 there has been much improvement in technology. And yeah, the Accessology team is very, very aware of the technology and we look for the technology. And even if it's not there we often made recommendations for it to be included.

An example: Again, I don't know that we pointed this out. The summary of findings document, of course we have accommodations here, but even the summary of findings document was converted to an "Easy English" version. We are really trying to take into consideration things that may not be considered necessarily or fully mainstreamed in terms of the self-evaluation transition process but I think it is a progression.

ARE DEAF AND HARD OF HEARING ACCOMMODATIONS PROVIDED IN SERVICES?

YES. Some of you know I am profoundly deaf. So yes, this is dear to my heart. We have portable listening systems. If ever there is an activity event the city is putting on and you want a listening system just let us know. Let the person who is running the event know and we will have it there. The system that we have is a portable listening system. We have ten receivers so up to ten people. If I need to get more I know where to get them. And also if you need interpreting, if you need captioning, CART we can provide it.

And one of the reasons we are providing it here at this Open House is to show folks what's available.

NEED TO ENSURE CITIZENS KNOW TO ASK FOR ACCOMMODATIONS AT MEETINGS.

One of the questions on the survey deals with this a little bit in terms of whether or not the public understand what accommodations the city has available to them. And so oftentimes cities are equipped to provide accommodation especially for something like hearing loss, low vision or low hearing but the citizens may not necessarily know about it. So that's a big part of the effort as well I think of this process is to make sure citizens know where to contact. Do they have that information?

ARE OTHER AGENCIES ABLE TO OBTAIN PRESENTATIONS?

I do have another question. So are you going to -- you said that Michele you were going to be going out to different places. Are you going to do outreach to the couple of accessible apartment complexes that are in Tempe?

Definitely going to Apache ASL Trails; I have an appointment on the 25th. And going to SAAVI.

And what about Broadway apartments? If you leave me the contact information and I will contact them to schedule a presentation.

###

Condensed by Michele Stokes, ADA Compliance Specialist.

ADA Transition Plan – Public Comments

Attendees of the ADA Transition Plan Open House were invited to prioritize what they would like to see addressed first. Each attendee was given three dots to show prioritization for two questions.

The numbers below show how many dots were placed. The highest priority is highlighted.

Which Park should have the highest priority to improve physical access?

Benedict Field 2	Dwight Park 1	Papago Park 9
Selleh Park 0	Tempe Sports Complex 8	Corbell Park 1
Ehrhardt Park 0	Scudder Park 1	Svob Park 0
Tempe Town Lake Park 17		

Which should be the highest priority to improve physical access in the City of Tempe?

Parks 6	Parking 5	Curb Ramps 7
Sidewalks 13	Traffic Signals 4	Bus Stops 7

Several presentations were made to disability organizations. Some comments that came from these meetings are below.

Apache ASL Trails presentation:

- “The bus stops with shelters need more light and bus stops need more benches for us to sit.”
- “The bus stop outside of Apache ASL Trails needs more light and trimming of branches near the stop.”
- “There are some trees down the street from us that protrude into the sidewalk, making it hard to use.”
- “The city needs to address the vegetation that is overgrowing the sidewalks as they make it harder for wheelchair users and those of us who are blind.”
- “We need large numbers on our building because the taxi drivers are always missing the building.”
- “We would like a street sign that says Caution Deaf Residents or the like posted on the street.”
- “We would love to see a Tempe street sign added to our side street that is in ASL fingerspelling”
- “Also add a finger-spelled “Welcome to Tempe” at the city boundary signs.”

SAAVI presentation:

- “Vegetation overgrowing the sidewalk is a big problem.”
- “The Orbit needs to have designated stops at wheelchair accessible locations.”