

Q1 1. What is your home zip code? (optional)

Answered: 179 Skipped: 1

#	RESPONSES	DATE
1	28213	8/1/2019 12:19 PM
2	28205	8/1/2019 11:38 AM
3	29710-0651	7/31/2019 12:02 PM
4	28214	7/31/2019 4:27 AM
5	28273	7/30/2019 3:10 PM
6	28205	7/29/2019 6:36 AM
7	28027	7/29/2019 5:50 AM
8	28262	7/24/2019 6:19 PM
9	28221	7/24/2019 6:28 AM
10	28215	7/24/2019 6:02 AM
11	28016	7/23/2019 6:25 AM
12	28210	7/22/2019 12:56 PM
13	28269	7/22/2019 6:35 AM
14	29707	7/20/2019 9:34 AM
15	28262	7/18/2019 6:39 PM
16	28269	7/15/2019 5:35 PM
17	28262	7/15/2019 5:40 AM
18	28269	7/13/2019 11:36 AM
19	28277	7/12/2019 4:34 PM
20	28209	7/12/2019 9:03 AM
21	28203	7/12/2019 5:18 AM
22	28208	7/12/2019 3:56 AM
23	28226	7/12/2019 3:48 AM
24	28277	7/11/2019 6:05 PM
25	28226	7/11/2019 5:52 PM
26	28211	7/11/2019 2:18 PM
27	28202	7/11/2019 12:09 PM
28	28270	7/11/2019 9:52 AM
29	28202	7/11/2019 9:40 AM
30	28270	7/11/2019 9:14 AM
31	28210	7/11/2019 7:12 AM
32	28213	7/11/2019 5:19 AM
33	28210	7/10/2019 3:30 PM
34	28216	7/10/2019 2:25 PM
35	28217	7/10/2019 10:06 AM

36	28277	7/10/2019 9:39 AM
37	28226	7/10/2019 9:32 AM
38	28205	7/10/2019 8:51 AM
39	28211	7/10/2019 7:51 AM
40	28215	7/10/2019 6:30 AM
41	28208	7/10/2019 6:28 AM
42	28211	7/10/2019 5:28 AM
43	28214	7/10/2019 4:47 AM
44	28277	7/10/2019 4:42 AM
45	28209	7/10/2019 4:32 AM
46	28208	7/10/2019 4:04 AM
47	28203	7/10/2019 3:22 AM
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53	28277	7/9/2019 4:57 PM
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63	28269	7/9/2019 2:57 PM
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71	28210	7/9/2019 12:12 PM
72	28269	7/9/2019 12:07 PM
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74	28277	7/9/2019 11:46 AM
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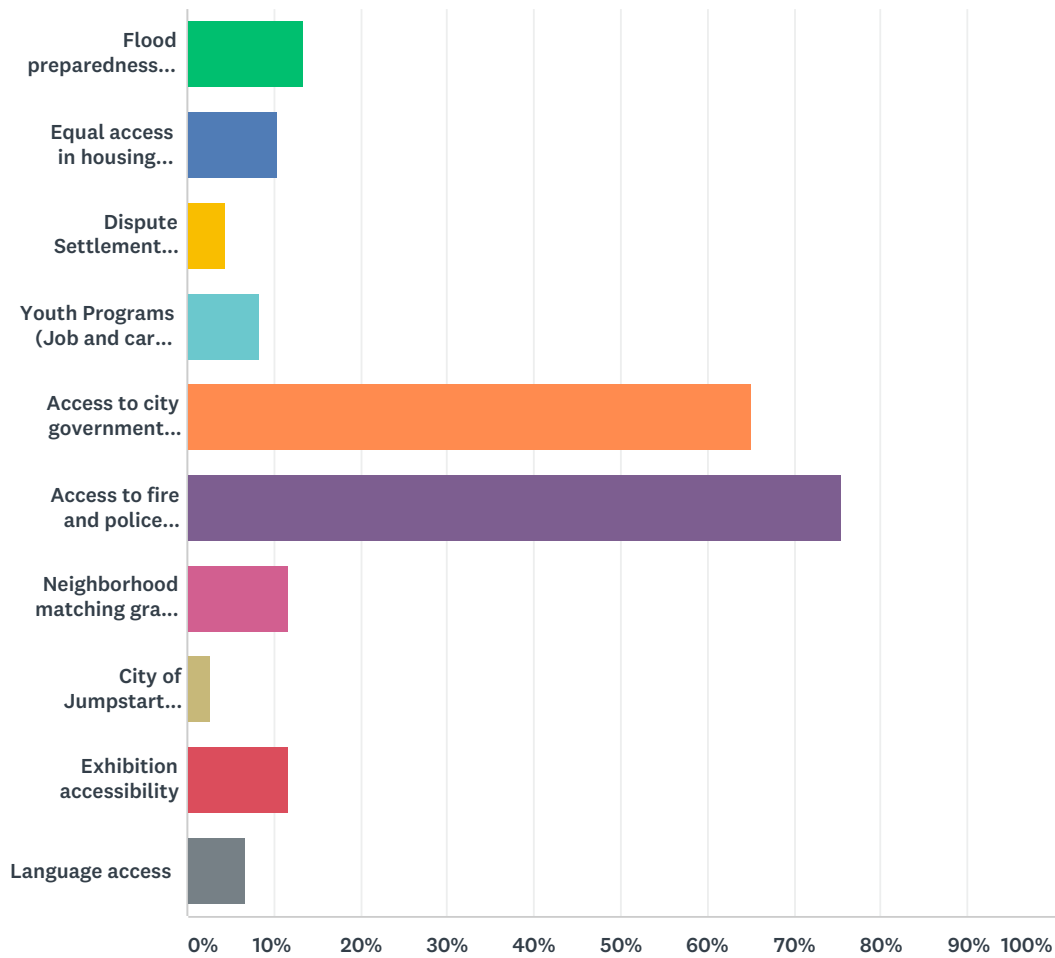
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81	28210	7/9/2019 10:13 AM
82	28277	7/9/2019 9:50 AM
83	28203	7/9/2019 9:41 AM
84	28209	7/9/2019 9:38 AM
85	28269	7/9/2019 9:30 AM
86	28277	7/9/2019 9:18 AM
87	28215	7/9/2019 9:13 AM
88	28213	7/9/2019 9:07 AM
89	28212	7/9/2019 9:05 AM
90	28212	7/9/2019 8:59 AM
91	28202	7/9/2019 8:55 AM
92	28269	7/9/2019 8:50 AM
93	28226	7/9/2019 8:45 AM
94	28270	7/9/2019 8:44 AM
95	28208-2809	7/9/2019 8:36 AM
96	28214	7/9/2019 8:27 AM
97	28203	7/9/2019 8:26 AM
98	28216	7/9/2019 8:21 AM
99	28270	7/9/2019 8:12 AM
100	28205	7/9/2019 8:06 AM
101	28214	7/9/2019 8:05 AM
102	28269	7/9/2019 7:57 AM
103	28269	7/9/2019 7:46 AM
104	28277	7/9/2019 7:46 AM
105	28269	7/9/2019 7:43 AM
106	28226	7/9/2019 7:42 AM
107	28270	7/9/2019 7:39 AM
108	28209	7/9/2019 7:33 AM
109	28210	7/9/2019 7:32 AM
110	28216	7/9/2019 7:24 AM
111	28203	7/9/2019 7:23 AM
112	28215	7/9/2019 7:22 AM
113	28202	7/9/2019 7:13 AM
114	28203	7/9/2019 7:06 AM
115	28210	7/9/2019 7:06 AM
116	28277	7/9/2019 6:57 AM
117	28227	7/9/2019 6:55 AM

118	28226	7/9/2019 6:54 AM
119	28269	7/9/2019 6:54 AM
120	28212	7/9/2019 6:51 AM
121	28216	7/9/2019 6:51 AM
122	28227	7/9/2019 6:50 AM
123	28215	7/9/2019 6:50 AM
124	28273	7/9/2019 6:48 AM
125	28277	7/9/2019 6:48 AM
126	28205	7/9/2019 6:47 AM
127	28227	7/9/2019 6:46 AM
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129	28270	7/9/2019 6:44 AM
130	28262	7/9/2019 6:43 AM
131	28277	7/9/2019 6:40 AM
132	28209	7/9/2019 6:39 AM
133	28208	7/9/2019 6:39 AM
134	28216	7/9/2019 6:35 AM
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136	28205	7/9/2019 6:31 AM
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143	28208	7/9/2019 6:26 AM
144	28227	7/9/2019 6:25 AM
145	28262	7/9/2019 6:24 AM
146	28277	7/9/2019 5:55 AM
147	28210	7/8/2019 8:48 AM
148	28214	7/8/2019 7:40 AM
149	28273	7/8/2019 7:36 AM
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153	28227	7/3/2019 5:10 PM
154	28269	7/3/2019 11:36 AM
155	28210	7/3/2019 11:04 AM
156	28215	7/2/2019 6:24 PM
157	28027	7/2/2019 1:26 PM
158	28269	7/2/2019 10:55 AM

159	28262	7/2/2019 9:53 AM
160	28269	7/1/2019 5:45 PM
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167	28212	7/1/2019 4:45 AM
168	28211	6/28/2019 12:59 PM
169	28081	6/28/2019 11:51 AM
170	28270	6/28/2019 10:51 AM
171	28227	6/28/2019 8:42 AM
172	28211	6/28/2019 7:50 AM
173	28269	6/28/2019 6:51 AM
174	28209	6/28/2019 5:26 AM
175	28269	6/28/2019 5:15 AM
176	28209	6/28/2019 5:09 AM
177	28262	6/28/2019 5:01 AM
178	28202	6/28/2019 5:00 AM
179	28205	6/28/2019 4:55 AM

Q2 Please select the programs and services the City provides that you utilize.

Answered: 180 Skipped: 0



ANSWER CHOICES	RESPONSES	
Flood preparedness and safety	13.33%	24
Equal access in housing programs	10.56%	19
Dispute Settlement Program	4.44%	8
Youth Programs (Job and career readiness training, Mayor's youth employment program, Mayor's mentoring alliance program)	8.33%	15
Access to city government (City Council and boards and commission meetings, Government channel, City of Charlotte web site)	65.00%	117
Access to fire and police services	75.56%	136
Neighborhood matching grants program	11.67%	21
City of Jumpstart Community Safety Micro-Grant Program	2.78%	5
Exhibition accessibility	11.67%	21

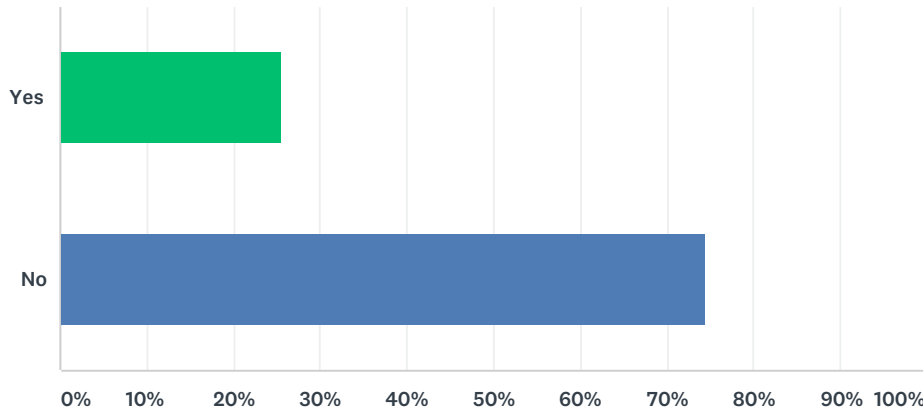
Language access

6.67% 12

Total Respondents: 180

Q3 Are there additional programs and services the City provides that you utilize?

Answered: 180 Skipped: 0



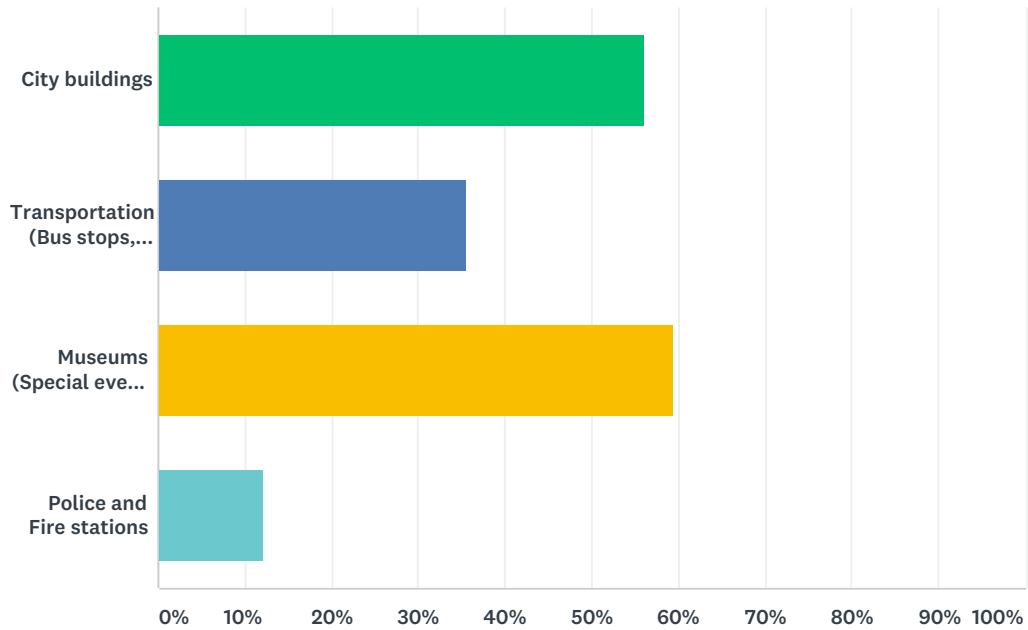
ANSWER CHOICES	RESPONSES
Yes	25.56% 46
No	74.44% 134
TOTAL	180

#	IF YES, PLEASE PROVIDE THE NAME OF THE PROGRAM OR SERVICE.	DATE
1	CATS Special Transit System	7/30/2019 3:10 PM
2	Trash Collection and zoning enforcement.	7/24/2019 6:19 PM
3	special transportation on the CATs special van	7/22/2019 6:35 AM
4	Public transportation via light rail	7/15/2019 5:40 AM
5	Special Transportation Service	7/13/2019 11:36 AM
6	Transportation	7/12/2019 3:56 AM
7	trash, recycling, Foxhole	7/12/2019 3:48 AM
8	Charlotte Trees	7/11/2019 9:14 AM
9	STS bus service	7/11/2019 7:12 AM
10	Mental health programs	7/10/2019 3:30 PM
11	Trash/ recycling Pick up, water services	7/10/2019 2:25 PM
12	Para transit	7/10/2019 8:51 AM
13	CATS, CDOT	7/10/2019 5:28 AM
14	Better community liaison policing in South Charlotte	7/10/2019 4:42 AM
15	Greenways	7/9/2019 4:33 PM
16	Accessible	7/9/2019 3:29 PM
17	Bridging the Gap	7/9/2019 2:47 PM
18	Bus system	7/9/2019 1:47 PM
19	311 call line for garbage and water	7/9/2019 12:18 PM

20	I don't know	7/9/2019 10:51 AM
21	Water dep	7/9/2019 10:34 AM
22	Have never heard about any programs. It would be nice for the disabled to be aware of what's offered	7/9/2019 9:30 AM
23	Special transportation	7/9/2019 8:59 AM
24	Special transportation	7/9/2019 8:44 AM
25	Library programs, classes and services	7/9/2019 8:36 AM
26	BULK PICKUP	7/9/2019 8:12 AM
27	Social services	7/9/2019 8:06 AM
28	Courts building	7/9/2019 7:57 AM
29	PLANNING & ZONING, MUNICIPAL FACILITIES, ROADS & SIDEWALKS,AIRPORT0CDOT(BLUELINE)	7/9/2019 7:39 AM
30	land and tax records, garbage/recycling/bulky item pickup	7/9/2019 7:33 AM
31	Water	7/9/2019 7:06 AM
32	libraries	7/9/2019 7:06 AM
33	Trash service and road repair/maintenance	7/9/2019 6:54 AM
34	Affordable after school programs	7/9/2019 6:50 AM
35	Libraries; Parks and Rec	7/9/2019 6:48 AM
36	CharMeck Therapeutic Recreation	7/9/2019 6:28 AM
37	City Parks and Rec	7/9/2019 6:26 AM
38	CATS, SWS	7/9/2019 5:55 AM
39	Accessible Transportation	7/8/2019 8:48 AM
40	CATS--Special Transportation Services	7/8/2019 5:31 AM
41	DSDHH	7/3/2019 5:10 PM
42	Fair Housing Dispute through Charlotte Relations Committee	7/1/2019 2:09 PM
43	water dept	7/1/2019 7:17 AM
44	Homeless support services	7/1/2019 5:25 AM
45	Open Data, Online apps such as public records requests, rezoning notifications and maps, transportation notifications, airport parking application, crime mapping apps, animal control adoption website	6/28/2019 12:59 PM
46	Bus line, overstreet mall access	6/28/2019 7:50 AM
47	Solid waste services, street maintenance, water, sewer, tree maintenance, storm water control, airport	6/28/2019 5:26 AM

Q4 What types of facilities do you frequent the most?

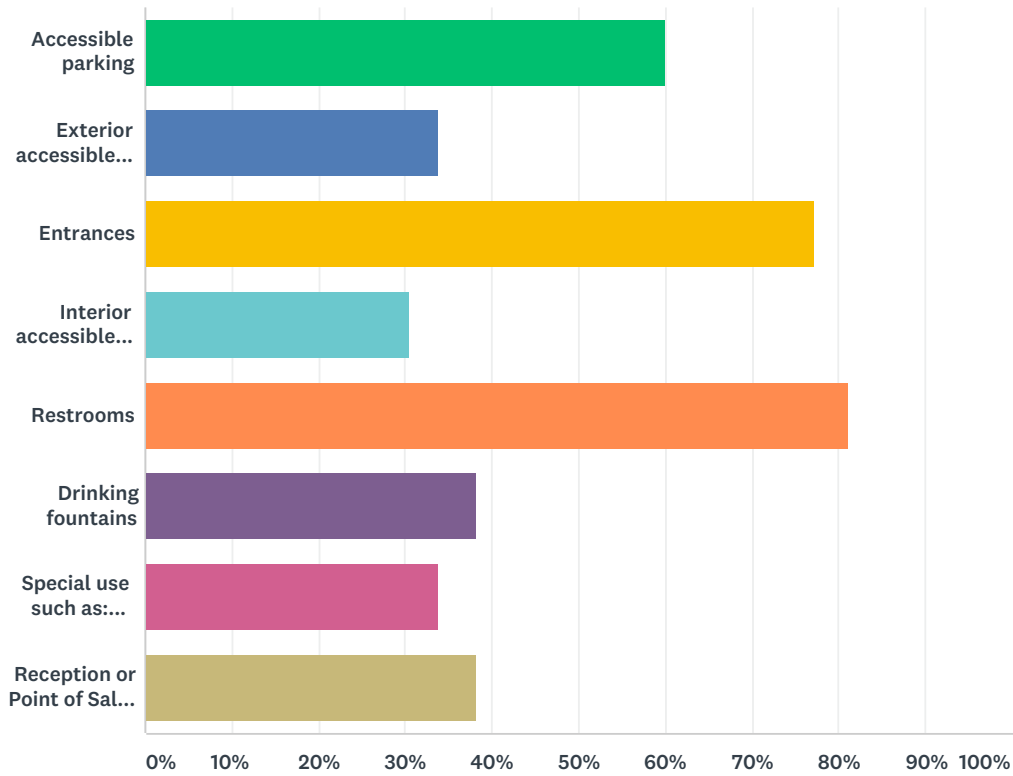
Answered: 180 Skipped: 0



ANSWER CHOICES	RESPONSES	
City buildings	56.11%	101
Transportation (Bus stops, Rail stops, Park and ride)	35.56%	64
Museums (Special event centers, Nascar Museum, Spectrum Arena)	59.44%	107
Police and Fire stations	12.22%	22
Total Respondents: 180		

Q5 What elements in a building do you use the most?

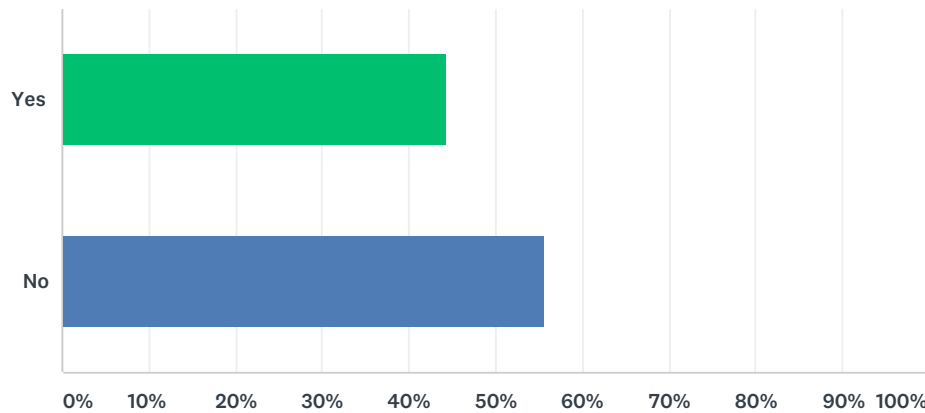
Answered: 180 Skipped: 0



ANSWER CHOICES	RESPONSES	
Accessible parking	60.00%	108
Exterior accessible route from transportation	33.89%	61
Entrances	77.22%	139
Interior accessible routes	30.56%	55
Restrooms	81.11%	146
Drinking fountains	38.33%	69
Special use such as: auditorium classrooms, etc.	33.89%	61
Reception or Point of Sale counter	38.33%	69
Total Respondents: 180		

Q6 Are there any city-owned facilities or areas within Charlotte that are in need of accessibility improvements?

Answered: 180 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	44.44%	80
No	55.56%	100
TOTAL		180

#	IF YES, PLEASE PROVIDE THE FACILITY NAME OR AREA THAT CAN BE MADE ACCESSIBLE.	DATE
1	I am not aware of any; although they may exist.	8/1/2019 12:19 PM
2	Animal Care & Control is marginally accessible to visitors, and accessibility is wholly inadequate for volunteers.	7/30/2019 3:10 PM
3	Not all have wheelchair access.	7/24/2019 6:19 PM
4	Old City Hall only has 1 handicap parking space, which is not enough	7/23/2019 6:25 AM
5	The special transportation routes need to be expanded. Right now, I can't ride sp. transportation from my house to my day program bec. sp. transportation doesn't go as far out Sunset Blvd. as I need it to go.	7/22/2019 6:35 AM
6	Transportation, mainly buses	7/20/2019 9:34 AM
7	Spectrum center	7/15/2019 5:35 PM
8	A great deal of the light rail stops have ramps, but they are far too steep to be accessible.	7/15/2019 5:40 AM
9	Museums and theaters	7/12/2019 9:03 AM
10	Parks like romare park should have more accessible entrances.	7/12/2019 5:18 AM
11	government building single access points of entry causes out of the way routes	7/12/2019 3:48 AM
12	can't think of any	7/11/2019 5:52 PM
13	Uptown streets. Sidewalks have become unwalkable due to scooters parked everywhere/whizzing by	7/11/2019 12:09 PM
14	Sidewalks	7/11/2019 9:40 AM
15	Charlotte-Mecklenburg Government Center	7/11/2019 9:14 AM
16	A lot of the sidewalks are narrow and often obstructed by utility poles and/or vegetation.	7/10/2019 2:25 PM

17	Parking not enforced for handicapped all over the city.	7/10/2019 8:51 AM
18	Closer handicap parking at most buildings, like courthouse, and building where you get gun purchase permits, building where you get copies of birth certificates etc.	7/10/2019 7:51 AM
19	Sidewalks in Biddleville/Smallwood are not very wheel-chair friendly. I've seen multiple people have to use the road where the sidewalk section was too hard to use	7/10/2019 6:28 AM
20	Transit bus stops	7/10/2019 5:28 AM
21	Founders hall from street access of trade and college no handicap access, wheelchair	7/10/2019 4:42 AM
22	All facilities used by my family are well maintained	7/10/2019 4:32 AM
23	parks do not have easy access water fountains or way to get top them fm bus	7/9/2019 4:36 PM
24	Steele Creek Road	7/9/2019 4:33 PM
25	Alice Ave	7/9/2019 3:46 PM
26	provide a sidewalk from my house to the fire station	7/9/2019 3:45 PM
27	Parks for those with disabilities	7/9/2019 3:31 PM
28	Downtown and South Park	7/9/2019 3:29 PM
29	Post office in Mint Hill. Should have automatic doors. I have helped elderly using cane or mothers pushing stroller with door	7/9/2019 3:07 PM
30	Sidewalks walking trails	7/9/2019 2:57 PM
31	Just that there are always things to do.	7/9/2019 2:47 PM
32	Tyvola road senior center	7/9/2019 2:39 PM
33	Airport	7/9/2019 1:59 PM
34	My husband is a lawyer and in a wheelchair. There was no easy drop off on McDowell	7/9/2019 12:18 PM
35	With all the construction sidewalks and crosswalk ramps are sometimes blocked.	7/9/2019 11:24 AM
36	Every sidewalk, crosswalk and road	7/9/2019 10:51 AM
37	I can't remember the name of the medical facility because I wasn't able to get in. While there was handicapped parking, there were no nearby low lying curbs for me to get up. Please ensure all medical facilities and doctor offices have suitable ways to enter for the disabled. A visit to another doctor had only steps to climb to enter the building that caused me once again to miss my appointment. War nearby disabled parking is needed for the city offices. Several years ago I had to park very far away when I needed to check something regarding my property. I'd never be able to do that today. I know they want people to look up their own needs but there should be some kind of telephone assistance or online assistance at least for the disabled. It can be a very frightening experience for a disabled person in that vicinity.	7/9/2019 9:30 AM
38	Don't know but there must be	7/9/2019 9:13 AM
39	Public Library some city & county buildings	7/9/2019 9:05 AM
40	The buildings in town, any with stairs	7/9/2019 8:59 AM
41	Need a stoplight at sumerlin and rea rd in front of olde providence elementary school.	7/9/2019 8:45 AM
42	Libraries	7/9/2019 8:44 AM
43	Court buildings	7/9/2019 8:26 AM
44	Baseball stadium	7/9/2019 8:05 AM
45	There is no handicap parking available to get into 700 east fourth street. I think that is the address.	7/9/2019 7:57 AM
46	All except for maybr the courthouse. Most others are not up to code in one way or another. ie. bathroom doors to hard to open. Places onsidewalks with holes or poles set so close it's hard to get w wheelchair passed. I'm sure I could think of others if I tried.	7/9/2019 7:43 AM
47	CITY-COUNTY OFFICE BUILDING, CITY PARKING (DAVIDSON ST, BLUELINE ,AIRPORT,SIDEWALKS BUS STOPS ,MORE CROSSWALKS TO MAKE ACCESS MORE DIRECT))	7/9/2019 7:39 AM

48	Blumenthal preformance facilities, Spectrum Arena - parking and restrooms at both	7/9/2019 7:32 AM
49	I cannot name specific facility names, however many areas could use improvement. Such as walkways, uneven pavement, clear of debris & public clutter. Railing should be sanitary and provide sanitization areas, & seating should be provided throughout areas more closely.	7/9/2019 7:24 AM
50	Bechtler Museum	7/9/2019 7:13 AM
51	Gov Porch and the government building has no signs	7/9/2019 7:06 AM
52	The Government Center is difficult to maneuver when you're using a cane. It's just such a long walk to get to anything	7/9/2019 7:06 AM
53	Courthouses and post offices	7/9/2019 6:54 AM
54	Ease of access	7/9/2019 6:54 AM
55	need more handicapped accessible still have walk some distant	7/9/2019 6:47 AM
56	Pedestrian crosswalks for hearing impaired	7/9/2019 6:46 AM
57	Some bus stops; better markings/availability of crosswalks; sidewalk repair and connectivity	7/9/2019 6:30 AM
58	safer crosswalks for disabled.....safe sidewalks on Mallard Creek Rd near Nevin for seniors	7/9/2019 6:30 AM
59	ldk	7/9/2019 6:28 AM
60	CMGC	7/9/2019 5:55 AM
61	Train light rail personnel to strap down wheelchairs on light rail and help people enter buses	7/8/2019 8:48 AM
62	in front of the CMGC and hole in front of Bojangles col.	7/8/2019 7:40 AM
63	Multiple crosswalks around the city could use access improvements, whether it's repaired curb cuts, faded striping, or uneven slopes within the pavement of the crosswalk.	7/8/2019 5:31 AM
64	Highway 51 Marquis apartments needs a traffic light for people driving with disability and stonecreek ranch needs speed radar traps	7/4/2019 4:05 PM
65	AIRPORT	7/3/2019 5:10 PM
66	Rail need to let deaf people know where they stop they cannot hear speaker	7/2/2019 1:26 PM
67	the government center	7/2/2019 10:55 AM
68	The older facilities (i.e. Old City Hall)	7/2/2019 9:53 AM
69	Bus Stops, there's literally no reason as long as the city has received Federal tax dollars for transportation that every single bus stop doesn't go beyond the required distance to take into account those with walking any distance might have on their disability and that those stops are not sheltered with a bench.	7/1/2019 7:54 AM
70	Government Center	7/1/2019 7:17 AM
71	Need more Deaf-Friendly such as electric reading for al lto read, TV to be closed captioning, Announcements to be electric readings	7/1/2019 4:45 AM
72	I'm sure some do but I am personally not affected and unaware. I've heard random statements that the bathrooms and drinking fountains not all accessible.	6/28/2019 12:59 PM
73	CMGC parking deck on N Davidson & E 4th	6/28/2019 11:51 AM
74	Charlotte Transit Center and overstreet mall	6/28/2019 7:50 AM
75	recreation centers	6/28/2019 5:01 AM

Q7 Do you have accessibility thoughts or stories to share on any City facility?

Answered: 180 Skipped: 0

#	RESPONSES	DATE
1	my issue is hearing loss not accessibility	8/1/2019 12:19 PM
2	See below	8/1/2019 11:38 AM
3	Nv	7/31/2019 12:02 PM
4	NA	7/31/2019 4:27 AM
5	I would like to volunteer with AC&C, and am vetted to do so, but there are no areas for wheelchair-bound persons to interact with the animals, even access to the cat/small animal cages is prohibitive.	7/30/2019 3:10 PM
6	NO	7/29/2019 6:36 AM
7	no	7/29/2019 5:50 AM
8	I spoke to a paraplegic on the phone who needed help paying bills. City does not include this person when trying to make life easier since had difficulty navigating phone or website	7/25/2019 9:42 AM
9	NO	7/24/2019 6:19 PM
10	No, not at this time.	7/24/2019 6:28 AM
11	NONE	7/24/2019 6:02 AM
12	No	7/23/2019 6:25 AM
13	No	7/22/2019 12:56 PM
14	No	7/22/2019 6:35 AM
15	Buses and bus stops are often very inaccessible. I have also not been able to find a way to tell if buses in the city are accessible to wheelchairs. Everyone I know of that has used to accessible shuttle have said they've had to wait hours for it to show up. I recently had to move just over the border into South Carolina because I could not find a suitable apartment in the South Charlotte area. The addition of rentable bikes and scooters has added to the problem. People continuously leave bikes and scooters in the middle of sidewalks, entrances, and even in handicap parking spaces. These items are heavy, hard to move, and endanger those in wheelchairs and people with vision problems when they are left in the wrong places. Most Recreation programs for people with disabilities are only offered Monday through Friday 8 a.m. to 5 p.m. many of the parents of these children and also adults with disabilities work during these hours and are not able to attend.	7/20/2019 9:34 AM
16	No	7/18/2019 6:39 PM
17	The spectrum center is the worst building it is not very accessible to people with disabilities. It is rather uncomfortable for people with physical disabilities.	7/15/2019 5:35 PM
18	No.	7/15/2019 5:40 AM
19	I believe I've shared them elsewhere in the survey.	7/13/2019 11:36 AM
20	N/A	7/12/2019 4:34 PM
21	The best way to evaluate access is to borrow a wheelchair and actually go through the process of finding parking, entering and using the facility. It will be eye-opening!	7/12/2019 9:03 AM
22	No	7/12/2019 5:18 AM
23	N/A	7/12/2019 3:56 AM
24	no	7/12/2019 3:48 AM
25	no	7/11/2019 6:05 PM

26	no	7/11/2019 5:52 PM
27	No	7/11/2019 2:18 PM
28	no	7/11/2019 12:09 PM
29	No	7/11/2019 9:52 AM
30	As I navigate the sidewalks, too many are in disrepair and inaccessible due to construction cones and large orange signs. This poses an issue for anyone that is wheelchair bound and cyclist needing to use sidewalks on busy streets in which cars are speeding and unwilling to share the road with cyclists.	7/11/2019 9:40 AM
31	No	7/11/2019 9:14 AM
32	No	7/11/2019 7:12 AM
33	None currently	7/11/2019 5:19 AM
34	No	7/10/2019 3:30 PM
35	No	7/10/2019 2:25 PM
36	No	7/10/2019 10:06 AM
37	No	7/10/2019 9:39 AM
38	No	7/10/2019 9:32 AM
39	Being fairly new, 5 years or so, to the disability status of being confined to a wheelchair,... I finally got a power chair and with it a bit of freedom. Or so I thought. I was shocked and horrified at the condition of our sidewalks. In the last few months of traveling to the store, I have had the joystick of my chair fall off.....loosening due to vibration, the technician said. Luckily, I was home when it happened.	7/10/2019 8:51 AM
40	Need handicap parking VERY CLOSE to building entrances!!!	7/10/2019 7:51 AM
41	No	7/10/2019 6:30 AM
42	no	7/10/2019 6:28 AM
43	CATS needs to pay for sidewalks and transit improvements with the city for ADA, for pedestrians and for cyclists. These are far more critical to protect safety than any other investment	7/10/2019 5:28 AM
44	NA	7/10/2019 4:47 AM
45	I am disabled and are irate this	7/10/2019 4:42 AM
46	No	7/10/2019 4:32 AM
47	no	7/10/2019 4:04 AM
48	no	7/10/2019 3:22 AM
49	No	7/10/2019 1:38 AM
50	No	7/10/2019 12:39 AM
51	I am a syndrome that currently prevents me from using my legs. I can move them I just have no feeling. I could get better with rehab but I don't have reliable transportation to the physical therapy. I was going to utilize the city transportation system for those with disabilities but was told they wouldn't even help me out if the house and down the drive way. All they were allowed to do was pull the van up to the curb and for insurance reasons that is all they could do. They said they couldn't even hold my door open for me. What kind of service is this? This is a joke.	7/9/2019 7:34 PM
52	When I was called for jury duty, I had a terrible time due to struggling to park and then get to the courthouse. I have a handicapped plate, but there is never an open spot when i need it. I then have to pay lots of money to park and slowly make my way to the courthouse . The walking and then the standing around waiting to be called is really tough.	7/9/2019 5:47 PM
53	No	7/9/2019 5:33 PM
54	No	7/9/2019 4:57 PM
55	None	7/9/2019 4:55 PM

56	siewoalk are in bad shape in many area making impossible for people to go on them if they have trouble walking, wheelchair or walkeer or pushing striller	7/9/2019 4:36 PM
57	N/a	7/9/2019 4:33 PM
58	no	7/9/2019 3:46 PM
59	I have been locked in my house for 25 years because the city has failed to provide a sidewalk for my wheelchair	7/9/2019 3:45 PM
60	No	7/9/2019 3:31 PM
61	No	7/9/2019 3:29 PM
62	See above. For the most part city buildings meet ADA criteria	7/9/2019 3:07 PM
63	No	7/9/2019 3:00 PM
64	A mobility scooter is my main mode of transportation. Due to the lack if sidewalks I cannot go to the bank or grocery store close to my house without riding on a very busy narrow street.	7/9/2019 2:57 PM
65	Have a committee of disabled folks go do an audit around the City in an organized way.	7/9/2019 2:47 PM
66	No	7/9/2019 2:39 PM
67	Not at this time.	7/9/2019 2:16 PM
68	No	7/9/2019 2:13 PM
69	Need more accommodations for the Deaf.	7/9/2019 1:59 PM
70	I have an ambulatory disability and always look for accessibility of parking. Accessible parking is always a need. Accessible bathrooms are always appropriate. I can't think of any specific sites though that need additional access	7/9/2019 1:47 PM
71	No issues other than courthouse drop off for entrance	7/9/2019 12:18 PM
72	The transition bumps, for individuals with visual deficits, on accessible curbs are very difficult for individuals with canes and walkers to maneuver around	7/9/2019 12:12 PM
73	No	7/9/2019 12:07 PM
74	no	7/9/2019 11:59 AM
75	More facilities, programming and resources for adults with disabilities.	7/9/2019 11:46 AM
76	Special attention during construction and street and sidewalk closures. Near impossible to go down and around	7/9/2019 11:24 AM
77	No	7/9/2019 11:23 AM
78	Our crosswalks and ramps send people into the middle of intersections. Look at uptown.	7/9/2019 10:51 AM
79	No	7/9/2019 10:39 AM
80	Yes. Sidewalks are not maintained well and I trip and fall over uneven pavement. Trash cans in the way for wheel chairs.	7/9/2019 10:34 AM
81	No	7/9/2019 10:14 AM
82	No	7/9/2019 10:13 AM
83	no	7/9/2019 9:50 AM
84	Sometimes ADA requirements prevent ped or bike connections from being established due to environmental constraints of the environment (i.e. grade).	7/9/2019 9:41 AM
85	no	7/9/2019 9:38 AM
86	Someone advised the city helps the elderly and disabled by taking out their trash can on pickup day. I'm currently in need of that help but don't know who to contact. Neighbors have been of no assistance. I literally had two groups 4 well bodied adults watch me struggle for 20 minutes trying to bring in my trash can and not one of them offered assistance.	7/9/2019 9:30 AM
87	No	7/9/2019 9:18 AM
88	No	7/9/2019 9:13 AM

89	no	7/9/2019 9:07 AM
90	no	7/9/2019 9:05 AM
91	The city should see if they could hire someone at a discount to help people maintain their yards when they can not do it themselves, or even clean snow/ice out of their driveways	7/9/2019 8:59 AM
92	The city' biggest "facility" is its roadway network. Improving existing sidewalks by removing obstructions like power poles, mail boxes, and driveway ramps should be the #1 focus of future investments/repairs/etc.	7/9/2019 8:55 AM
93	None	7/9/2019 8:50 AM
94	No	7/9/2019 8:45 AM
95	Sometimes an outer door makes me push a button I don't have strength to push	7/9/2019 8:44 AM
96	yes	7/9/2019 8:36 AM
97	no	7/9/2019 8:27 AM
98	No	7/9/2019 8:26 AM
99	Not at this time	7/9/2019 8:21 AM
100	NO	7/9/2019 8:12 AM
101	Nothing comes to mind	7/9/2019 8:06 AM
102	N/A	7/9/2019 8:05 AM
103	Na	7/9/2019 7:57 AM
104	No	7/9/2019 7:46 AM
105	no	7/9/2019 7:46 AM
106	Electric poles sitting in the sidewalk so it make it very hard to get past in my wheelchair. If the ground is wet it's almost impossible because you have to get one side in the grass.	7/9/2019 7:43 AM
107	Na	7/9/2019 7:42 AM
108	YES BUT TOO MUCH TO DESCRIBE HERE. RAMPS ARE RIDICULOUS, YOU ALL EXPECT U TO WALK/TRAVEL GREATER DISTANCES THAN REGULAR MOBILE PEOPLE, DON'T USE BRICK WALKS- MAKES WHEELCHAIR MOBILITY VERY DIFFICULT, NO DIRECTIONAL MARKERS THE GROUND TO AID THE BLIND	7/9/2019 7:39 AM
109	no	7/9/2019 7:33 AM
110	I use a wheel chair. I enjoy going to music, art, and theatre events. I have been stuck, requiring assistance to get out of the ladies room at Levine Theatre, McGlohan Theatre, and Blumenthal Theatre. Parking for handicapped access is nonexistent. I have to enlist the help of friends to take turns helping me push the chair (manual chair). We have had to park blocks away for events at Blumenthal.	7/9/2019 7:32 AM
111	Yes, once when going to the courthouse for jury duty, there wasn't proper seating for me. I was very winded when standing & I felt faint on the way in, just standing in line. Things like this should be taking into consideration. Also the uneven pavement is nice aesthetically, but not for the handicapped.	7/9/2019 7:24 AM
112	NA	7/9/2019 7:23 AM
113	No	7/9/2019 7:22 AM
114	In general, it is very hard to negotiate the uptown streets if one is confined to a wheelchair. I broke my leg and had to use a chair for 2 months and it was deplorable how difficult it is to get around in a chair.	7/9/2019 7:13 AM
115	people lost around gov building	7/9/2019 7:06 AM
116	I had trouble with the Government Center, because I use a cane and there is so much walking required to get anywhere. Also standing in line is difficult for me some days.	7/9/2019 7:06 AM
117	no	7/9/2019 6:57 AM
118	No	7/9/2019 6:55 AM

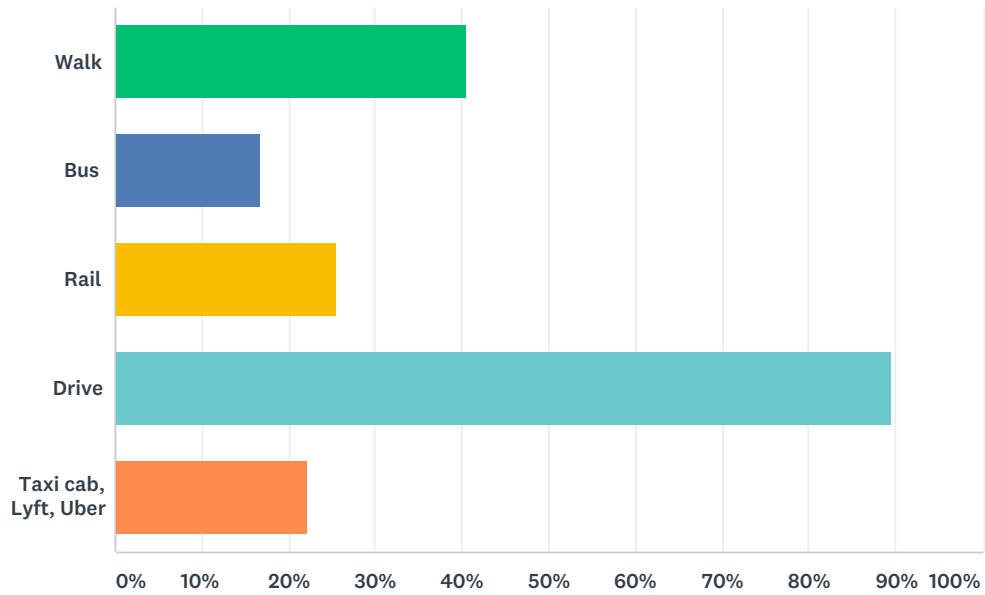
119	Post office moved from carmel road to mcmullen creek shopping center. Horrible access and extremely limited parking.	7/9/2019 6:54 AM
120	Ease of access	7/9/2019 6:54 AM
121	Ha!	7/9/2019 6:51 AM
122	No	7/9/2019 6:51 AM
123	no	7/9/2019 6:50 AM
124	No	7/9/2019 6:50 AM
125	No	7/9/2019 6:48 AM
126	No	7/9/2019 6:48 AM
127	City need to invest in our youth need summer camp and affordable the prices are off chain	7/9/2019 6:47 AM
128	Transportation is always hard for those of us in wheelchairs. The process needs to be easier and cheaper	7/9/2019 6:46 AM
129	It is dangerous to use pedestrian crosswalks that don't have a lighted signal with hearing loss. Too many close calls of almost being hit by motorists who don't stop for a pedestrian in a crosswalk and assume I can hear their car horn.	7/9/2019 6:46 AM
130	no	7/9/2019 6:44 AM
131	No	7/9/2019 6:43 AM
132	Not being wheelchair bound or handicapped, I know that my awareness is limited. But I do note at times that the city is trying to proactively address accessibility via no stairs or elevator option for building entrances.	7/9/2019 6:40 AM
133	No	7/9/2019 6:39 AM
134	Need to have the light rail on the westside	7/9/2019 6:39 AM
135	No	7/9/2019 6:35 AM
136	No	7/9/2019 6:33 AM
137	No	7/9/2019 6:31 AM
138	no	7/9/2019 6:30 AM
139	no	7/9/2019 6:30 AM
140	no.....accessibility in the NE is fairly poor	7/9/2019 6:30 AM
141	No	7/9/2019 6:29 AM
142	When entering city buildings that require security screenings, security staff have always been very good at helping with my autistic son	7/9/2019 6:28 AM
143	no	7/9/2019 6:28 AM
144	So many people get accessible passes now that seem to walk just fine. There are too many spots for these now.	7/9/2019 6:26 AM
145	no	7/9/2019 6:25 AM
146	No	7/9/2019 6:24 AM
147	NO	7/9/2019 5:55 AM
148	If you use the strap tie down on light rail as I do, then why can't the drivers assist. Having to rely on a passenger to unstrap the wheelchair upon arrival at a destination, as was explained to me by CATS, via phone, on December 27, 2018, defeats the purpose of independence, as does someone have to be with me to do it.	7/8/2019 8:48 AM
149	The trees outside of the CMGC have the bricks uneven, and this can be dangerous.	7/8/2019 7:40 AM
150	n/a	7/8/2019 7:36 AM

151	I think improving access to older buildings is always the hardest to complete, but it's important to have accessible entrances (ramp) as close as possible to stair entrances, as opposed to being separated, or located on different sides of a building. For example, having the accessible entrance in the back, or on the side of a building instead of the main, most commonly used entrance, sends a negative message and segregates users.	7/8/2019 5:31 AM
152	Need speed radar traps everywhere	7/4/2019 4:05 PM
153	n/a	7/4/2019 8:39 AM
154	Captioning of gate announcements on gate's screen. See Rochester NY's airport for examples.	7/3/2019 5:10 PM
155	No	7/3/2019 11:36 AM
156	na	7/3/2019 11:04 AM
157	No	7/2/2019 6:24 PM
158	Every apt must have strobe flasher for fire drill. Built in ring bell too.	7/2/2019 1:26 PM
159	Handicap accessible parking spots don't always seem well protected from persons who have no handicap sticker or placard.	7/2/2019 10:55 AM
160	No	7/2/2019 9:53 AM
161	No	7/1/2019 5:45 PM
162	Yes, please call me at 704-657-4490	7/1/2019 2:09 PM
163	No	7/1/2019 1:19 PM
164	Yes, as I said before there is no reason that stops between each other cannot go beyond FTA requirements and be shorter and that each of those stops have a covered waiting area with a bench for waiting.	7/1/2019 7:54 AM
165	No	7/1/2019 7:17 AM
166	no	7/1/2019 7:17 AM
167	No not at this time	7/1/2019 5:25 AM
168	I went to court and it had interpreter. That was nice.	7/1/2019 4:45 AM
169	Sidewalk ramps throughout the City. Although they are good for wheelchair access and the blind, those with prosthetics struggle on the uneven surface (raised bumps).	6/28/2019 12:59 PM
170	As a matter of fact yes. This morning as I entered the parking a middle aged lady stopped me to inquire about the city having a shuttle that would carry her to the court building. I am not aware of any such service; thus I took it upon myself to drive her to the building from the parking to the court. There are existing parking spots reserved for handicapped citizens. However, her situation was special in that she could not walk the distance from the parking lot to the court and climbed the steps as well. My suggestion would be to have parking directly in front of the building reserved for people with disabilities, maybe an access ramp for wheelchairs, walkers/steel rolators, and/or some type of golf cart that would make it easier for these people to go to and from the building because of the distance involved. The other thing I would like to mention is that no one was present in the booth to assist her; and coming from out of state and being in the state since only Saturday, my solution was to drive her myself in front of the building. My ideas may not be implementable but I am sure the city can come up with something cost effective and for the disabled.	6/28/2019 11:51 AM
171	none	6/28/2019 10:51 AM
172	I have a hard time with flat areas to walk on.	6/28/2019 8:42 AM
173	I would like to thank you Mr. Bradley for this survey. CATS costumer service does not promote ridership of bus line they do this by not recording a persons call of complaint. Instead CATS patrons are told by CATS reps that unless they file a complaint giving personal information their complaint may or may not be heard and many of CATS patrons do not want to provide that personal information. I am positive that several CATS patrons calls and complained about a driver and/or routes went unheard. This fosters bad will towards CATS. Customer Service must become more costumer centered.	6/28/2019 7:50 AM
174	No	6/28/2019 6:51 AM

175	Sidewalk gaps and poor maintenance make it difficult for those in wheelchairs or with limited vision to get around.	6/28/2019 5:26 AM
176	no	6/28/2019 5:15 AM
177	no	6/28/2019 5:09 AM
178	No	6/28/2019 5:01 AM
179	No	6/28/2019 5:00 AM
180	no	6/28/2019 4:55 AM

Q8 What modes of transportation do you utilize the most in Charlotte?

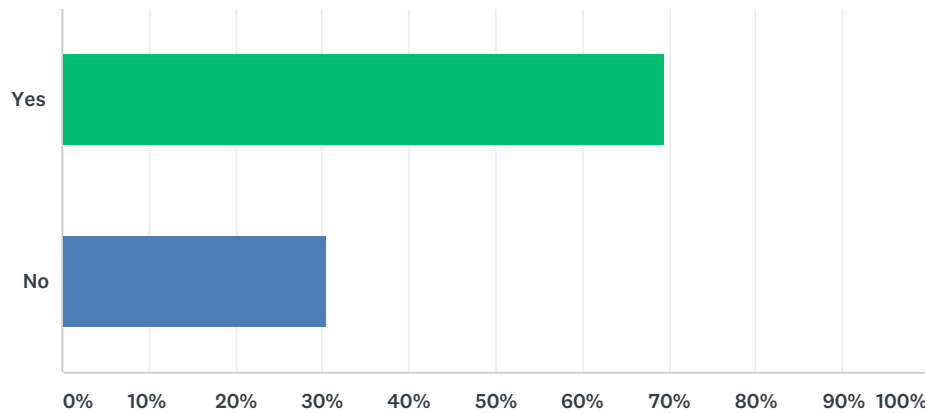
Answered: 180 Skipped: 0



ANSWER CHOICES	RESPONSES	
Walk	40.56%	73
Bus	16.67%	30
Rail	25.56%	46
Drive	89.44%	161
Taxi cab, Lyft, Uber	22.22%	40
Total Respondents: 180		

Q9 Is there a direct accessible route from where you live to government services?

Answered: 180 Skipped: 0



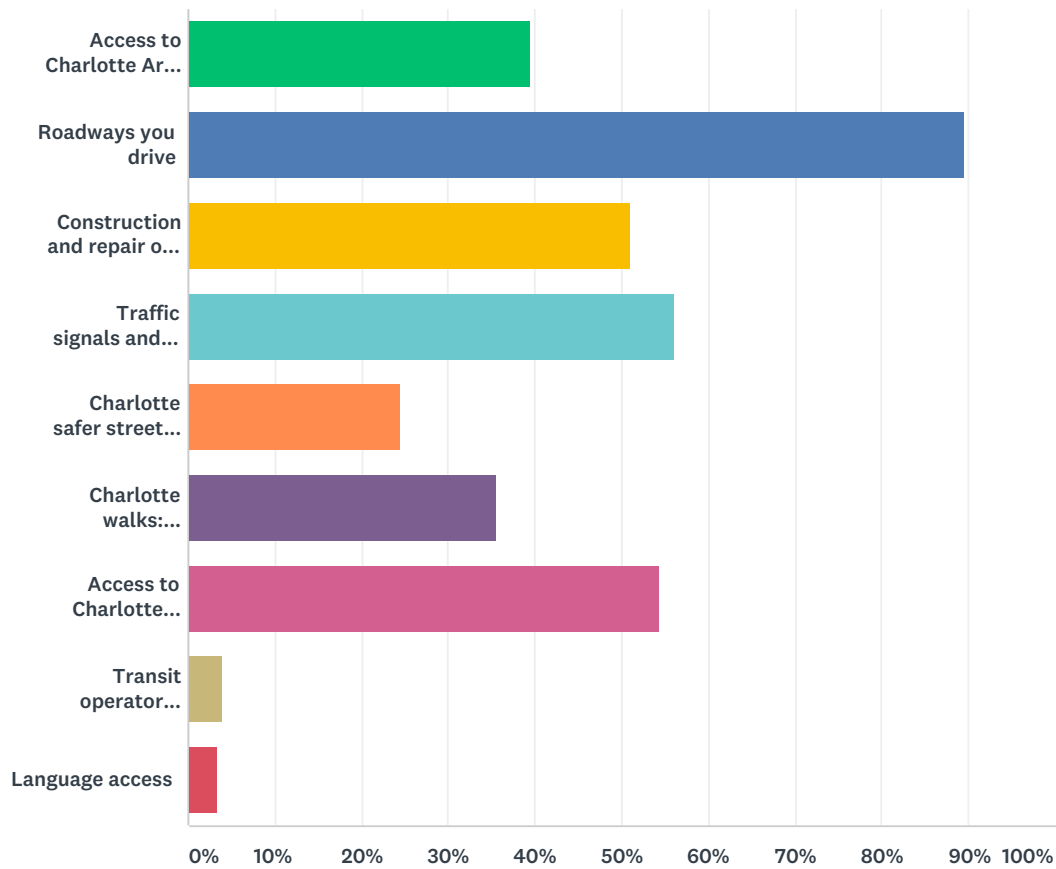
ANSWER CHOICES	RESPONSES
Yes	69.44% 125
No	30.56% 55
TOTAL	180

#	IF NO, PLEASE PROVIDE THE FACILITY NAME OR AREA THAT COULD PROVIDE ADDITIONAL ACCESSIBLE PARKING.	DATE
1	This question and question #8 are improperly designed. Neither question allows an option, or even and open comment opportunity that would allow responders to explain their circumstances in a way that would be responsive to the questions. Are consumers involved in helping you design this survey instrument? It doesn't appear so.	7/22/2019 6:35 AM
2	I'm sure there's parking but i need public transportation which isn't always accessible.	7/15/2019 5:40 AM
3	all parking areas need increase in the number of handicapped parking spaces	7/12/2019 3:48 AM
4	Buildings listed in my previous comment	7/10/2019 7:51 AM
5	You did not include bicycles in question 8. the bias is shameful	7/10/2019 5:28 AM
6	West Charlotte	7/10/2019 4:47 AM
7	Courthouse	7/9/2019 5:47 PM
8	have to go into bus station & it is very hard to get to gov building fm there	7/9/2019 4:36 PM
9	N/a	7/9/2019 4:33 PM
10	I need to get from home to fire station 35	7/9/2019 3:45 PM
11	Neck Courthouse and all the government buildings	7/9/2019 3:29 PM
12	Do not come uptown.	7/9/2019 9:50 AM
13	Nearby and easy parking to all government buildings in uptown	7/9/2019 9:30 AM
14	Don't know	7/9/2019 8:59 AM
15	Government Center	7/9/2019 8:36 AM
16	Na	7/9/2019 7:57 AM

17	Bus 13 used to be a block away and still is but I have to take it to the train. Bus 21 will take me there but I have to go all the way to Statesville Rd. and cross over the road which is very hard to do.	7/9/2019 7:43 AM
18	I LIVE NEXT TO MATTHEWS	7/9/2019 7:39 AM
19	Library at Morrocroft, all performance spaces, Nascar Hall of Fame, jury duty,	7/9/2019 7:32 AM
20	East West lightrail station	7/9/2019 7:23 AM
21	Actually, I have no idea what this means by direct accessible route, but I couldn't skip the question	7/9/2019 7:06 AM
22	providence needs more accessibility to ballantyne without the use of a car. A lightrail would dramatically reduce traffic along ballantyne commons parkway and result in a better life/work balance community as it was originally planned to be. we also need commuter bridges linking Mckee Road to ballantyne commons parkway (to cross over the very busy and scary to cross providence Road). Our children are walking and riding bikes across the 4 lane , 4 way intersection to get to the shopping centers and drivers are not particularly interested in looking for pedestrians even with a walk sign. Contact me if you would like to discuss more. The area is in need of huge improvemen	7/9/2019 6:44 AM
23	Breamar apartment	7/9/2019 6:35 AM
24	Northwest Charlotte Coulwood area	7/9/2019 6:30 AM
25	Avenue Condominium	7/1/2019 2:09 PM
26	What's accessible to me, will not be accessible for another with a better or far greater disability than myself. Also the frequency between bus arrivals on a route should be no more than 15 minutes and all bus routes should be operable 24/7/365 to allow for ALL ASPECTS of every disability that function under different priorities. Forcing all disability to conform to your set schedule is asking a bit too much from the least of Charlotte Mecklenburg citizens.	7/1/2019 7:54 AM
27	Kannapolis, NC- There is currently no transit system to NC	6/28/2019 11:51 AM
28	Bus service is so infrequent that it makes it difficult to depend on public transit to live a normal life	6/28/2019 5:26 AM
29	Mallard Lake area off N. Tryon and Salome Church Rd	6/28/2019 5:01 AM

Q10 Please select the Transportation programs and services the City provides that you utilize.

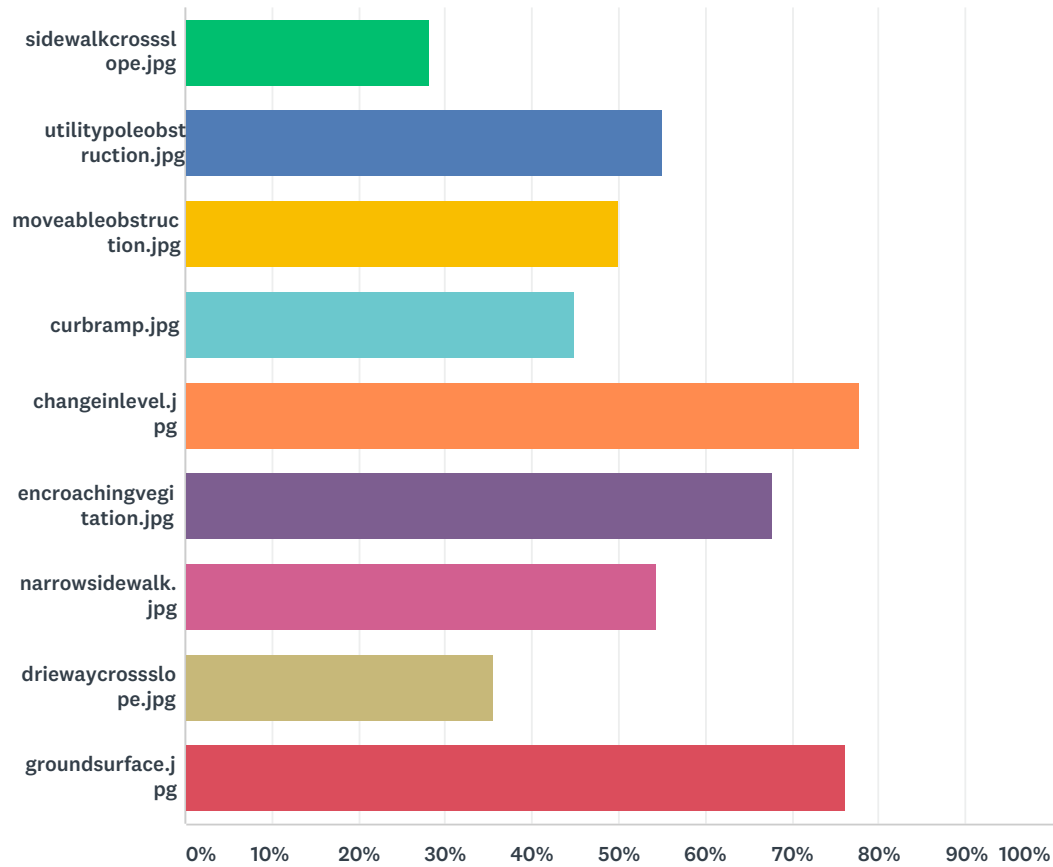
Answered: 180 Skipped: 0










ANSWER CHOICES	RESPONSES	
Access to Charlotte Area Transportation System (CATS) and CATS Para-Transit	39.44%	71
Roadways you drive	89.44%	161
Construction and repair of sidewalks	51.11%	92
Traffic signals and signs program	56.11%	101
Charlotte safer streets and vision zero program	24.44%	44
Charlotte walks: pedestrian plan	35.56%	64
Access to Charlotte Douglas International Airport	54.44%	98
Transit operator employees	3.89%	7
Language access	3.33%	6
Total Respondents: 180		

Q11 What barriers in the right-of-way do you encounter?

Answered: 180 Skipped: 0



ANSWER CHOICES	RESPONSES
	28.33% 51
	55.00% 99
	50.00% 90
	45.00% 81
	77.78% 140
	67.78% 122
	54.44% 98



35.56%

64



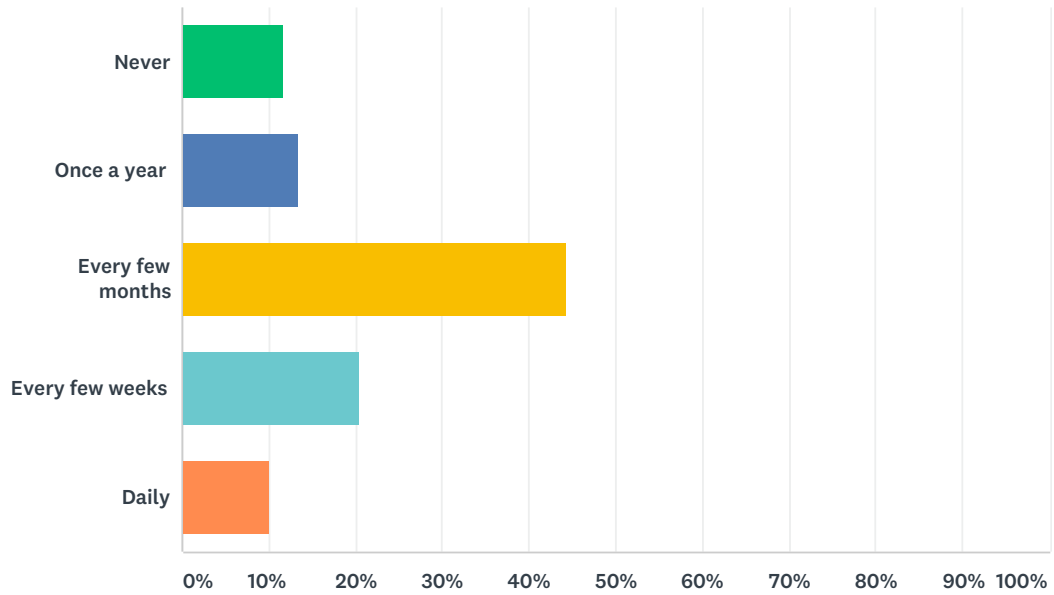
76.11%

137

Total Respondents: 180

Q12 How often do you use the City’s website?

Answered: 180 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	11.67%	21
Once a year	13.33%	24
Every few months	44.44%	80
Every few weeks	20.56%	37
Daily	10.00%	18
TOTAL		180

Q13 What City online service would you like to have provided?

Answered: 180 Skipped: 0

#	RESPONSES	DATE
1	Not applicable	8/1/2019 12:19 PM
2	Easy recycle day	8/1/2019 11:38 AM
3	Clover	7/31/2019 12:02 PM
4	Inexpensive and easily accessible public transportation for seniors	7/31/2019 4:27 AM
5	??	7/30/2019 3:10 PM
6	I have been able to find everything I need online involving the City and County issues, registering for meetings, etc.	7/29/2019 6:36 AM
7	none	7/29/2019 5:50 AM
8	request help for a visually impaired person to make payment	7/25/2019 9:42 AM
9	Bicycle routes and where scooters must be used (streets or sidewalks?)	7/24/2019 6:19 PM
10	Solid waste Missed request , water quality orders and low pressure orders	7/24/2019 6:28 AM
11	N/A	7/24/2019 6:02 AM
12	N/A	7/23/2019 6:25 AM
13	None	7/22/2019 12:56 PM
14	Not sure what this means. No definition, or reference is provided, here, to help me answer this question. But, again, a wider route service for sp. transit services would greatly benefit me.	7/22/2019 6:35 AM
15	Accessibility information for visitors and residents. This should include Transportation, housing, and even how to get the situation resolved if there is an issue.	7/20/2019 9:34 AM
16	Are City policies achieving their stated goals?	7/18/2019 6:39 PM
17	Information on accesible parking and access points around charlotte	7/15/2019 5:35 PM
18	Information on accessible places and businesses.	7/15/2019 5:40 AM
19	accessible water bill via PDF or HTML email	7/13/2019 11:36 AM
20	Weather related information	7/12/2019 4:34 PM
21	Easier way to figure out accessibility for places we plan to visit	7/12/2019 9:03 AM
22	Na	7/12/2019 5:18 AM
23	Demographics	7/12/2019 3:56 AM
24	Be sure all online videos, etc are captioned	7/12/2019 3:48 AM
25	The websites are good , they do have a lot of information.	7/11/2019 6:05 PM
26	accessibility	7/11/2019 5:52 PM
27	N/A	7/11/2019 2:18 PM
28	nothing new	7/11/2019 12:09 PM
29	I can not think of anything k	7/11/2019 9:52 AM
30	A less confusing page.	7/11/2019 9:40 AM
31	Not sure	7/11/2019 9:14 AM
32	Information on accessibility improvements	7/11/2019 7:12 AM
33	None at this time	7/11/2019 5:19 AM

34	Information on mental health programs	7/10/2019 3:30 PM
35	N/A	7/10/2019 2:25 PM
36	I can not think of any online service the City does not provide.	7/10/2019 10:06 AM
37	None	7/10/2019 9:39 AM
38	?	7/10/2019 9:32 AM
39	No answer.	7/10/2019 8:51 AM
40	Cant think of any right now.	7/10/2019 7:51 AM
41	Better transportation services	7/10/2019 6:30 AM
42	n/a. I think it is pretty good as-is	7/10/2019 6:28 AM
43	more access to public meetings via the live broadcast on the internet. ALL MEETINGS THAT ARE OFFICIALLY PUBLIC MEETINGS NEED TO BE BROADCAST AND RECORDED FOR ADA ACCESS.	7/10/2019 5:28 AM
44	NA	7/10/2019 4:47 AM
45	New updates on things like "we have fixed this broken sidewalk, or cut overgrown trees, blocking road or sidewalk	7/10/2019 4:42 AM
46	No ideas here	7/10/2019 4:32 AM
47	na	7/10/2019 4:04 AM
48	none	7/10/2019 3:22 AM
49	Unsure	7/10/2019 1:38 AM
50	N/A	7/10/2019 12:39 AM
51	What do you offer now?	7/9/2019 7:34 PM
52	Information regarding construction in my area. Information regarding programs of interest to seniors.	7/9/2019 5:47 PM
53	Current events	7/9/2019 5:33 PM
54	Unknown	7/9/2019 4:57 PM
55	None	7/9/2019 4:55 PM
56	make city walkable for everyone !	7/9/2019 4:36 PM
57	Small business related information	7/9/2019 4:33 PM
58	I would like to speak with my neighborhood police officer online to inform them of criminal activity	7/9/2019 3:46 PM
59	have a form so I can complain each week about the city failure to provide a route for my wheelchair on my street	7/9/2019 3:45 PM
60	NA	7/9/2019 3:31 PM
61	All	7/9/2019 3:29 PM
62	I like the char-meck app. Online I check sanitation schedule or schedule bulk pick up.	7/9/2019 3:07 PM
63	Handicap improvements	7/9/2019 3:00 PM
64	Spent 2 hours trying to figure out when property tax statents come out and when taxes are due. Very hard to use website.	7/9/2019 2:57 PM
65	Easier access to build social business models and have access to city manager, economic development, and access to unused properties.	7/9/2019 2:47 PM
66	A better and more easily navigable website	7/9/2019 2:39 PM
67	Easier access to bill payment; it took forever to set up an account and access it to pay our bill. Also, links to other City providers (Duke, etc.) would be of great assistance.	7/9/2019 2:16 PM
68	None	7/9/2019 2:13 PM
69	Social Services & Crisis Ministries !	7/9/2019 1:59 PM

70	Nothing I can think of right now	7/9/2019 1:47 PM
71	Not sure	7/9/2019 12:18 PM
72	Online reporting of accessibility issues	7/9/2019 12:12 PM
73	Jobs for people with disabilities	7/9/2019 12:07 PM
74	Walkways widen for wheelchair access	7/9/2019 11:59 AM
75	Unsure	7/9/2019 11:46 AM
76	?	7/9/2019 11:24 AM
77	N/a	7/9/2019 11:23 AM
78	Easy place to add feedback and raise issues.	7/9/2019 10:51 AM
79	unsure	7/9/2019 10:39 AM
80	Some sites are hard for me to see and navigate as a senior cit the CATS site is horrible and I can't find anything and the route part never works. Cmpd site is very hard to read. Would like better 311 reporting, I love chat new feature.	7/9/2019 10:34 AM
81	I don't know	7/9/2019 10:14 AM
82	NA	7/9/2019 10:13 AM
83	none	7/9/2019 9:50 AM
84	Provide ADA requirements for specific locations	7/9/2019 9:41 AM
85	Access to provide information for potholes, damaged sidewalks, lights out,	7/9/2019 9:38 AM
86	Easier access to public records. The recent change to one has just made it worse and I no longer understand it.	7/9/2019 9:30 AM
87	Better public transportation to the Airport, and uptown.	7/9/2019 9:18 AM
88	Transportation for the handicapped. I do not need it now but may in the future. For instance, how to access transportation to doctor's appointments, etc. I have not yet research this topic but will need it if my husband becomes ill. He is the driver in the family.	7/9/2019 9:13 AM
89	None	7/9/2019 9:07 AM
90	Not sure	7/9/2019 9:05 AM
91	Lawn service	7/9/2019 8:59 AM
92	Easy to use reporting system for sidewalk repair and obstruction removal - especially for construction sites that leave temporary things like barrels and signs on sidewalks and in bike lanes.	7/9/2019 8:55 AM
93	None	7/9/2019 8:50 AM
94	As much as you can	7/9/2019 8:45 AM
95	I don't know	7/9/2019 8:44 AM
96	Traffic updates	7/9/2019 8:36 AM
97	n/a	7/9/2019 8:27 AM
98	N/A	7/9/2019 8:26 AM
99	Piedmont	7/9/2019 8:21 AM
100	NONE	7/9/2019 8:12 AM
101	Animal control direct access Register of deeds etc	7/9/2019 8:06 AM
102	Na	7/9/2019 8:05 AM
103	Na	7/9/2019 7:57 AM
104	Nothing	7/9/2019 7:46 AM
105	none that I can think of	7/9/2019 7:46 AM
106	More crime details and all not just some. Sooner notice of trash pickup changes.	7/9/2019 7:43 AM

107	Access to meetings with ability to share questions for council members	7/9/2019 7:42 AM
108	ACCESS & MOBILITY RECOMMENDATIONS FOR CITY BUILDINGS-EACH SPECIFIC ONE	7/9/2019 7:39 AM
109	can't think of any not now provided	7/9/2019 7:33 AM
110	I think the city does a good job there, I can't think of anything to add or change.	7/9/2019 7:32 AM
111	Disability housing	7/9/2019 7:24 AM
112	More about bus routes	7/9/2019 7:23 AM
113	N/a	7/9/2019 7:22 AM
114	More info on road closures, work being done - with end dates	7/9/2019 7:13 AM
115	-	7/9/2019 7:06 AM
116	I don't know	7/9/2019 7:06 AM
117	report road hazards	7/9/2019 6:57 AM
118	N/A	7/9/2019 6:55 AM
119	Better access to Cats special transport services. They are restrictive and inaccessible for most adults with special needs. In short the map is limited the sign up horrible and the service not useable.	7/9/2019 6:54 AM
120	City app	7/9/2019 6:54 AM
121	Updates on what is being done for special needs children, i e parks, help for the parents, etc	7/9/2019 6:51 AM
122	Event updates, recreational activities, services for elderly	7/9/2019 6:51 AM
123	educational	7/9/2019 6:50 AM
124	?	7/9/2019 6:50 AM
125	Online CATS para transport scheduling	7/9/2019 6:48 AM
126	None	7/9/2019 6:48 AM
127	any improvement	7/9/2019 6:47 AM
128	Non emergency	7/9/2019 6:46 AM
129	Maps of where crosswalks are so I can plan my trip. Maps that show sidewalks for the same reason.	7/9/2019 6:46 AM
130	none	7/9/2019 6:44 AM
131	Better access to permits	7/9/2019 6:43 AM
132	No recommendation	7/9/2019 6:40 AM
133	Entrance the UX/UI and you'll capture more people using the site. It's got great information but the site should work as quickly/seemlessly as Twitter's, Tesla's, etc. It's a big task but hire the right people to do it!	7/9/2019 6:39 AM
134	Light rail on in West Charlotte	7/9/2019 6:39 AM
135	Not sure	7/9/2019 6:35 AM
136	None	7/9/2019 6:33 AM
137	Add a request option for missing street painting, striping or repainting of stop bars and crosswalks where it's worn off.	7/9/2019 6:31 AM
138	hmmmm not sure	7/9/2019 6:30 AM
139	?	7/9/2019 6:30 AM
140	I do not know	7/9/2019 6:30 AM
141	Na	7/9/2019 6:29 AM
142	More safe sidewalks in residential areas	7/9/2019 6:28 AM
143	none	7/9/2019 6:28 AM

144	More improvement of sidewalks in a timely manner--better communication about requests for such repairs.	7/9/2019 6:26 AM
145	n/a	7/9/2019 6:25 AM
146	List of public restrooms with changing tables	7/9/2019 6:24 AM
147	NA	7/9/2019 5:55 AM
148	Easier access to STS	7/8/2019 8:48 AM
149	N/A	7/8/2019 7:40 AM
150	I like that 311 is online now.	7/8/2019 7:36 AM
151	I think a map of the accessible pedestrian routes would be great. Also, the Light Rail Access services web page needs more information and needs to be more user friendly. There used to be a helpful video about light rail access options, but I can't find it anymore.	7/8/2019 5:31 AM
152	Hearing impaired	7/4/2019 4:05 PM
153	n/a	7/4/2019 8:39 AM
154	captions can be added in so many venues or ways, now that so much information is being provided on a computer monitor or the like. Captioning announcements would be huge.	7/3/2019 5:10 PM
155	N/A	7/3/2019 11:36 AM
156	na	7/3/2019 11:04 AM
157	?	7/2/2019 6:24 PM
158	Motion savvy device will be helpful	7/2/2019 1:26 PM
159	n/a	7/2/2019 10:55 AM
160	None at this time.	7/2/2019 9:53 AM
161	NA	7/1/2019 5:45 PM
162	Self service portal	7/1/2019 2:09 PM
163	N/A	7/1/2019 1:19 PM
164	ALL OF THEM THAT I COULD ACCESS BY WALKING INTO THE PHYSICAL LOCATION.	7/1/2019 7:54 AM
165	N/A	7/1/2019 7:17 AM
166	I am ok	7/1/2019 7:17 AM
167	Social security administration	7/1/2019 5:25 AM
168	Charmeck.org	7/1/2019 4:45 AM
169	Possibly the ability to contact the City (for services) via video/voice chat for those who can not speak or require the use of ASL. This would be more than just 911 or 311 which already have some capabilities. The video chat would be for public meetings, general city questions involving specific programs or departments, and speaking with various City staff to be provided guidance on where to receive necessary assistance.	6/28/2019 12:59 PM
170	I just moved to the city and I was trying to find online the different routes for alternatives buses that I can use near Kannapolis. I could not find anything online. I am not sure if there is a site which caters to the different buses or even rails in the city of Charlotte and the nearby counties. Yet having such a site would be awesome specifically if a disabled person is in need of practical access to and from the city from an outside area.	6/28/2019 11:51 AM
171	none	6/28/2019 10:51 AM
172	Updates on improvements made for the disabled population in the city.	6/28/2019 8:42 AM
173	Charlotte is building a new main library at 6 street and Tryon street. Designate a section within that library that has assistive technologies and promote that section on media. Also create more accessible parking one person has told me that more people with disabilities want to come to main library however they could not because of the lack of accessible parking.	6/28/2019 7:50 AM
174	No	6/28/2019 6:51 AM

175	better integration with transit and other mobility services	6/28/2019 5:26 AM
176	n/a	6/28/2019 5:15 AM
177	Can't think of anything at the moment	6/28/2019 5:09 AM
178	Not exactly sure what you are asking....I think the City offers a variety of things online. However, I do not the citizens are really aware of City online services.	6/28/2019 5:01 AM
179	Traffic camera visibility	6/28/2019 5:00 AM
180	n/a	6/28/2019 4:55 AM

Q14 Please provide any other thoughts you have about ADA accessibility in Charlotte or any other opinions regarding the Study.

Answered: 180 Skipped: 0

#	RESPONSES	DATE
1	MY CONCERN: for the past year or longer I have tried repeatedly to get the ADA folks to consider hearing loops in all public meeting spaces in government buildings. I have been told repeatedly to hold until an ADA study commences. Now that I am finally hearing back, I find to my disappointment that I am being asked to fill out an ADA survey which I assume is part of that study, and yet the survey is limited to ADA access issues only. I need to hear from you with a direct answer to the question regarding hearing loops in public assembly spaces in government buildings. I am sure others are as anxious as I to hear not how, but when, the hearing loss public (which is not at all limited to senior citizens) will obtain audio access via a loop system.	8/1/2019 12:19 PM
2	I live off The Plaza. MULTIPLE cross walks are not ADA compliant. I saw a man in a wheelchair in the MIDDLE of the FOUR LANE road because he could not use the sidewalks.	8/1/2019 11:38 AM
3	All cities	7/31/2019 12:02 PM
4	NA	7/31/2019 4:27 AM
5	None at this time.	7/30/2019 3:10 PM
6	Not having to deal with any disability, I don't know first hand what needs to be enhanced in the city/government facilities.	7/29/2019 6:36 AM
7	none	7/29/2019 5:50 AM
8	the blind or limited vision people have difficulty paying the water bill since can't always see their phone.	7/25/2019 9:42 AM
9	?	7/24/2019 6:19 PM
10	No additional thoughts about it at this time .	7/24/2019 6:28 AM
11	N/A	7/24/2019 6:02 AM
12	None	7/23/2019 6:25 AM
13	None	7/22/2019 12:56 PM
14	I am very concerned about how this survey was developed which leaves me wondering if the team involved in this ADA accessibility project includes individuals with special needs and their family members, as a best practice, which I believe would enable the city to get a better picture of what it is you're suppose to be measuring. The other thing that is obvious, is this survey, the way it is designed, assumes that those responding know all of the options/programs/etc. that are available. Often, potential users of city services are unaware of what's available, especially those who are young adults transitioning from school-aged to the post-secondary phase of life who are exploring options for the first time.	7/22/2019 6:35 AM
15	I'm a very active person and a wheelchair user. Well Charlotte has made some ADA strides, they're often times I have difficulty within in the city. Sidewalks, buildings, and even traffic patterns across the city or not set up to enable disabled residents to freely get around. I also frequently encounter situations such as being on the shuttle at the airport and the driver not knowing how to properly secure a wheelchair or thinking that the wheelchair doesn't need to be secured at all. One major issue across the city is that delivery vehicles and drivers without the correct placards constantly park in handicapped spaces. It is very very rare did the police ever do anything about this and some people continue to abuse the system. This means that people such as myself, who are independent have a very hard time doing Simple tasks such as going to pay a bill or buy groceries because the parking spaces have been utilized by people who did not need them. Because we need extra room to exit the car, we either can't park or have to double park in non handicap spaces and risk getting a ticket ourselves.	7/20/2019 9:34 AM
16	Thanks for doing this	7/18/2019 6:39 PM

17	Handicap parking is often further than the non handicap parking at most businesses and city buildings	7/15/2019 5:35 PM
18	None	7/15/2019 5:40 AM
19	There is reasonable accessibility of a bus stop from my home, but the bus stop to come back to my home would require me to cross Prosperity Church Road. I would like CATS to investigate options that would eliminate crossing of busy streets to access or depart from bus routes going both directions. Separately, I would like Lynx stations to have easy, designated pick-up and drop-off points for ride share services such as Lyft or Uber that allow pedestrians easy access to and from the train.	7/13/2019 11:36 AM
20	Needed	7/12/2019 4:34 PM
21	Although I don't personally use the bus system, I know people who do. A better network of bus routes would help tremendously. Now, people have to ride to the transportation center to catch a bus on another route. A simple trip can take hours. Interconnecting routes would help.	7/12/2019 9:03 AM
22	Thank you for being committed to this.	7/12/2019 5:18 AM
23	NC is one of the lowest ranked states for mental health accessibility and accommodation. We need to think that through.	7/12/2019 3:56 AM
24	none	7/12/2019 3:48 AM
25	Charlotte seems to be pretty accessible. The noise that the crosswalks make sound like gunfire though. That is scary.	7/11/2019 6:05 PM
26	improvements to as many facilities as possible	7/11/2019 5:52 PM
27	N/A	7/11/2019 2:18 PM
28	Something absolutely needs to be done about the scooters. For those of us who live in uptown they are a constant problem blocking the sidewalks	7/11/2019 12:09 PM
29	I do not require any assistance and do not visit city facilities very much so I do not have any further thoughts	7/11/2019 9:52 AM
30	The sidewalks are poorly maintained and have several obstructions. Some utility poles are placed in the center of the sidewalk making it impossible for a wheelchair to pass.	7/11/2019 9:40 AM
31	None at this time.	7/11/2019 9:14 AM
32	Please improve accessibility of sidewalks and add sidewalks throughout the city. Encourage/legislate private businesses update automatic entrance doors throughout the city	7/11/2019 7:12 AM
33	Great that a study is being conducted. Hope results will be posted.	7/11/2019 5:19 AM
34	Please also include mental health	7/10/2019 3:30 PM
35	N/A	7/10/2019 2:25 PM
36	None	7/10/2019 10:06 AM
37	None	7/10/2019 9:39 AM
38	I wish there was a way for the city to get the information out to us disabled citizens on what is available to us, so that we are not forced to be homebound.	7/10/2019 9:32 AM
39	Here's a thought..... instead of builders, let handicapped decide what works. We're the ones who have to live with it after you leave.	7/10/2019 8:51 AM
40	Most retail establishments, malls, office buildings, etc. do not have enough handicap parking and some is located too far away. ALSO, I HAVE SEEN LAW ENFORCEMENT VEHICLES, (LATE A SHERIFF CAR AT A MEDICAL OFFICE BUILD) PARKED IN A HANDICAP SPOT. THAT IS AGAINST THE LAW AND ALL LOCAL LAW ENFORCEMENT SHOULD GET UPDATED TRAINING ON THAT FACT!!!!	7/10/2019 7:51 AM
41	None	7/10/2019 6:30 AM
42	Sidewalks are really my biggest complaint. Just the hassle for wheel-chair users to be able to access and use sidewalks	7/10/2019 6:28 AM

43	Access to the government center is dangerous and without consideration. every entry should be ada compliant and the street in front of the government center should be more pedestrian friendly and motor vehicle restricted.	7/10/2019 5:28 AM
44	NA	7/10/2019 4:47 AM
45	Please make good smart, budget smart decisions	7/10/2019 4:42 AM
46	I appreciate this survey & the efforts to improve ADA accessibility.	7/10/2019 4:32 AM
47	na	7/10/2019 4:04 AM
48	none	7/10/2019 3:22 AM
49	None	7/10/2019 1:38 AM
50	N/A	7/10/2019 12:39 AM
51	Please see my answer above in regards to transportation.	7/9/2019 7:34 PM
52	It is hard to get across the street on a "Walk" sign in the time allowed.	7/9/2019 5:47 PM
53	None	7/9/2019 5:33 PM
54	The ADA also includes people with mental disabilities. It would be an inclusive step for Charlotte to include people with mental disabilities in this study.	7/9/2019 4:57 PM
55	None	7/9/2019 4:55 PM
56	I have not seen much attention paid to ADA issues or issues in low income areas of city. A Study 2 years ago on These limitation in Beatties Fors area have not been addressed	7/9/2019 4:36 PM
57	N/a	7/9/2019 4:33 PM
58	would like to have more information about programs that help home owners that are disabled to find services for the home	7/9/2019 3:46 PM
59	the worst city in NC for ada	7/9/2019 3:45 PM
60	NA	7/9/2019 3:31 PM
61	More parking and automatic doors and handicapped bathroom	7/9/2019 3:29 PM
62	N/a	7/9/2019 3:07 PM
63	I have a handicap child and the city is sorely lacking in appropriate opportunities for handicapped citizens	7/9/2019 3:00 PM
64	None	7/9/2019 2:57 PM
65	We also have difficulties in processing. We have our thoughts and plans, but difficulties in implementing them. We need help. Tie into colleges, etc.	7/9/2019 2:47 PM
66	Not at this time	7/9/2019 2:39 PM
67	ADA is not always about those with physiological disabilities. Some have psychological disabilities and also need unique accommodations.	7/9/2019 2:16 PM
68	None	7/9/2019 2:13 PM
69	All events, classes such as Concealed Carry should be Interpreted for the Deaf!	7/9/2019 1:59 PM
70	Some businesses need to be assessed to ensure they have accessible bathrooms and parking	7/9/2019 1:47 PM
71	None	7/9/2019 12:18 PM
72	Provide ADA training for ALL building pwners	7/9/2019 12:12 PM
73	More Accessibility walkways at street corners	7/9/2019 12:07 PM
74	n/a	7/9/2019 11:59 AM
75	Not enough transportation for individuals with disabilities	7/9/2019 11:46 AM
76	?	7/9/2019 11:24 AM
77	N/a	7/9/2019 11:23 AM
78	DO more and do it often. Children and the elderly need help.	7/9/2019 10:51 AM

79	unsure	7/9/2019 10:39 AM
80	Husband is color blind and has dyslexia has trouble following and gettin info from cltgov twitter. Photos	7/9/2019 10:34 AM
81	Hearing impaired access via text	7/9/2019 10:14 AM
82	NA	7/9/2019 10:13 AM
83	none	7/9/2019 9:50 AM
84	N/A	7/9/2019 9:41 AM
85	Need to build more sidewalks on neighborhoods, have all new neighborhoods be provided with sidewalks	7/9/2019 9:38 AM
86	Unaware of how to register for emergency situations such as flooding and storms.	7/9/2019 9:30 AM
87	Please fix roads and broken sidewalks	7/9/2019 9:18 AM
88	I applaud you for this study. I have been wheelchair bound and may become so in the future. All of the pictures you provided concerning problems in ambulation on roads and sidewalks certainly reflect barriers to those needing assistance.	7/9/2019 9:13 AM
89	Nothing	7/9/2019 9:07 AM
90	Difficult to answer some questions. Not always a yes or no. Also some questions didn't provide other answers.	7/9/2019 9:05 AM
91	This survey doesn't hit on much	7/9/2019 8:59 AM
92	no	7/9/2019 8:55 AM
93	Great	7/9/2019 8:50 AM
94	Noise reduction time frames from construction for kids who can't handle loud noises	7/9/2019 8:45 AM
95	I don't know	7/9/2019 8:44 AM
96	Thank you for asking.	7/9/2019 8:36 AM
97	n/a	7/9/2019 8:27 AM
98	Properly working doors.	7/9/2019 8:26 AM
99	None at this time I am fairly new to Charlotte	7/9/2019 8:21 AM
100	NONE	7/9/2019 8:12 AM
101	Have requested assistance from local ADA office with no results	7/9/2019 8:06 AM
102	Na	7/9/2019 8:05 AM
103	Na	7/9/2019 7:57 AM
104	Nothing	7/9/2019 7:46 AM
105	none	7/9/2019 7:46 AM
106	I would like to see every person from the Mayor to the dogcatcher take my chair and go around the city for 2 hours. Not just the nice places but a combo of all. Anyone that wants to take me up just get in touch with me. I'll be glad to assist.	7/9/2019 7:43 AM
107	The placement of crosswalks in the middle of roads is dangerous to vehicles. Causing obstruction in the road is dangerous for me as a driver. Wasted tax money and not utilized..	7/9/2019 7:42 AM
108	SIGNAGE IS CRITICAL FOR IMPAIRED CITIZENS SO WE CAN FIGURE OUT IF THE PLACE IS OUR CORRECT DESTINATION. PLEASE CHANGE THE SIGN ORDINANCE TO MAKE STREET & OTHER ADDRESSES READABLE IN LARGE PRINT- EXCLUDE ADDRESS NUMBER FROM SIGN SIZE RESTRICTIONS	7/9/2019 7:39 AM
109	don't have any	7/9/2019 7:33 AM

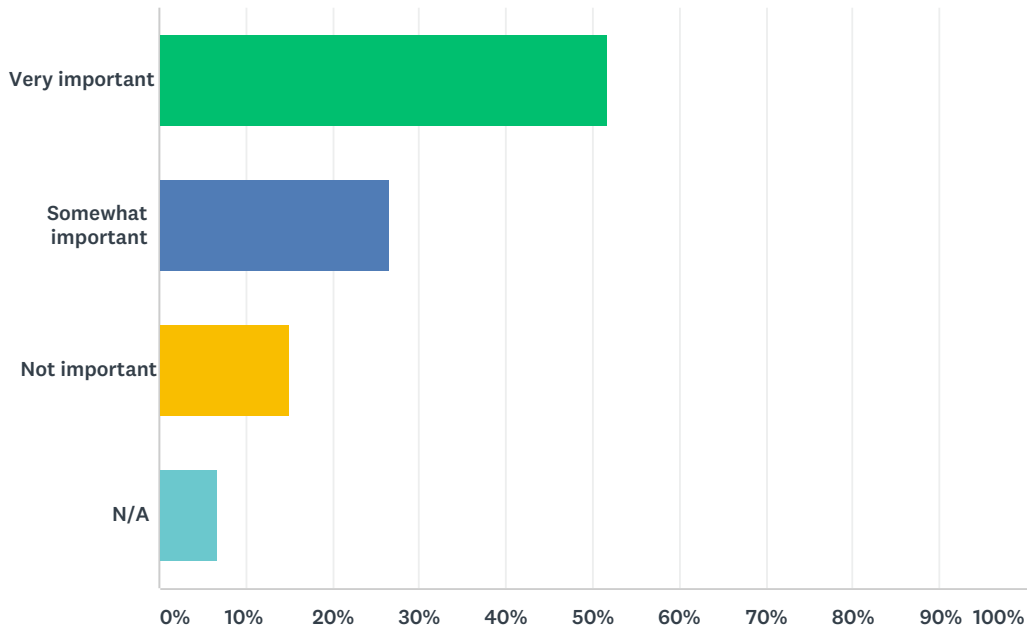
110	The whole Blumenthal Complex is beautiful, the buildings have amazing acoustics, make the restrooms handicapped accessible, handicapped parking for those facilities, and easier to access in a manual wheelchair. We have opted not to go to events that we would normally attend due to the difficulty in parking, getting to the facility after parking, getting around in the facility, and the restrooms that I get stuck in.	7/9/2019 7:32 AM
111	Help with disability housing, not just elderly housing	7/9/2019 7:24 AM
112	The sides walks in Charlotte are really lacking. I live in Dilworth/South End and don't have a car and consistently need to walk in the street to go even to the grocery store. I cannot imagine doing this if I had an accessibility challenge	7/9/2019 7:23 AM
113	N/a	7/9/2019 7:22 AM
114	A lot of businesses are out of compliance- I don't think there is sufficient oversight- especially in the restaurant scene. My eyes were opened wide once I had to use a wheelchair and a cane to get around.	7/9/2019 7:13 AM
115	-	7/9/2019 7:06 AM
116	Some people, like me, have varying degrees of disability. Some days I can walk easily, others it is difficult. So I don't qualify for a handicap placard. When I was going to the Clerk of Courts office frequently to settle my husband's estate, getting in and out of the building and the long walk from parking was difficult some days. I don't know if there's anyway to accommodate people like me. Some days I use a cane, and other days I'm mostly okay.	7/9/2019 7:06 AM
117	none	7/9/2019 6:57 AM
118	There are essentially no sidewalks on Lawyers Rd , from Chestnut Lakes to Hwy 51 in Mint Hill. If there were sidewalks in place, not only would it be safer, it would make that area more walkable.	7/9/2019 6:55 AM
119	Special transport Cats services are antiquated and treat people with special needs in a derogatory fashion. The drivers are not the problem. The equipment is nit the problem. The oversight, routes snd management are the problem.	7/9/2019 6:54 AM
120	During the planning phase have a healthy person you would like us a wheelchair to get around the city buildings sound and sidewalks etc. There is no better way to understand what A disabled person and counters. First-hand experience is the best adviser.	7/9/2019 6:54 AM
121	You should be more worried about what you're NOT providing, then accessibility...this survey is useless and stupid!	7/9/2019 6:51 AM
122	None	7/9/2019 6:51 AM
123	None	7/9/2019 6:50 AM
124	?	7/9/2019 6:50 AM
125	.	7/9/2019 6:48 AM
126	None	7/9/2019 6:48 AM
127	need to invest in youth	7/9/2019 6:47 AM
128	Better access to regulations and explanations to give information to the city and getting it to the right places	7/9/2019 6:46 AM
129	Charlotte Douglas airport is very difficult to use for the hearing impaired.	7/9/2019 6:46 AM
130	when improving ADA accessibility in Greater Charlotte it is also important to remember that these changes should benefit the general public. If we are planning on making an update, lets Make a plan and make our plan benefit everyone. We have an opportunity to make Charlotte and amazing accessible city. Its too early to be putting a Band aid on these things. Lets do it right and change the city for the better.	7/9/2019 6:44 AM
131	N/A	7/9/2019 6:43 AM
132	Appreciate the city being proactive.	7/9/2019 6:40 AM
133	None	7/9/2019 6:39 AM
134	West side of Charlotte is low rated	7/9/2019 6:39 AM
135	None	7/9/2019 6:35 AM

136	None	7/9/2019 6:33 AM
137	Charlotte seems to be doing very well accommodating accessibility in public areas.	7/9/2019 6:31 AM
138	ADA and Age-Friendly are closely linked ... any improvements made for one group will/should benefit all -- not just those groups but all residents	7/9/2019 6:30 AM
139	?	7/9/2019 6:30 AM
140	none	7/9/2019 6:30 AM
141	Na	7/9/2019 6:29 AM
142	Please find more services for disabled charlotteans once they graduate school There is almost nothing for young adults	7/9/2019 6:28 AM
143	no	7/9/2019 6:28 AM
144	Don't overdo it--only comply, don't go overboard.	7/9/2019 6:26 AM
145	no thnx	7/9/2019 6:25 AM
146	Changing stations in every restroom large enough to change a disabled child	7/9/2019 6:24 AM
147	NO	7/9/2019 5:55 AM
148	More ADA accessibility in private development and housing	7/8/2019 8:48 AM
149	N/A	7/8/2019 7:40 AM
150	More languages	7/8/2019 7:36 AM
151	I think it's great that an ADA Transition Plan is in the works. Thanks!	7/8/2019 5:31 AM
152	Need more deaf community	7/4/2019 4:05 PM
153	n/a	7/4/2019 8:39 AM
154	Loops for the hard of hearing installed in conference rooms of DSDHH, City Council auditorium, etc. would be very helpful. Without it, the hard of hearing public is pretty much at a total loss to understand and participate. There are at least 20 times more HH than deaf. Deaf are accomodated but not HH.	7/3/2019 5:10 PM
155	N/A	7/3/2019 11:36 AM
156	na	7/3/2019 11:04 AM
157	?	7/2/2019 6:24 PM
158	Airline need to be helpful to deaf people not discrimination refuse to serve deaf customer. They don't know how to handle deaf people.	7/2/2019 1:26 PM
159	This survey assumes that survey participants are knowledgeable about all of the city services and programs listed.	7/2/2019 10:55 AM
160	None at this time.	7/2/2019 9:53 AM
161	Continue to improve easy access to all areas in Charlotte for those in need.	7/1/2019 5:45 PM
162	I have been involved in a lengthy fair housing dispute and received some level of support by the Charlotte relations Committee. Although their were substantial findings, findings were withdraw in order for HUD to start a new investigation. I filed a disputed nearly 3 years ago and there were substantial breakdowns at every level, yet, the city/county has decided to look the other way , specifically on addressing code violations which are ongoing. I have not been provided any immediate relief or support from a social worker. I appreciate the committees efforts through the investigation, but I still feel the city could do more to help a disabled citizen such as me.	7/1/2019 2:09 PM
163	N/A	7/1/2019 1:19 PM

164	About the CATS charging more for the elderly and disabled for services than it does to UNCC Faculty, staff and students. I am in the beginning stages of a discrimination complaint with Federal ADA officials since Cats nor City Council seem to care. It seems that CATS officials have no problem that they're violating Federal ADA laws by offering services that cost me and every other elderly and disabled person \$140 a month while charging UNCC Faculty, staff and students \$12.50, billed through their tuition. That's 10X the amount and I shouldn't have to tell anyone what being shut in does to depression. The very ones that should be protected are being fleeced while those capable of taking on a second job or have parents to foot their expenses are getting it practicals free. In the very least they've contracted with city officials to boost their enrollment numbers by touting the transportation available to it's students that for the majority will not hang around and work in the State MUCHLESS city or county when they graduate.	7/1/2019 7:54 AM
165	N/A	7/1/2019 7:17 AM
166	none	7/1/2019 7:17 AM
167	n/a	7/1/2019 5:25 AM
168	Where do I find Charlotte accessible on computer? for all to know about?	7/1/2019 4:45 AM
169	none that I can think of at the moment	6/28/2019 12:59 PM
170	I thing it is a great thing that the City is thinking about ways to better accommodate the public and I am hoping something will come out of this for special needs citizens.	6/28/2019 11:51 AM
171	n/a	6/28/2019 10:51 AM
172	There should be more accessible doors in a lot of the buildings in Charlotte.	6/28/2019 8:42 AM
173	Charlotte is building a new main library at 6 street and Tryon street. Designate a section within that library that has assistive technologies and promote that section on media. Also create more accessible parking one person has told me that more people with disabilities want to come to main library however they could not because of the lack of accessible parking.	6/28/2019 7:50 AM
174	N/A	6/28/2019 6:51 AM
175	Need to accelerate sidewalk installation and maintenance. Need better control of construction sites so that sidewalks remain open and accessible. Need far more bicycle facilities to create safer streets and sidewalks.	6/28/2019 5:26 AM
176	n/a	6/28/2019 5:15 AM
177	I have no additional thoughts on this matter	6/28/2019 5:09 AM
178	Government buildings really aren't ADA accessibility and it will take time and money for the City to make its buildings ADA accessible.	6/28/2019 5:01 AM
179	No thoughts	6/28/2019 5:00 AM
180	n/a	6/28/2019 4:55 AM

Q15 Since language can also be a barrier, how important is it for the City to provide language access (choice of multiple languages) to Limited English Proficient residents?

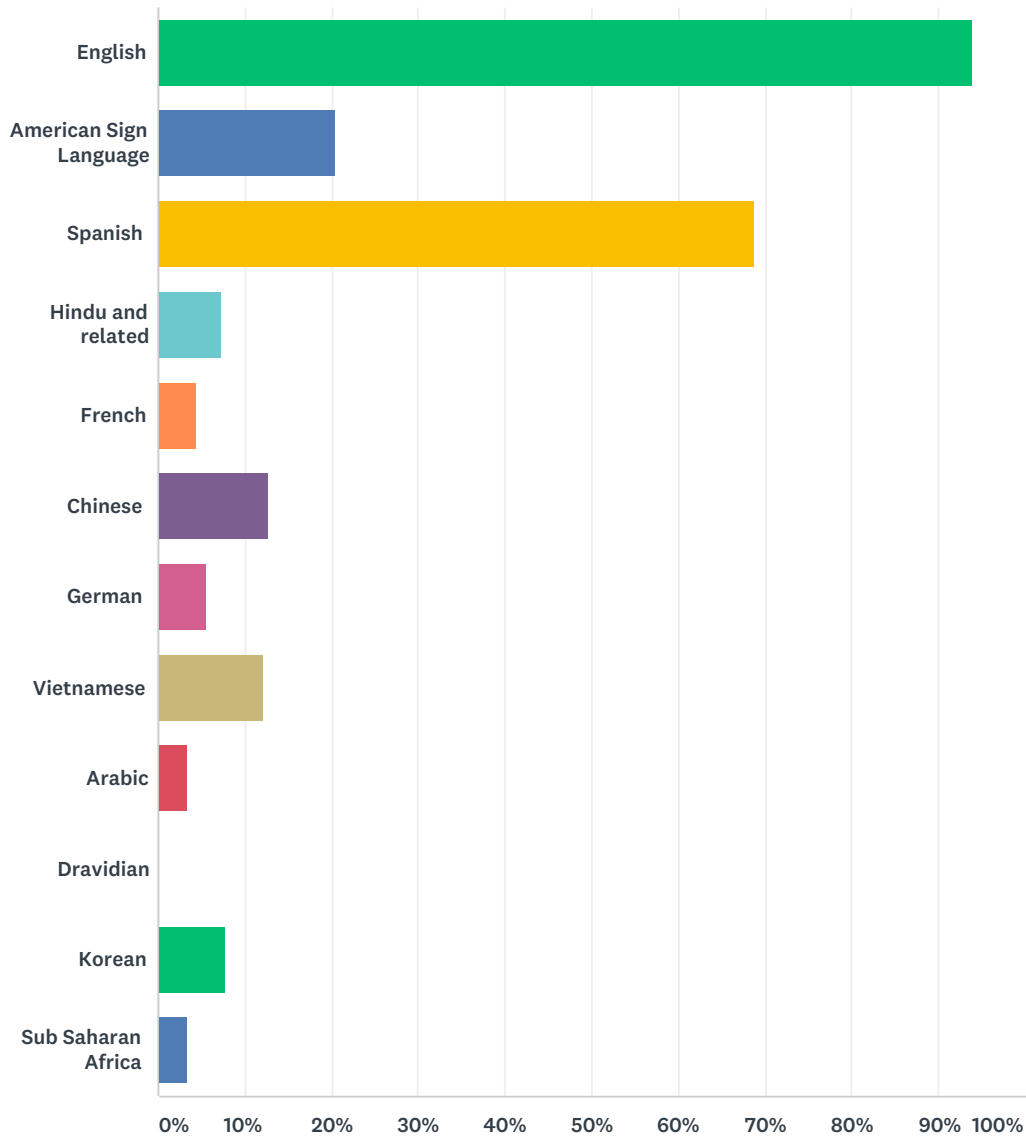
Answered: 180 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very important	51.67%	93
Somewhat important	26.67%	48
Not important	15.00%	27
N/A	6.67%	12
TOTAL		180

Q16 What languages do you typically encounter?

Answered: 180 Skipped: 0

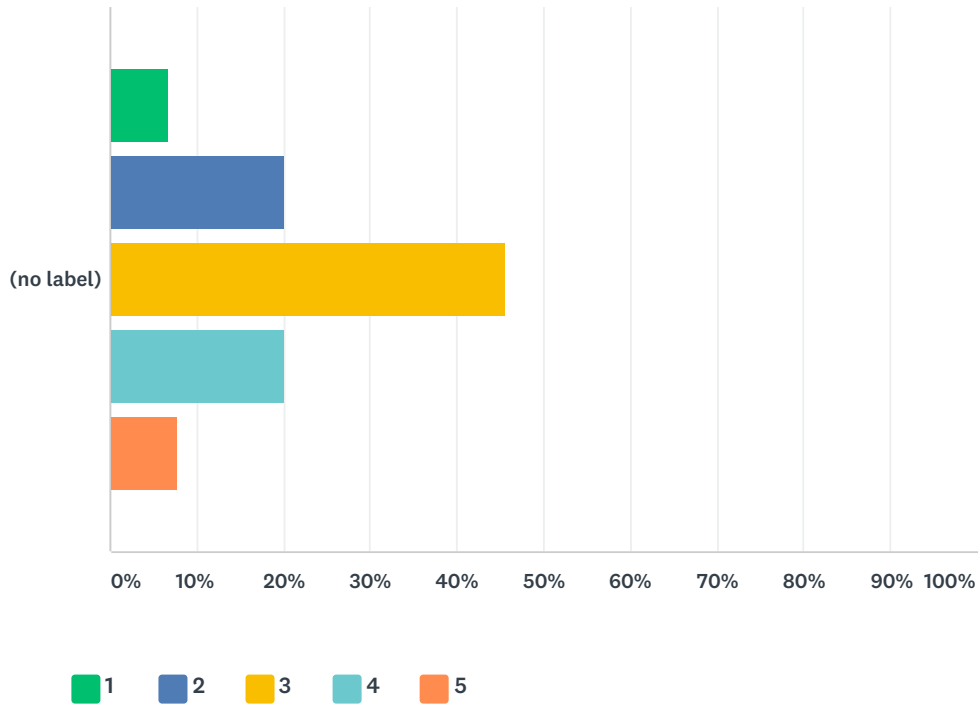


ANSWER CHOICES	RESPONSES	
English	93.89%	169
American Sign Language	20.56%	37
Spanish	68.89%	124
Hindu and related	7.22%	13
French	4.44%	8
Chinese	12.78%	23
German	5.56%	10
Vietnamese	12.22%	22

Arabic	3.33%	6
Dravidian	0.00%	0
Korean	7.78%	14
Sub Saharan Africa	3.33%	6
Total Respondents: 180		

Q17 Rate the City's efforts in providing accessible programs, services, and activities (1 being excellent to 5 being poor)

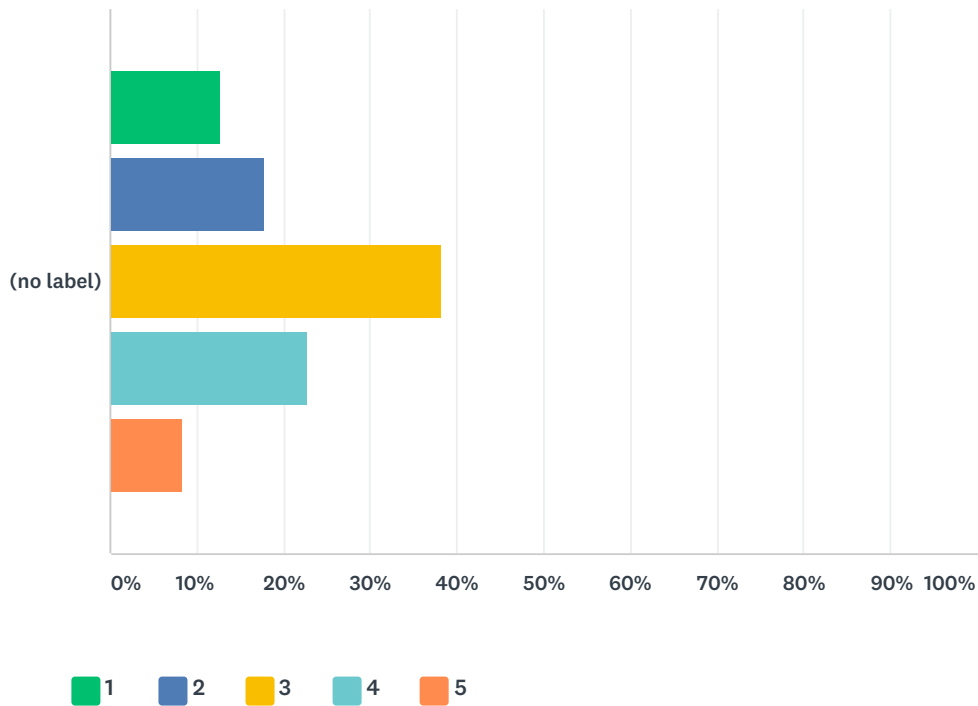
Answered: 180 Skipped: 0



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	6.67% 12	20.00% 36	45.56% 82	20.00% 36	7.78% 14	180	3.02

Q18 Rate the City's efforts in providing accessible city-owned buildings (1 being excellent to 5 being poor)

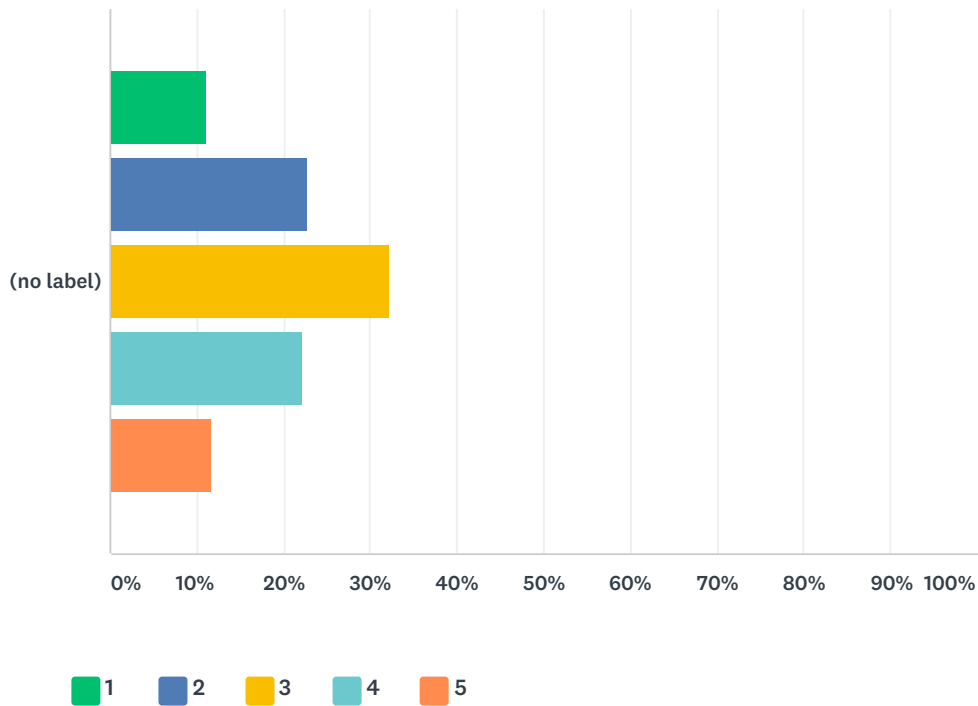
Answered: 180 Skipped: 0



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	12.78% 23	17.78% 32	38.33% 69	22.78% 41	8.33% 15	180	2.96

Q19 Rate the City's efforts in providing accessible rail stations (1 being excellent to 5 being poor)

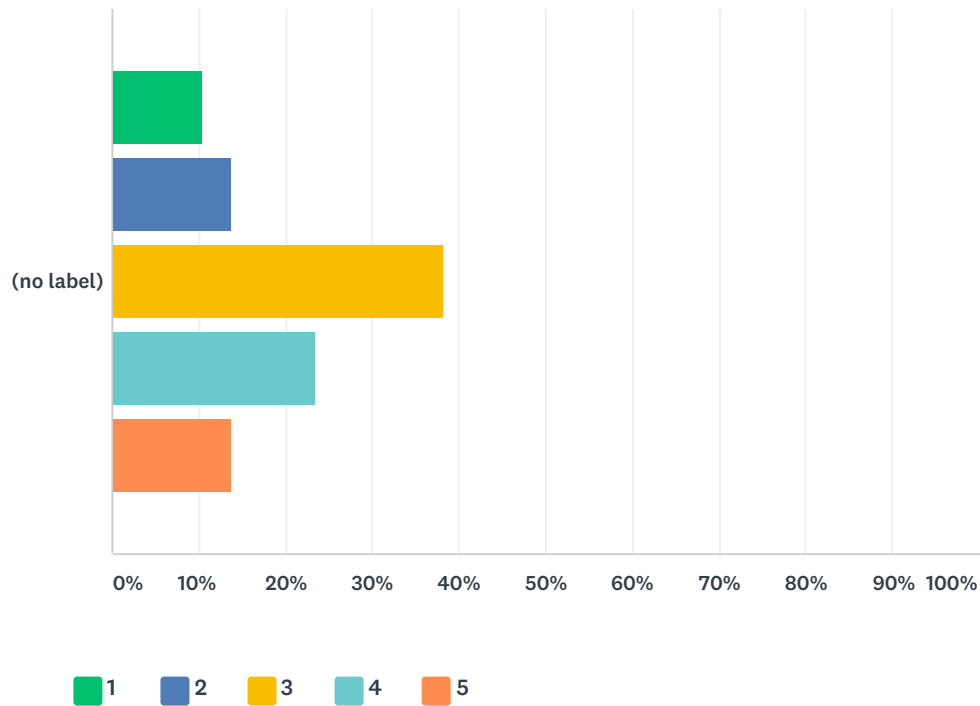
Answered: 180 Skipped: 0



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	11.11%	22.78%	32.22%	22.22%	11.67%	180	3.01
	20	41	58	40	21		

Q20 Rate the City's efforts in providing accessible bus stops (1 being excellent to 5 being poor)

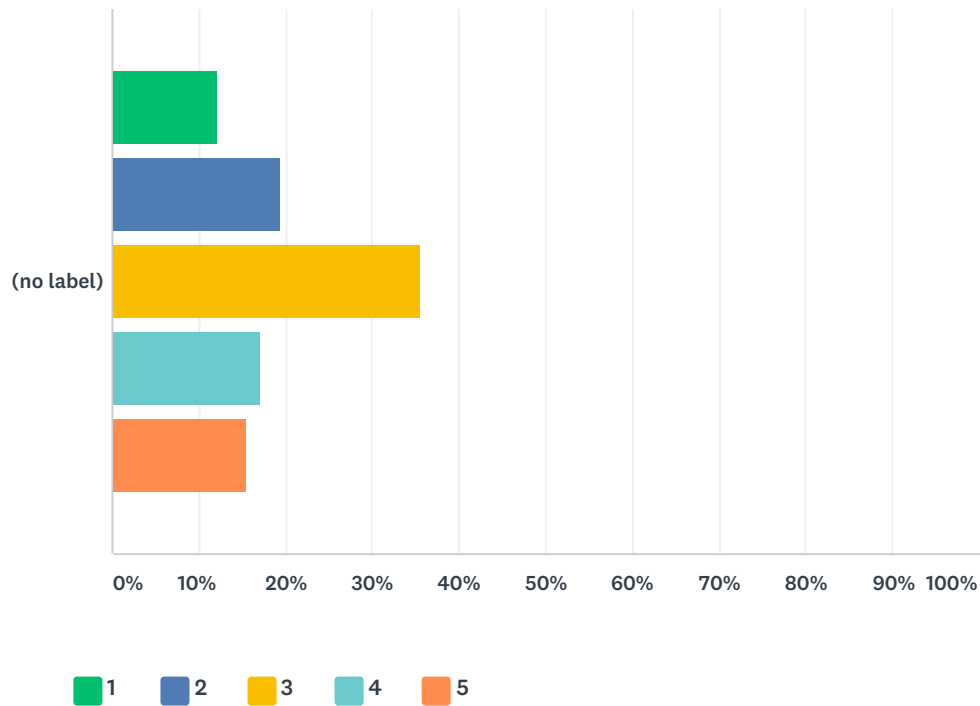
Answered: 180 Skipped: 0



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	10.56%	13.89%	38.33%	23.33%	13.89%	180	3.16
	19	25	69	42	25		

Q21 Rate the City's efforts in providing an accessible website (1 being excellent to 5 being poor)

Answered: 180 Skipped: 0



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	12.22% 22	19.44% 35	35.56% 64	17.22% 31	15.56% 28	180	3.04

Q22 What could the City do that's impactful to show the City is serious about its commitment to ADA compliance?

Answered: 180 Skipped: 0

Q22 What could the City do that's impactful to show the City is serious about its commitment to ADA compliance?

Answered: 180 Skipped: 0

#	RESPONSES	DATE
1	See my previous comments on hearing loops ! martin zimmerman martin@citywisestudio.us	8/1/2019 12:19 PM
2	Fix the sidewalks	8/1/2019 11:38 AM
3	Not much	7/31/2019 12:02 PM
4	Set up an all inclusive task force to facilitate brain storming sessions and experiences that would enhance ADA compliance.	7/31/2019 4:27 AM
5	More van--accessible handicapped parking, more thought to access to special events (steet festivals often have power cabling across entrances making it difficult for wheelchairs, events held in grassy areas are prohibitive for wheelchairs, etc.), wheelchair-friendly fitness facilities (adaptable weight-lifting equipment, heated pools with a handicapped seat lift, standing frames for SCI patrons, etc.)	7/30/2019 3:10 PM
6	Keep side walks clean of branches and other vegetation growth that obstructs walk-ability. Most neighborhoods have great side walks, but people still walk in the streets! It is dangerous to the drivers who don't see walker in the middle of the street when it is dark. Keep bus stops a bit cleaner. The city needs to do more efforts on working with the litter issue by more education, continue on stressing the importance of picking up trash, the role that Keep Charlotte Beautiful plays in working with neighborhoods to pick up litter!	7/29/2019 6:36 AM
7	n/a	7/29/2019 5:50 AM
8	find a way to help people who can't see very well pay their water bill online or over the phone	7/25/2019 9:42 AM
9	Publish info about what places are accessible &/or which are not.	7/24/2019 6:19 PM
10	Maybe send out a brochure or flyers , either one explaining to all the residents in City of Charlotte about what Ada is for and all the improvements from Ada and future improvements .	7/24/2019 6:28 AM
11	N/A	7/24/2019 6:02 AM
12	NA	7/23/2019 6:25 AM
13	Don't know	7/22/2019 12:56 PM
14	#1. Perhaps target presentations for forgotten demographics--the elderly (who are already hesitant to go out into the community) and transitioning young adults (those transitioning from school-age to young adulthood). #2. Create an advisory board for ongoing input into city efforts and programs giving feedback/input from the perspective of those who have a vested interest in ADA services & programs; #3. Work creatively to assess needs and figure out how to expand services especially when repeated requests for services are made. For instance, no doubt other users/consumers are unable to get routes beyond currently existing routes, and yet expanded routes rarely seem to come available; #4. Ensuring that those city employees who serve individuals with disABILITIES have the right heart and mind/customer service-orientation/sensitivity when serving/supporting individuals with disABILITIES which would include being more timely in their pick-up and drop-off's.	7/22/2019 6:35 AM
15	Involve the disability community in your meetings and planning. Provide grants for businesses who have older buildings to encourage them to renovate their properties to be accessible. Most businesses that are older and not required to be ADA Compliant do not make renovations. The city also has very limited resources to help people better their lives. For instance there is only one support group for people with spinal cord injuries and it meets during the work day. Charlotte has a lot of opportunity to support Recreation programs for those with disabilities. The Greenways, whitewater Center, perks, and private companies are all heavily underutilized in regards to serving the disabled community. Even in the schools, they're very limited opportunities for students with disabilities to participate in sporting events.	7/20/2019 9:34 AM
16	Teach life and employment skills	7/18/2019 6:39 PM

17	Have ADA compliance signs at business and city buildings. People. Including comply employees without handicap parking tags park in those spaces. And no one does anything about it.	7/15/2019 5:35 PM
18	Redoing sidewalks, ensuring public transportation is accessible to everyone, ensuring businesses are accessible.	7/15/2019 5:40 AM
19	I believe I've shared the totality of my thoughts in other answers on this survey.	7/13/2019 11:36 AM
20	Better media platform	7/12/2019 4:34 PM
21	Increase ease of access to facilities: not simply getting into the door, but moving around and using the facilities.	7/12/2019 9:03 AM
22	Advertise more. City planning important with WIDE sidewalks. Thank you for being committed to serving all members of our community.	7/12/2019 5:18 AM
23	Not sure	7/12/2019 3:56 AM
24	enforcement	7/12/2019 3:48 AM
25	have shelters at buses, fix broken sidewalks that access the bus stops	7/11/2019 6:05 PM
26	continue to address accessibility	7/11/2019 5:52 PM
27	Not sure	7/11/2019 2:18 PM
28	Ban scooters uptown.	7/11/2019 12:09 PM
29	This survey is a good example of your efforts	7/11/2019 9:52 AM
30	Making the sidewalks completely accessible and making necessary repairs. I'd be willing to assist. 704-572-9544 or fnichols7510@gmail.com	7/11/2019 9:40 AM
31	Complete the Transition Plan and then follow it.	7/11/2019 9:14 AM
32	Provide more services. Strongly encourage private sector to do the same and please improve sidewalks and entrance to all buildings	7/11/2019 7:12 AM
33	Publish information through various means....TV, radio, newspaper.	7/11/2019 5:19 AM
34	Provide information	7/10/2019 3:30 PM
35	wider, and unobstructed sidewalks would be great.	7/10/2019 2:25 PM
36	Continue to provide sidewalks in areas where needed.	7/10/2019 10:06 AM
37	Nothing	7/10/2019 9:39 AM
38	Get the information out to us disabled citizens o exactly what is available to us, so that some of us dont feel as though we are stuck in homebound. Thank you.	7/10/2019 9:32 AM
39	Fix the sidewalks. I cannot emphasize the importance of this one thing to achieving some modicum of independence. You fix the roads.... well, these ARE my new roads. Be cognizant of that, please. Thank you for asking.	7/10/2019 8:51 AM
40	Provide CLOSE handicap parking to all city buildings.	7/10/2019 7:51 AM
41	Improve CATS disability bus services	7/10/2019 6:30 AM
42	Make sure all sidewalks/cross-walks/public transit is as hassle-free as possible for disabled persons. Whether physically or mentally	7/10/2019 6:28 AM
43	provide continuous linear facilities and make our roads and transit more accessible.	7/10/2019 5:28 AM
44	NA	7/10/2019 4:47 AM
45	Clear paths for people to walk on, I am disabled and we have a vagrant woman who sits constantly at the corner of raintree lane and hwy 51, causing many safety issues. I can not safely cross when I need to. Yes police have been called. Sad. But thank you for working with ADA	7/10/2019 4:42 AM
46	I don't have any ideas here	7/10/2019 4:32 AM
47	na	7/10/2019 4:04 AM
48	fix side walks	7/10/2019 3:22 AM

49	Repair the roads	7/10/2019 1:38 AM
50	Include mental health disability.	7/10/2019 12:39 AM
51	More transportation options for wheelchairs	7/9/2019 7:34 PM
52	Increase handicapped parking areas. Increase the walk time on cross walks. Improve rail accessibility. Decrease the walking distance to government buildings from parking.	7/9/2019 5:47 PM
53	Continue to build more on the Greenway so it will be ADA compliant	7/9/2019 5:33 PM
54	Charlotte can offer opportunities such as this survey and other such public channels to get citizens input about ADA compliance. Charlotte can also better advertise the opportunities it does offer to Americans with disabilities.	7/9/2019 4:57 PM
55	None	7/9/2019 4:55 PM
56	make a real commitment to see needs all around city	7/9/2019 4:36 PM
57	N/a	7/9/2019 4:33 PM
58	provide more programs for employment and education	7/9/2019 3:46 PM
59	provide a sidewalk on my street, the one that was already promised would be good start, harris houston rd	7/9/2019 3:45 PM
60	Make the changes the community recommends	7/9/2019 3:31 PM
61	Start the process	7/9/2019 3:29 PM
62	Not certain	7/9/2019 3:07 PM
63	Perform like a city	7/9/2019 3:00 PM
64	Make sidewalks mandatory.	7/9/2019 2:57 PM
65	Bring in a committee of volunteers. Call me!	7/9/2019 2:47 PM
66	Stop the increasing practice of limiting handicap parking by moving it to less desirable spots. Parking on the sides of buildings where you would less likely be seen by foot traffic imperils you from receiving assistance in the case of falls in a timely manner if needed.	7/9/2019 2:39 PM
67	Training for public service on assisting those with PTSD, autism/Aspergers, and other psychological disabilities.	7/9/2019 2:16 PM
68	None	7/9/2019 2:13 PM
69	Open up & listen to the residents!	7/9/2019 1:59 PM
70	Media coverage and public relations	7/9/2019 1:47 PM
71	Make sure there are places for accessible vans to park in order to drop off wheelchair riders	7/9/2019 12:18 PM
72	Ensure that all parks and greenways are more accessible	7/9/2019 12:12 PM
73	Create jobs for people with disabilities	7/9/2019 12:07 PM
74	Communicate with all of the residents via letters, emails, calls.	7/9/2019 11:59 AM
75	Provide more resources, programs and facilities an ALL areas of Charlotte.	7/9/2019 11:46 AM
76	?	7/9/2019 11:24 AM
77	Promote ADA compliance.	7/9/2019 11:23 AM
78	Fix roads, crosswalks and sidewalks	7/9/2019 10:51 AM
79	Unknown	7/9/2019 10:39 AM
80	Citizen feedback with officials	7/9/2019 10:34 AM
81	More handicap parking spots	7/9/2019 10:14 AM
82	NA	7/9/2019 10:13 AM
83	NA	7/9/2019 9:50 AM
84	N/A	7/9/2019 9:41 AM

85	Do educational outreach sessions on accessibility, physical or otherwise. Monitor when feasible people that park on HC spaces, request that all shopping centers have motorized wheelchairs,	7/9/2019 9:38 AM
86	Please provide ways to learn about public assistance. My Social Security payments are no longer adequate to provide food and other needs. To date, there were times I have gone without both food and Medicine. I can't save a nickel to pay my taxes. Even though I own my home, I know I'm going to end up out on the street when it comes time to pay my taxes if I don't get some assistance very soon. Although I have a desire to work part-time to gain extra income, my health conditions simply won't permit it. I haven't slept in weeks because of this concern.	7/9/2019 9:30 AM
87	None	7/9/2019 9:18 AM
88	Entrances and exits on buses should be more accessible for those in wheelchairs, crutches, canes, walkers, etc.	7/9/2019 9:13 AM
89	Nothing	7/9/2019 9:07 AM
90	Provide more liveable income job opportunities.	7/9/2019 9:05 AM
91	Actually go into the community and see what we need	7/9/2019 8:59 AM
92	Publicly commit to addressing large sections of key corridors so people can see progress and start asking the question "when will they get to my street?" Explain what types of improvements you're looking to make, how you'll make them, and try to commit to a timeframe of some sort.	7/9/2019 8:55 AM
93	Continue providing and improving services	7/9/2019 8:50 AM
94	More plug in stations for people who have electric wheelchairs, noise reduction initiatives,	7/9/2019 8:45 AM
95	I don't know	7/9/2019 8:44 AM
96	Please be mindful of providing safe wheelchair access to bus routes.	7/9/2019 8:36 AM
97	n/a	7/9/2019 8:27 AM
98	Work to take care of obstructions in walk ways and make sidewalks friendlier to use. Provide better parking and police those in violation.	7/9/2019 8:26 AM
99	Do a census of people with disabilities to get their direct opinions	7/9/2019 8:21 AM
100	FIX UNEVEN SIDEWALKS	7/9/2019 8:12 AM
101	Educate staff on autistic city residents and how to assist/address their issues before they become a deathly threat	7/9/2019 8:06 AM
102	Maintain the city's infrastructure	7/9/2019 8:05 AM
103	More handicap parking	7/9/2019 7:57 AM
104	Add more senior centers to heavily populated areas.	7/9/2019 7:46 AM
105	none	7/9/2019 7:46 AM
106	Take me up on my offer and travel the city in a wheelchair. A motorized one.	7/9/2019 7:43 AM
107	Provide proof that tax money is being used properly. Not just used for random projects to use up money available. The tree landscaping department could use money to help maintain our beautiful tree canopy. Have contacted city to help with dead tree limbs on city responsibility but haven't seen them. Three months ago..	7/9/2019 7:42 AM
108	HAVE THE HEADS OF DEPARTMENTS AND FACILITIES SELECT A DISABILITY & LIVE IT FOR 24/7 FOR 3 WEEKS! THEN COME UP WITH SOLUTIONS- MAKE IT INCLUDE ALL MUNICIPAL BUILDINGS AIRPORT, PARK BUILDINGS, CITY COUNTY OFFICE BUILDING CATS BUS & BLUE LINE, ALL COLISEUMS, CONVENTION CENTER, ETC	7/9/2019 7:39 AM
109	Continue to study accessibility and solve problems	7/9/2019 7:33 AM
110	Make the city and city owned facilities truly accessible, don't just say it on the web site, really do it. Don't make it a surprise "oh we are sorry" when I get there. Try getting around the city in a wheelchair, can you do it? If not then make it so it can be done.	7/9/2019 7:32 AM
111	Take this survey seriously & ACT!	7/9/2019 7:24 AM
112	Better sidewalk situation and for buses	7/9/2019 7:23 AM
113	N/a	7/9/2019 7:22 AM

114	Promote it through diverse media campaigns.	7/9/2019 7:13 AM
115	-	7/9/2019 7:06 AM
116	IDK. I think they are truly trying.	7/9/2019 7:06 AM
117	dont know	7/9/2019 6:57 AM
118	N/A	7/9/2019 6:55 AM
119	Provide equal accessibility, scheduling and availability for Cats services for adults with special needs	7/9/2019 6:54 AM
120	Provide info via website, brochure, app etc. highlighting how to access sites for the disabled	7/9/2019 6:54 AM
121	Lo! First get something done to support all handicapped people, THEN sorry about it being accessible as you create it!	7/9/2019 6:51 AM
122	Make sure ADA access and services are so prevalent that the city's commitment is no longer questioned.	7/9/2019 6:51 AM
123	The city is doing an excellent job in their commitment to the ADA compliance.	7/9/2019 6:50 AM
124	?	7/9/2019 6:50 AM
125	CATS para transport buses seem to be older and less comfortable to ride in	7/9/2019 6:48 AM
126	No opinion	7/9/2019 6:48 AM
127	invest in community	7/9/2019 6:47 AM
128	Communicate better	7/9/2019 6:46 AM
129	Provide more services for the hearing impaired.	7/9/2019 6:46 AM
130	stop talking, start doing. all buildings should have ramps on the FRONT side. No one should ever wonder how to get inside a building. That should be the first decision the architect makes when designing a building.	7/9/2019 6:44 AM
131	Do more surveys such as this for input	7/9/2019 6:43 AM
132	Continued requirement and monitoring of public services/buildings providing ADA compliance.	7/9/2019 6:40 AM
133	Partner with Uber/Lyft/Bird/Spin/etc to make rides discounted or free (they get a tax benefit) as long as a trip ends or begins at a government building.	7/9/2019 6:39 AM
134	Light rail in West Charlotte	7/9/2019 6:39 AM
135	Make it better for the handicapped	7/9/2019 6:35 AM
136	A	7/9/2019 6:33 AM
137	Enforce the same standards on itself that it does for private development.	7/9/2019 6:31 AM
138	More rhetoric on news, media -- make "livable" communities and what that means part of everyday lexicon re: Charlotte	7/9/2019 6:30 AM
139	Consider all the region. Too much focus on the inner city. Pushing affordable housing to the northwest side of city but no changes in transportation in area. Look at 28214 and 28216 zip codes to include in city as they are barren. Liquor stores are the only city presence	7/9/2019 6:30 AM
140	spend money to fix problems....spend the day in a wheelchair seeing how it is. My niece is legally blind and she has transportation issues. The disabled transportation bus only goes so far...	7/9/2019 6:30 AM
141	Na	7/9/2019 6:29 AM
142	Engage with disabled Charlotte residents to identify barriers - maybe by feeling people they can report them to 311?	7/9/2019 6:28 AM
143	none	7/9/2019 6:28 AM
144	Just be compliant only where you have to. Don't over-emphasize ADA compliance and spend more \$\$ than you have to.	7/9/2019 6:26 AM
145	keep maintaining what it has	7/9/2019 6:25 AM
146	Changing stations for older disabled children in public restrooms	7/9/2019 6:24 AM

147	Put your money where your mouth is. Invest in accessibility across the board if this is a priority. PERIOD!	7/9/2019 5:55 AM
148	Train all your drivers (CATS, rail, trolley, etc.) how to aid people in wheelchairs on or off rail and buses and to lock them down safely and properly, beyond just adequately.	7/8/2019 8:48 AM
149	N/A	7/8/2019 7:40 AM
150	More languages	7/8/2019 7:36 AM
151	This survey is a great step. Promoting this initiative as widely as possible would also help.	7/8/2019 5:31 AM
152	Get a better leader	7/4/2019 4:05 PM
153	take action	7/4/2019 8:39 AM
154	loops at bus ticket stations/arena ticket stations/library checkout/etc. PD/Fire trained on dealing with hard of hearing people & deaf people (we continue to hear HH who have had negative experiences w/authority in even minor incidents like asking PD a question or directions). Most public venues leave HH out of the equation entirely.	7/3/2019 5:10 PM
155	Listen to citizen feedback and show progress by progression	7/3/2019 11:36 AM
156	na	7/3/2019 11:04 AM
157	Work with business entities in the community to better educate consumer rights and laws as it pertains to ADA	7/2/2019 6:24 PM
158	Communication barrier thru transportation services	7/2/2019 1:26 PM
159	Put an ADA plan in place.	7/2/2019 10:55 AM
160	Continue to make improvements and look for ways to enhance current facilities and programs.	7/2/2019 9:53 AM
161	Make sure the ADA standards are being met in Charlotte.	7/1/2019 5:45 PM
162	Hold builders, architects, and HOAs accountable. Do audits. Have an effective resolution program. Assign advocacy support in escalated matters. Think outside the box.	7/1/2019 2:09 PM
163	N/A	7/1/2019 1:19 PM
164	Bring together a commission of disabled individuals to serve as a committee to advise on the subjects that need to be updated.	7/1/2019 7:54 AM
165	N/A	7/1/2019 7:17 AM
166	nothing	7/1/2019 7:17 AM
167	n/a	7/1/2019 5:25 AM
168	Follow up on all accessible and make sure all people are expert on disabilities such as Deaf Culture, HOH culture, wheelchair culture - more sensitive and live thru one or experience one.	7/1/2019 4:45 AM
169	Hold public meetings (in addition to the survey) for real discussion and input on what are the real challenges.	6/28/2019 12:59 PM
170	Make it known to the different localities and to the citizens. As it is right now I am not quite sure what are the different opportunities and accommodations available in the city to ADA people because it is not visible in terms of advertising these.	6/28/2019 11:51 AM
171	Take a leadership role (including as a funder) in projects that promote accessibility, particularly to citizens dealing with crisis or emergency situations	6/28/2019 10:51 AM
172	Get more people with disabilities involved in the decision making processes.	6/28/2019 8:42 AM
173	Business should show compassion towards people with disabilities not disdain.	6/28/2019 7:50 AM
174	Not sure	6/28/2019 6:51 AM
175	Dramatically increase resources devoted to improving bus stops, sidewalks, bus frequency, bicycle facilities, and street maintenance. Control for sidewalk encroachments due to overgrown vegetation, utilities, construction, and land development activities.	6/28/2019 5:26 AM
176	n/a	6/28/2019 5:15 AM
177	more marketing	6/28/2019 5:09 AM

178	Once the ADA transition plan is done, invest the money to implement the plan over the next 3 - 8 years. City may also want to consider working Mecklenburg County on making the City more ADA compliant. City may want to look at dedicating resources or creating at team to the ADA transition plan.	6/28/2019 5:01 AM
179	Keep doing what you're doing.	6/28/2019 5:00 AM
180	n/a	6/28/2019 4:55 AM
