

Between July 2021 and July 2023, 121 individuals responded to a public survey related to access and inclusion within the City of Mesa. The following report provides data from this survey as well as a summary of findings.

City of Mesa

Disability Access & Inclusion Public Survey Report

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Disability Access & Inclusion Survey Report

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Summary of Findings

The significant amount of data provided on the following pages can be summarized into five main topics that are listed below:

1. Transportation:

- A. Bus stops need safety improvements and better accessibility.
- B. Ensure train stations and public places are easily accessible.
- C. Enhancing pedestrian safety with proper crosswalk signals and curb ramps.

2. Housing:

- A. Address the shortage of affordable housing for elderly and low-income individuals.
- B. Develop housing solutions and support networks for those with undiagnosed or underserved disabilities.
- C. Create more affordable, integrated, and accessible housing.

3. Employment:

- A. Partner with local schools and businesses to promote disability employment.
- B. Encourage businesses to actively support and employ people with disabilities.
- C. Potentially host job fairs and events to connect job seekers with employers.

4. City Facilities and Communication:

- A. Provide more specific information about city access services and efforts in electronic or Braille formats.
- B. Establish a Disability Access/Inclusion Advisory Committee for representation and accurate information.
- C. Ensure public facilities are inclusive and accessible, with features such as automatic doors and family bathrooms.
- D. Create inclusive playgrounds and outdoor facilities to accommodate those with disabilities.

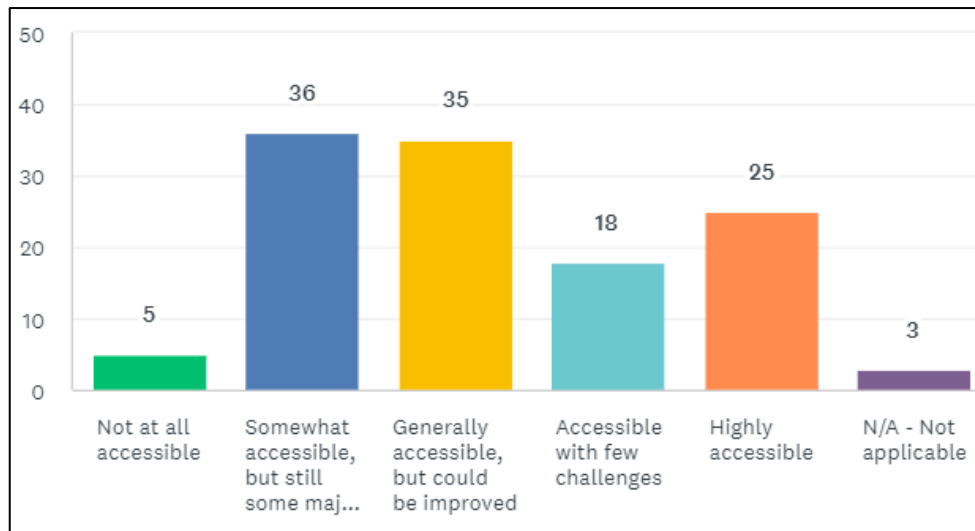
5. Safety and Well-Being:

- A. Address safety concerns for those who are elderly and/or affected by disability, considering their vulnerability to crime and targeting.
- B. Develop resources and programs to support the homeless population, considering the unique needs of individuals with disabilities.
- C. Focus on inclusive city development, addressing both richer and poorer areas and ensuring all communities benefit.

The following pages reflect the specific questions asked in the survey, as well as summaries of the raw data shown in the Appendix of this report.



1) In general, how would you rate the City of Mesa's accessibility?



Examples include programs, services, activities, communications, events, access to government buildings, bus stops, parks, parking, bike paths, etc. (Please provide any specifics below.)

Answer Choices	Responses	
Not at all accessible	4.20%	5
Somewhat accessible, but still some major challenges	29.41%	35
Generally accessible, but could be improved	29.41%	35
Accessible with few challenges	15.13%	18
Highly accessible	21.01%	25
N/A - Not applicable	2.52%	3
Comments:		30
	Answered	118
	Skipped	3

The average of the responses, on a 5-point scale was 3.18. Overall, there was an equal number of votes for the responses, "Somewhat accessible, but still some major challenges" and "Generally accessible, but could be improved".

Thirty comments were also provided. A summary list of the additional comments include the following:

1. **Public Transportation Enhancement:** Improve bus services, especially on Baseline Road, and ensure crosswalks at bus stops on major roads for better access to businesses and services.



2. **Sidewalk and Crosswalk Improvement:** Mark crosswalks more clearly and address the lack of cutouts and accessibility issues on sidewalks, ensuring safe passage for pedestrians.
3. **Accessible Doors:** Promote the installation of power/push-button/motion-sensitive doors in businesses, making entrances more accessible for disabled individuals.
4. **Seating and Shade:** Install seating and provide shade at bus stops, public areas, and parks, creating comfortable spaces for people to rest.
5. **Inclusive Playgrounds:** Build more inclusive playgrounds throughout the city to allow children of all abilities to play together.
6. **Housing Accessibility:** Address the spread-out nature of suburban housing and provide better access to necessary services, such as groceries, pharmacies, and medical facilities.
7. **Information Accessibility:** Improve communication about resources for people with disabilities, including parks and recreation classes, cooling centers, and public transportation options.
8. **Restroom and Facility Accessibility:** Install changing tables in restrooms at parks and city buildings and ensure accessibility features like ramps are available at government buildings.
9. **Light Rail Expansion and Automatic Doors:** Expand the light rail system into residential areas and promote legislation requiring businesses to install automatic doors for better accessibility.
10. **Overall Inclusivity:** Foster a culture of inclusivity by addressing hostile design in public spaces, providing 24/7 access to government programs and buildings, and improving the affordability of public transit for all.

These priorities encompass a range of improvements to enhance the overall accessibility and quality of life for disabled individuals and the broader community in Mesa.

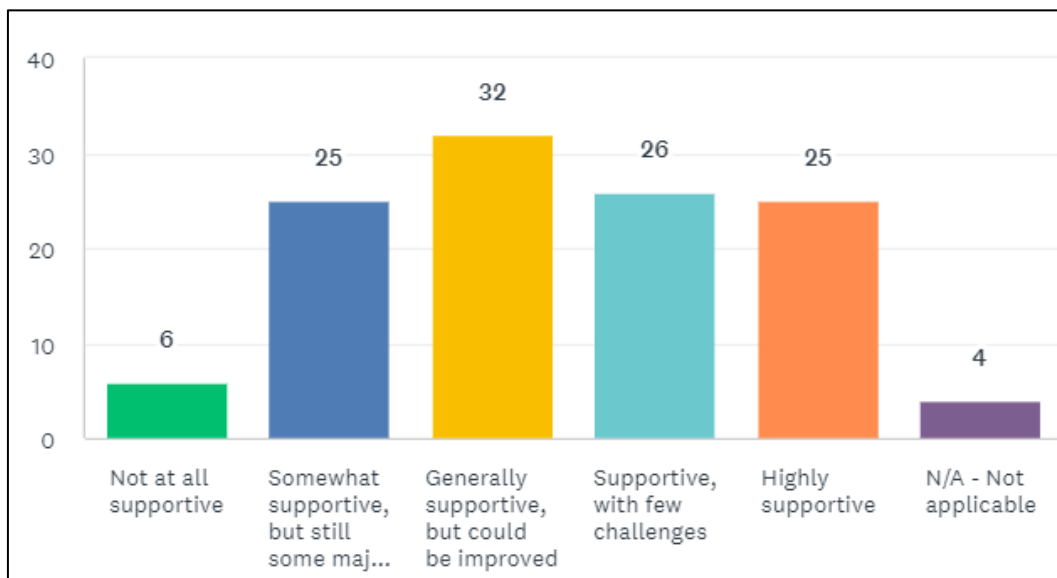


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2) How well do the City of Mesa's policies and procedures support people with disabilities?



Answer Choices	Responses	
Not at all supportive	5.17%	6
Somewhat supportive, but still some major challenges	21.55%	25
Generally supportive, but could be improved	27.59%	32
Supportive, with few challenges	22.41%	26
Highly supportive	21.55%	25
N/A - Not applicable	3.45%	4
Comments:		16
	Answered	113
	Skipped	8

The average of the responses, on a 5-point scale was 3.36. The response that Mesa's policies and procedures are "Generally supportive, but could be improved" received the highest number, at 27.59%.

Sixteen comments were also provided. A summary of the additional comments includes the following, related to policies and procedures to support people with disabilities in Mesa:

1. **Accessibility of Public Amenities:** Ensuring that all communities in Mesa have accessible and convenient rest areas, bathrooms, air conditioning, and water within walking (or rolling) distance of every housing area. This priority aims to enhance the comfort and well-being of individuals with disabilities by providing necessary amenities in close proximity.



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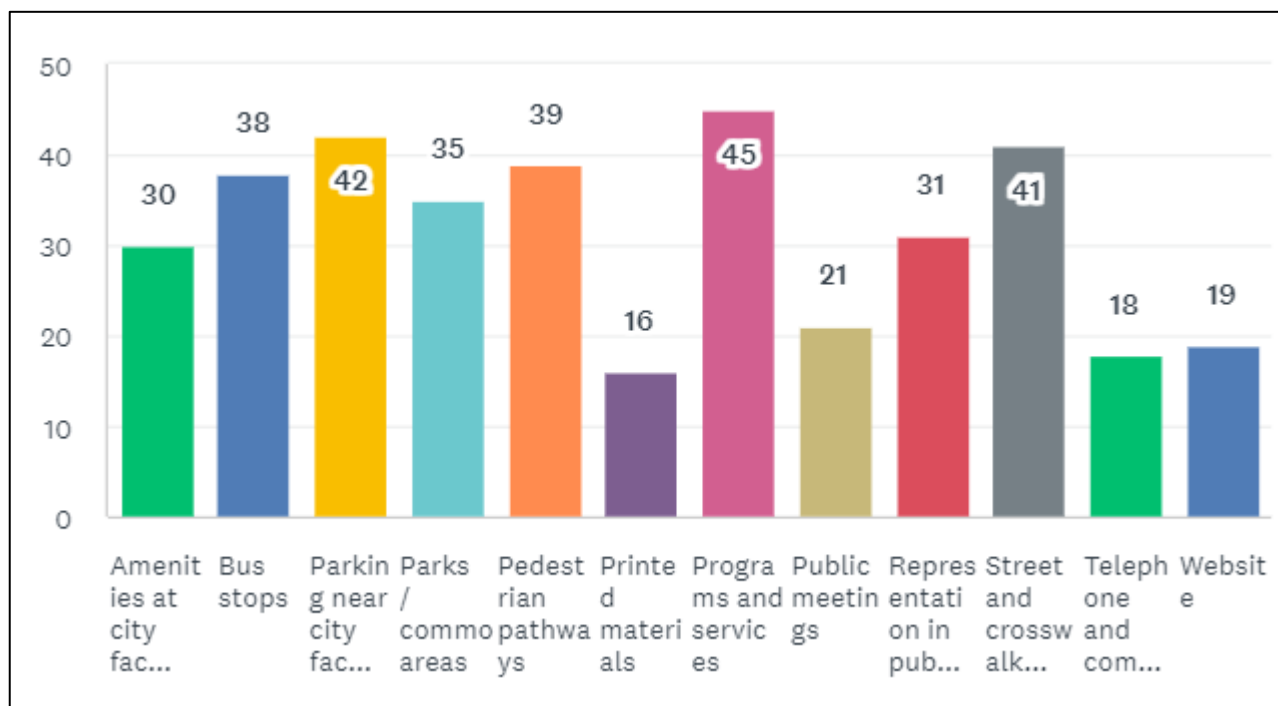
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2. **Reasonable Accommodation for Older Adults:** Addressing the issue of the City of Mesa disregarding reasonable accommodation requests for older adults in residential homes. This priority involves reviewing and revising policies to ensure that older adults have suitable housing options and aren't forced to move due to accessibility challenges.
3. **Employee Awareness and Training:** Increasing employee knowledge and awareness of disability laws and regulations. This priority emphasizes the importance of educating city employees about these laws to ensure proper implementation of policies that support people with disabilities.

These priorities address the need for physical accessibility, equitable treatment of older adults, and informed city employees, all of which contribute to creating a more inclusive and supportive environment for people with disabilities in Mesa.

3) In which of these areas might the city need to improve access?

(Select all that apply)





Answer Choices	Responses	
Amenities at city facilities	27.27%	30
Bus stops	34.55%	38
Parking near city facilities	37.27%	41
Parks / common areas	31.82%	35
Pedestrian pathways	34.55%	38
Printed materials	14.55%	16
Programs and services	40.00%	44
Public meetings	19.09%	21
Representation in public information	28.18%	31
Street and crosswalk signals	36.36%	40
Telephone and communication	15.45%	17
Website	17.27%	19
Please provide any examples, locations, or details where access is needed:		37
	Answered	104
	Skipped	17

Of the 104 people who indicated that improvement is needed from the list, the highest scores were “Programs and services” at 40%, “Parking near city facilities” at 37.27% and “Street and crosswalk signals” at 36.36%.

Thirty-seven people listed specific examples, locations or details where access is needed. Their comments are found in the Appendix, on page 24. The following is the summarized feedback that has been categorized into the topic areas provided:

1. Amenities at City Facilities:

- All communities need accessible and comfortable amenities, including rest areas, bathrooms, air conditioning, and water.

2. Bus Stops:

- Bus stops along Southern Ave. lack handicap accessibility.
- Bus stops need proper information for users.

3. Parking near City Facilities:

- Accessible parking spaces, especially for disabled individuals, are insufficient and need improvement.

4. Parks and Common Areas:

- Parks are inaccessible and lack inclusive features.
- Some playgrounds are not wheelchair accessible.

5. Pedestrian Pathways:

- Sidewalks have uneven surfaces, impacting accessibility.
- Accessible pedestrian signals are needed at various intersections.



6. Printed Materials:

- Information and resources need to be more accessible in printed materials.

7. Programs and Services:

- Lack of resources and support for disabled individuals in terms of sports, recreation, and community activities.
- City employees need training on disability awareness and inclusive practices.

8. Public Meetings:

- Need better communication about meeting times, locations, and topics.

9. Representation in Public Information:

- Representation of disabled individuals in public information is lacking.

10. Street and Crosswalk Signals:

- Crosswalk signals need adjustment for sufficient crossing time.
- Audible signals are needed for visually impaired pedestrians.

11. Telephone and Communication:

- Communication needs improvement, including phone responsiveness.

12. Website:

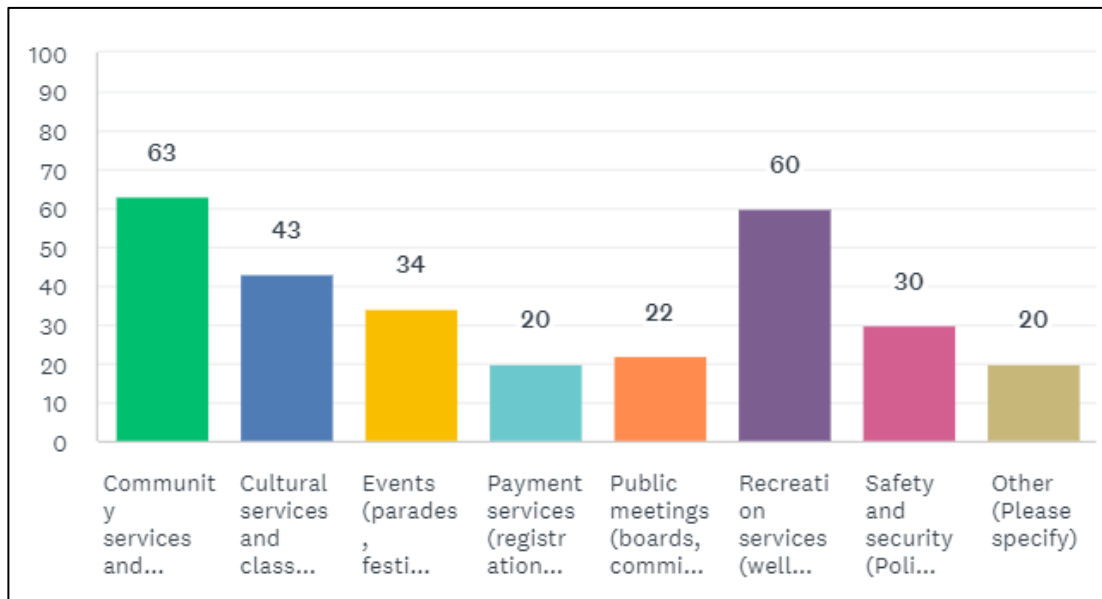
- The website cursor needs better visibility for individuals with vision problems.

These categories capture the main areas where improvements are needed to enhance accessibility and inclusivity for individuals with disabilities in Mesa.



4) Check your top priorities to improve access to programs and services

(Check up to 3)



Answer Choices	Responses	
Community services and programs (housing, supportive services, etc.)	55.86%	62
Cultural services and classes (Library, Mesa Arts Center, Museums, etc.)	38.74%	43
Events (parades, festivals, holiday events, etc.)	30.63%	34
Payment services (registration, bills, etc.)	18.02%	20
Public meetings (boards, commissions, community input, etc.)	19.82%	22
Recreation services (wellness, fitness programs, facilities, etc.)	54.05%	60
Safety and security (Police, Fire, Courts, etc.)	27.03%	30
Other (Please specify)	17.12%	19
	Answered	111
	Skipped	10

As shown in the chart and table above, the top priorities include “Community services and programs” with 62 of the 111 respondents listing that. Sixty people listed “Recreation services) and 43 people listed “Cultural services and classes.”

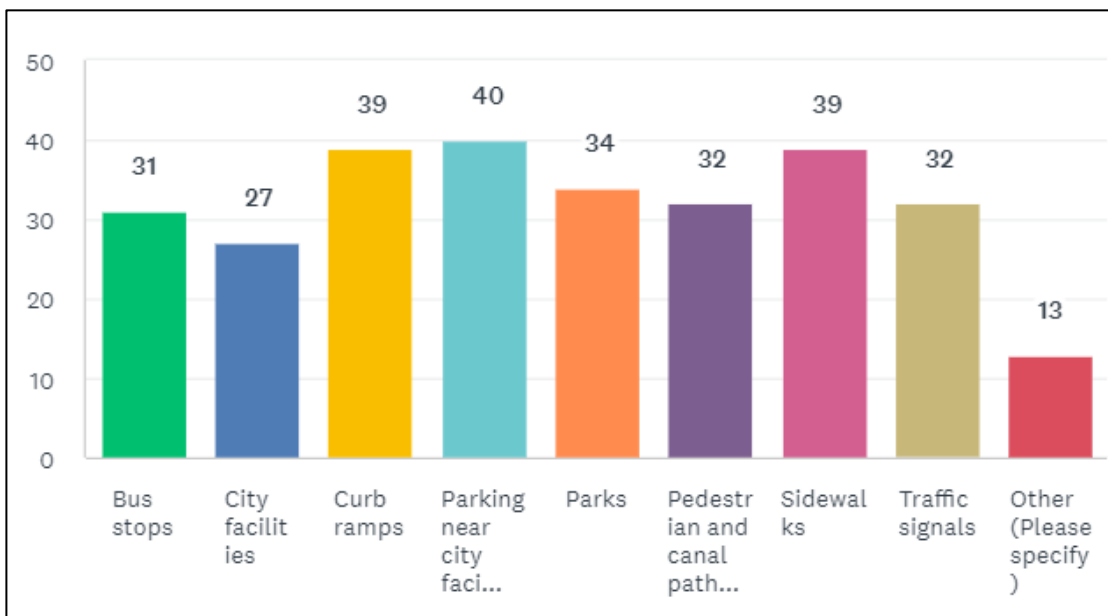
Feedback was provided by 19 respondents and has been summarized here, based on the specific categories listed:

- Community Services and Programs:
 - Housing and supportive services for individuals with autism and medical needs.
 - Critical shortage of affordable housing for the elderly and low-income.
 - Elderly programs needed.



2. Cultural Services and Classes:
 - Expanded digital library content desired.
 - Accessibility and better maintenance in cultural facilities like museums and libraries.
3. Events:
 - Inquiries about upcoming Redistricting meetings.
 - Desire for restaurant openings on Sundays.
 - Events like parades, festivals, and holiday events.
4. Payment Services:
 - There was no specific feedback in this category.
5. Public Meetings:
 - There was no specific feedback in this category.
6. Recreation Services:
 - Equal recreation opportunities desired for disabled individuals.
 - Accessibility and better facilities in recreation services.
7. Safety and Security:
 - Transportation safety.
8. Other:
 - Automatic doors in various contexts.
 - Sidewalk maintenance and accessibility.
 - Concerns about public spaces and development.

5) Check your top priorities to improve physical access.



(Check up to 3)



Answer Choices	Responses	
Bus stops	29.25%	31
City facilities	25.47%	27
Curb ramps	35.85%	38
Parking near city facilities	36.79%	39
Parks	32.08%	34
Pedestrian and canal pathways	30.19%	32
Sidewalks	36.79%	39
Traffic signals	29.25%	31
Other (Please specify)	12.26%	13
	Answered	106
	Skipped	15

The top 3 priorities based on the options provided include an equal percentage for “Parking near city facilities” and “Sidewalks” at 36.79% and “curb ramps” at 35.85%.

A summary of the additional 13 comments, found in the Appendix on page 28, includes the following:

1. Transportation and Bus Stops:

- Address concerns about safety and inappropriate behavior at bus stops to ensure a safe and comfortable environment for all passengers.
- Improve the overall safety and environment at bus stops to encourage more people to use public transportation without fear.

2. Mold Removal and Air Quality:

- Prioritize the removal of mold and improvement of air quality in public places to create healthier environments for all individuals.

3. Public Rest Areas and Facilities:

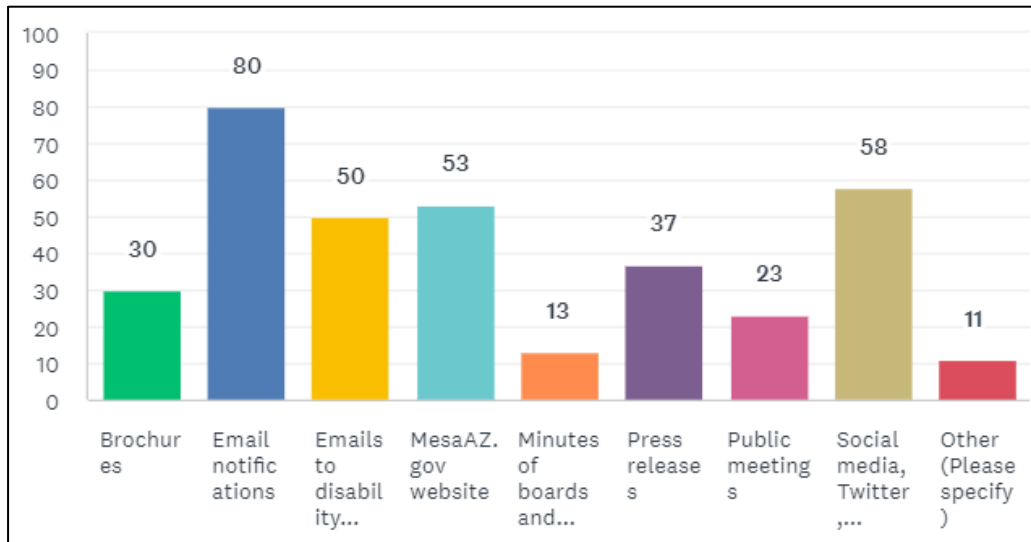
- Establish accessible public places equipped with rest areas, clean and safe public bathrooms, water sources, and shade to provide relief from heat and promote inclusivity. Additionally, ensuring that these places are free from any fear of police violence.

These priorities aim to enhance physical access, safety, and inclusivity in transportation, public spaces, and facilities.



6) What are the most effective means of communication?

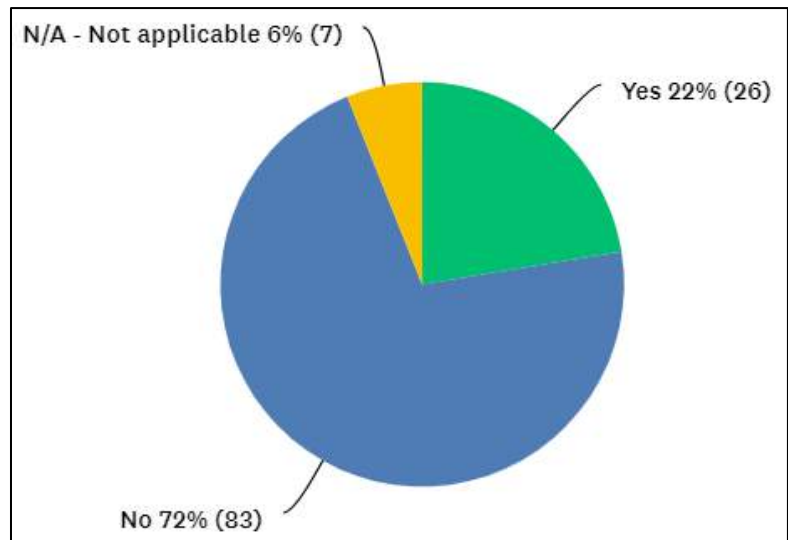
(Check all that apply)



Answer Choices	Responses	
Brochures	24.37%	29
Email notifications	66.39%	79
Emails to disability groups	41.18%	49
MesaAZ.gov website	44.54%	53
Minutes of boards and commissions	10.92%	13
Press releases	31.09%	37
Public meetings	19.33%	23
Social media, Twitter, Facebook, etc.	48.74%	58
Other (Please specify)	9.24%	11
	Answered	119
	Skipped	2

Based on feedback from the community, the most effective means of communication is email (66.39%), social media (48.74%) and the MesaAZ.gov website (44.54%). Eleven people also provided specific feedback which can be found in the Appendix, on page 28.

7) Did you know that you can request a disability-related accommodation by phone, email and/or the MesaAZ.gov website?



Answer Choices	Responses	
Yes	22.41%	26
No	71.55%	83
N/A - Not applicable	6.03%	7
	Answered	116
	Skipped	5

The majority (72%) of those who responded indicate that they do not know to how request a disability-related accommodation.



8) Please share your experience requesting disability-related accommodations and/or accessing programs and services in the City of Mesa, if applicable.

Answer Choices	Responses	
N/A - Not applicable	71.43%	75
Please specify:	28.57%	30
	Answered	105
	Skipped	16

Of the 103 who responded to this question, 75 (or 71.43%) indicated that this question was not applicable to them. Of the 30 respondents who provided comments, the feedback was summarized into the following ten categories related to requesting disability-related accommodations and/or accessing programs and services:

1. Transportation Accommodations:

- Difficulty with Ride Choice for medical appointments.
- Needing advance notice for paratransit services.
- Accessible parking confusion during public events.
- Challenges using public transportation for individuals with autism.

2. Physical Accessibility:

- Accessible parking availability and placement.
- Need for APS signals at specific intersections.
- Difficulty accessing certain sites with wheelchairs.

3. Communication and Information Access:

- Lack of clear information on accessible parking during events.
- Inadequate response to inquiries about accommodations.

4. Distance Barriers:

- Programs and services being too far from housing.
- Challenges County employees with disabilities accessing buildings.

5. Inadequate Training and Awareness:

- Staff members of adaptive sports programs who lack knowledge.
- Lack of understanding of ADA among event staff.

6. Mental Health and Accessibility:

- Difficulty finding resources and support for mental health and challenges.



7. Isolation and Engagement:

- Challenges for individuals with mental illnesses to participate and engage.

8. Adaptive Programs and Services:

- Positive experiences with adaptive leisure programs.
- Requests for smaller classes or private lessons.

9. Age-Related Accessibility:

- Concerns about Assisted Living Residents' ability to age in place.
- Safety and accessibility in 55+ neighborhoods.

10. Specific Accommodation Requests:

- Request for larger and more visible computer cursors.
- Concerns about access for wheelchair users in specific locations.

These categories encompass various challenges and experiences related to requesting accommodations and accessing services for individuals with disabilities.



9) Please list any barriers you feel need to be on our plan to remove.

The 10 most common feedback points are as follows:

1. Awareness and Advocacy:

- Lack of awareness and understanding about the needs and rights of individuals with disabilities.

2. Physical Accessibility:

- Insufficient accessible features at train stations, public places, and transportation stops.
- Lack of universal accessibility in parks, events, and public spaces.

3. Environmental Concerns:

- Issues with mold, water damage, termites, bad air quality, and damaged materials in public spaces.

4. Policy and Funding Allocation:

- Need to divert police funding to mental health services instead of criminalizing disabilities.
- Insufficient handicapped parking accessibility and city ordinances for more parking spaces.
- Need for more handicap parking monitoring and enforcement.

5. Transportation and Infrastructure:

- Challenges in finding handicapped parking close to destinations.
- Lack of curb ramps at street corners.
- Inadequate crosswalk signal functionality, affecting safe crossing.

6. Communication and Representation:

- Lack of a Disability Access/Inclusion Advisory Committee for representation and accurate information.
- Lack of public announcement and consultation about important city plans.

7. Social and Community Barriers:

- Social barriers due to lack of education about various disabilities, leading to discrimination.
- Reliance on church programs instead of city programs, some of which discriminate.

8. Housing and Infrastructure:

- Need for more affordable, integrated, and accessible housing.
- Lack of accessible pathways and parking in parks.

9. Education and Awareness:

- Lack of general knowledge and understanding about disabilities.
- Need for education on invisible disabilities and service animals.



10. Public Safety and Regulations:

- Need for mask requirements inside city buildings and schools.
- Inadequate pathways for wheelchairs and difficulty accessing certain sites.

Addressing these barriers would create a more inclusive and accessible environment for individuals with disabilities in the community.

10) Please provide additional information you would like to share:

The top 10 priorities based on the feedback are:

1. Accessible Facilities and Information:

- Provide more specific information about city access services and efforts in electronic or Braille formats.
- Ensure public facilities are inclusive and accessible, with features like automatic doors and family bathrooms.

2. Safety and Support for Vulnerable Groups:

- Address safety concerns for disabled and elderly citizens, considering their vulnerability to crime and targeting.
- Develop housing solutions and support networks for those with undiagnosed or under-served disabilities.

3. Community Events and Awareness:

- Host events and campaigns to raise awareness about various disabilities, such as Developmental Disabilities Awareness Month, Autism Awareness Month, etc.

4. Inclusive Playgrounds and Recreation:

- Create inclusive playgrounds and outdoor facilities to accommodate children and individuals with disabilities.

5. Transportation and Accessibility:

- Improve transportation access by ensuring train stations and public places are easily accessible.
- Enhance pedestrian safety by installing proper crosswalk signals and curb ramps.

6. Employment Opportunities:

- Partner with local schools and businesses to promote disability employment, potentially hosting job fairs and events.
- Encourage businesses to actively support and employ people with disabilities.

7. Community Engagement and Representation:

- Establish a Disability Access/Inclusion Advisory Committee to ensure representation and accurate information for the disability community.



8. Community Development:

- Focus on inclusive city development, addressing both richer and poorer areas and ensuring all communities benefit.

9. Health and Accessibility Concerns:

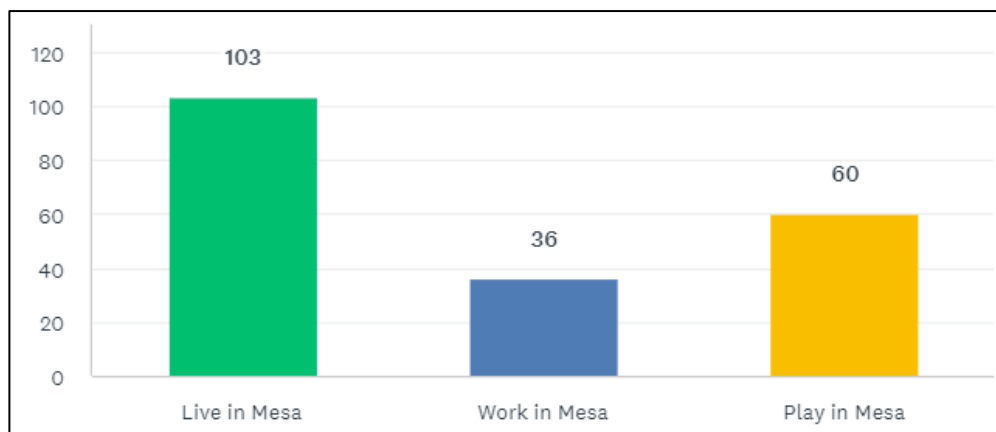
- Address health concerns related to mold and air quality in public facilities, ensuring safe and accessible environments.

10. Homelessness and Support Services:

- Develop resources and programs to support the homeless population in the city, considering the unique needs of individuals with disabilities.

These priorities reflect the community's strong interest in improving inclusivity, accessibility, safety, awareness, and support for individuals with disabilities in Mesa.

11) Select which of these describes you.



Check all that apply.

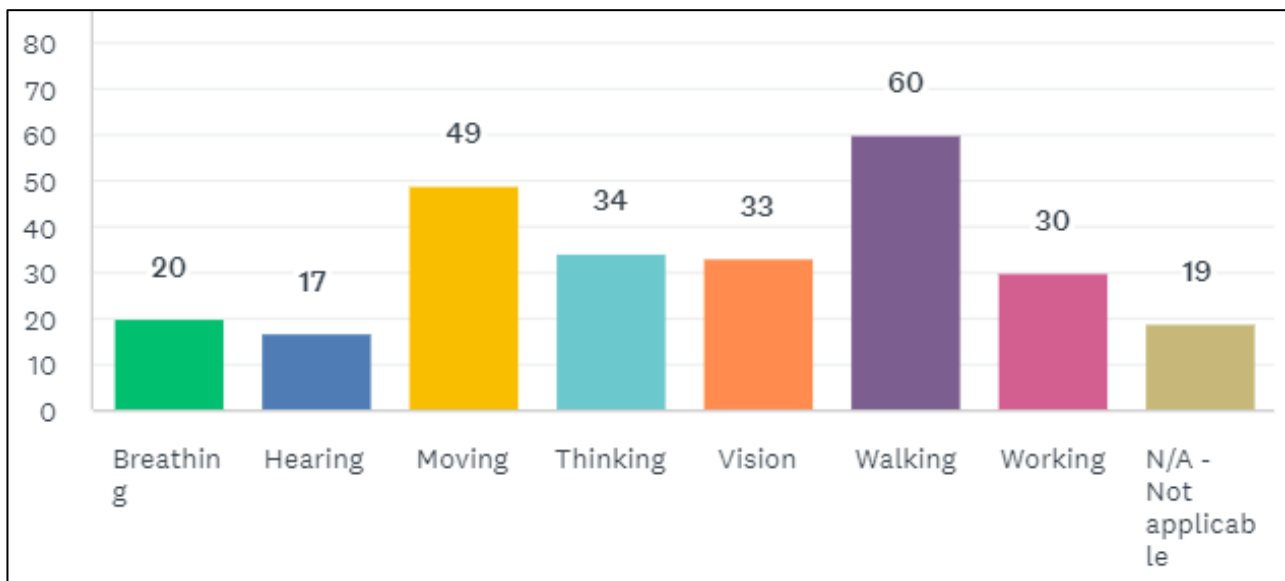
Answer Choices	Responses	
Live in Mesa	91.89%	102
Work in Mesa	32.43%	36
Play in Mesa	54.05%	60
	Answered	111
	Skipped	10



12) I am a family member, caregiver, employer of or individual that has functional needs or disabilities affecting: *(check all that apply)*

1. Safety
2. Neighborhood watch block captain giving general feedback for my community.
3. Anxiety Depression
4. Autism Spectrum Disorder
5. Communication needs
6. Limb loss
7. Friend of a disabled person
8. Behavior - autism
9. I am also disabled.
10. Mental Illness SMI schizophrenic Anxiety
11. Ability to be independent and safe.
12. Learning disabilities
13. Autism. Nonverbal. Anxiety.

Answer Choices	Responses	
Breathing	18.02%	20
Hearing	15.32%	17
Moving	43.24%	48
Thinking	29.73%	33
Vision	28.83%	32
Walking	53.15%	59
Working	26.13%	29
N/A - Not applicable	17.12%	19
Other (please specify)		13
	Answered	109
	Skipped	12





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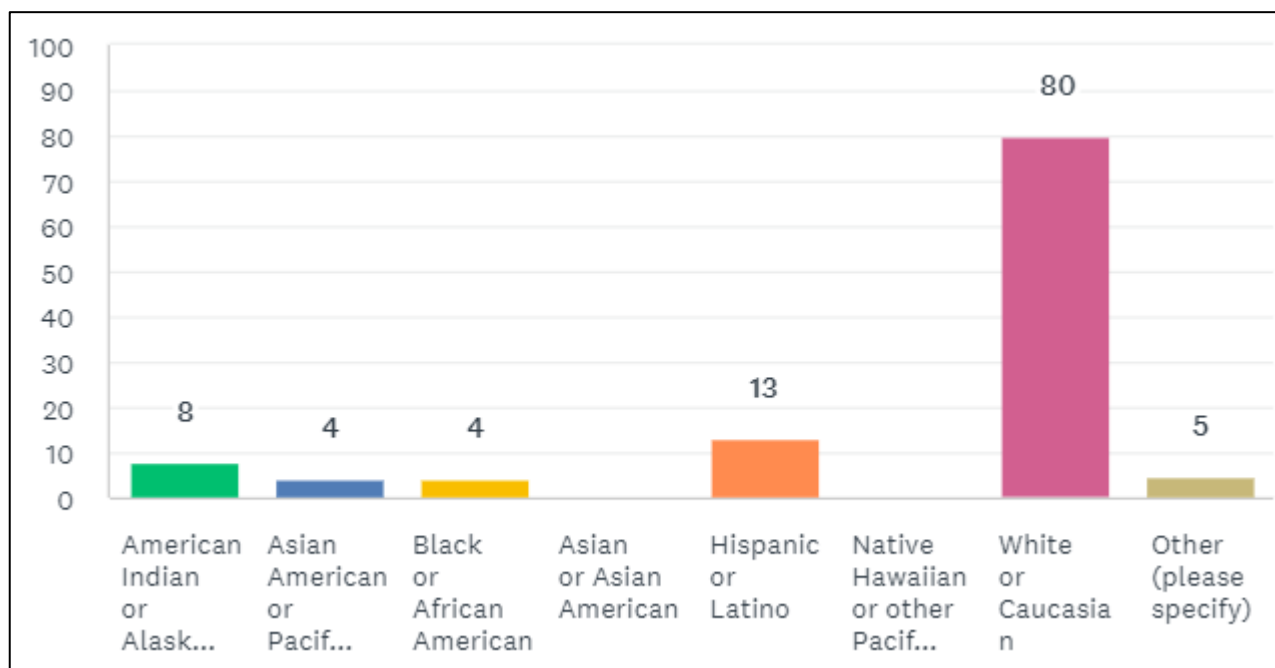
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13) Ethnicity/Race (check all that apply)

Answer Choices	Responses	
American Indian or Alaska Native	7.62%	8
Asian American or Pacific Islander	3.81%	4
Black or African-American	3.81%	4
Asian or Asian American	0.00%	0
Hispanic or Latino	12.38%	13
Native Hawaiian or other Pacific Islander	0.00%	0
White or Caucasian	75.24%	79
Other (please specify)	4.76%	5
	Answered	105
	Skipped	16

1. We are a 55-plus community.
2. Italian and Irish
3. North African
4. North African
5. Why does it matter what the race of the person is?





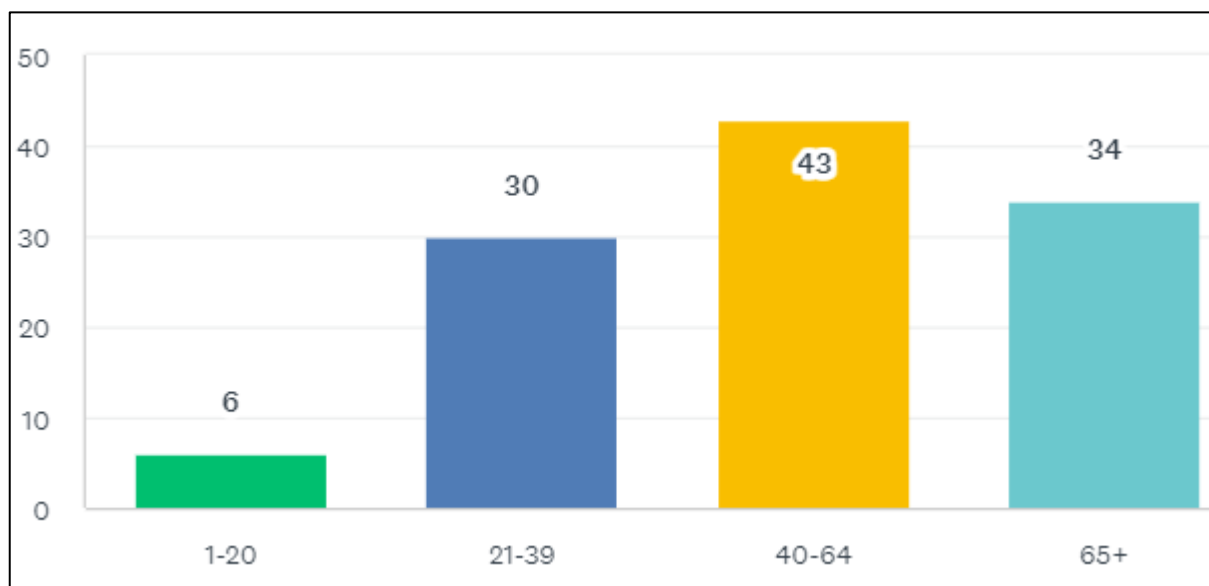
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14) Age

Answer Choices	Responses	
1-20	5.36%	6
21-39	26.79%	30
40-64	38.39%	43
65+	29.46%	33
	Answered	112
	Skipped	9





Appendix of Raw Data

Question 1

In general, how would you rate the City of Mesa's accessibility?

1. *Bad air quality and moldy smells at Red Mountain Branch Library.*
2. *Bus service on Baseline Road would be appreciated to access those businesses. Also, crosswalks for bus stops on the opposite side of major thoroughfares.*
3. *Crosswalks are not marked well at all, and traffic is coming from courts."*
4. *Disabled citizens have been relegated to the minority back seat while other more fringe and less populous groups garner more of Mesa's attention.*
5. *Doors are a huge problem. Few businesses have power/ push button/motion sensitive doors. Motion sensitive (no wiring for the actuator button) is around \$3,500.*
6. *Handicap walk from parking to the train station is often difficult and far to go. Have to cross the streets etc.*
7. *Have no idea. I never needed to 'access' anything related to the City of Mesa. How is it even possible that 'access' so something like a bike path would have "challenges"?*
8. *I am blind in one eye. I spend a lot of time looking for the cursor on the computer screen. It would help me if the cursor were darker on the screen.*
9. *I notice that many bus stops don't have any form of seating or shade/protection from the sun.*
10. *I use a scooter and often can't open the door because it's not an automatic operation.*
11. *I'm legally blind, have lived in downtown Mesa for nine years, and have had no problem getting around. That being said, I have found the removal of seating has greatly reduced the ability to walk distances, especially during summer months.*
12. *Many, many areas of sidewalk are not accessible-- for example--> Pima St. south of Southern to Heritage Park. The sidewalks have no cutouts, and it's just a steep drop-off curb to cross the street.*
13. *Mesa does a great job for specific disabled groups. I am 49 and disabled. I can't leave the house much due to physical health issues. I'm not intellectually disabled or elderly. I don't "fit" into most of the typical groups. The only actual services I can take advantage of are the library, books, great courses, etc. Adding more content or expanding with things like nature or travel programming is a nice outlet for people with disabilities who can't get out much.*
14. *More ramps at 222 E. Javalina Ave in front of the Superior Court building.*
15. *need a program to help with home repairs and home modifications.*
16. *Not all bike paths are lit, most bus stops are not shaded, and it is challenging to gain clarification on parks & rec classes. Parks & bike paths don't have enough drinking fountains and refillable water bottle stations. Communication on resources for homeless and cooling centers in the summertime is not widely advertised.*
17. *Not enough public transportation like bus stops.*
18. *People parking and blocking access to sidewalks and community mailboxes. I'm legally blind and have a guide dog. If my guide feels unsafe to proceed, he will not allow me to proceed.*
19. *People parking in handicapped spaces that are not handicapped.*



20. *Playhouse handicapped seating on top.... The railing is at eye level, making it difficult to see. When seated in a wheelchair.*
21. *Red Mountain Multigenerational Center is too far from a bus stop. Other than driving or depending on someone else, Paratransit is probably the only other option.*
22. *Restrooms that have changing tables for kids or adults over 40 lbs. at the parks and city buildings would be fantastic. Nobody wants to be spread eagle on the floor of a dirty restroom in public. At least one accessible swing or option for wheelchair users per park would make them not have to look on when others are at play versus meeting with friends always at 1 or 2 Parks that aren't always close by.*
23. *Suburban housing in Mesa is too spread out, and many communities are either walled off and/or very far from school and work, as well as necessary services like groceries, pharmacies, doctors, and access to bathrooms, seating, water stations, and air conditioning. In denser areas like downtown, only paying customers are allowed to access these necessities of life.*
24. *The majority of playgrounds throughout the city have token accessibility with sidewalks, rubberized ground to access the playground, and some ground features for children and caregivers who are disabled to use; however, with the exception of Dobson Ranch, there isn't a really inclusive playground. I (and many other parents of disabled children) would love to see more inclusive playgrounds built in Mesa to allow children of all abilities to play together.*
25. *There are places in Mesa that are not easily accessible in a motorized wheelchair.*
26. *There are some business plazas that should have more accessible parking spots available, especially if they provide medical services.*
27. *Todo el downtown de Mesa es accesible a personas necesitadas. Faltaría algo de Braille*
28. *Transportation is a huge problem. Finding seating and comfortable places to sit in any public place is very difficult. Bus stops don't have adequate shading. Pedestrian sidewalks don't have adequate shading. Not enough public places to charge motorized scooters/wheelchairs. Reduced fares for public transit are still very expensive. Hostile design of seats and bus stops (to ward off unhoused people) make them less accessible to everyone. Parks should be open 24/7. Government programs and buildings should be open 24/7 (even if that means reduced staff during less popular times.) There should at least always be somebody available by phone.*
29. *Very little accessibility, if any*
30. *We need safer roads for pedestrians and those using mobility devices.*
31. *Would like to see the expansion of light rail into residential and driverless transport (when safe) to include disabled patrons. Also, more legislation to require that automatic doors be added to businesses. Example: My PT is not allowed to install an automatic door in his clinic because the landlord won't allow it.*



Question 2

How well do the City of Mesa's policies and procedures support people with disabilities?

1. *All communities in Mesa need comfortable rest areas, bathrooms, air conditioning, and water to be readily available to the public within walking (or rolling) distance of every housing area.*
2. *The City of Mesa disregards Reasonable Accommodation Requests for Older Adults in Residential Homes- where are they supposed to move?*
3. *Creo que esta bien... pero siempre es bueno y necesario que los empleados estén al tanto de las leyes.*
4. *Have no idea what the city's policies/procedures are. They'd have to be done to Federal ADA standards, of course. What an odd question. If ever the city didn't do what was required, it would be a national news story.*
5. *I am not familiar with local rules.*
6. *I have tried to contact the City of Mesa multiple times regarding APS signals. I always get a voicemail message and never receive a callback.*
7. *I'm not familiar with the policies to rate this question.*
8. *Keeping in mind that "support" here really is the wrong word.*
9. *Mesa's "Dementia Friendly City" is a good start for information to businesspeople and the public.*
10. *Need to stop parking illegally.*
11. *Not sure what policies are in place other than accommodations related to federal law, so maybe some resident education initiatives?*
12. *See above.*
13. *See question 1.*
14. *So even if they support the policy and procedures are not upheld often.*
15. *So many realtors place their "open house" signs blocking the sidewalk. We need city reps to visit these realtors and issue warning citations. Followed up by real citations.*
16. *There are always challenges and room for improvement, like clearly defined drop-off zones at paid parking events that don't cost someone to be dropped off.*

Question 3

In which of these areas might the city need to improve access?

1. *All communities in Mesa need comfortable rest areas, bathrooms, air conditioning, and water to be readily available to the public within walking (or rolling) distance of every housing area.*
2. *Along Southern Ave., the bus stops are not all HC accessible.*
3. *Another bizarre question. How would anybody NOT have access to any of these items in any way? Crosswalk signals??? Are you kidding us?*
4. *Assisted Living*
5. *Automatic door opener for stores and public restrooms in general.*
6. *Better bus routes. My son isn't eligible for Paratransit, has a part-time job, and has autism, but there is no bus service on Lindsey Rd to McKellips Rd. He works at Walmart neighborhood store, which is so frustrating. Uber/Lyft are too expensive to use every day. Our neighbor has decided*



that he does not want to help every day with rides. I, as a parent, work and cannot take and pick up my son from his job every day; this will force him to quit. It is too hot to walk home this time of the year.

- 7. Better communication with residents in communities before signing off on plans for that community. The City manager should not make decisions based solely upon single discretion or what is typical but what the neighborhood needs.*
- 8. Bus stops missing the requested location numbers when I call Valley Metro for bus information.*
- 9. The Center and Main crosswalk do not allow enough time. Turning drivers would love to run us over*
- 10. The crosswalk at Center and Main is too quick for many disabled walkers*
- 11. Employees park across from Superior Court Building on Javalina Ave., walk across the street, and then have to step up to the sidewalk to get to the building. Crosswalks are not marked well at all, and traffic is coming from the courts. I have e-mailed the county and city, but no one will take responsibility. Someone will get hurt or fall eventually."*
- 12. handicap is not always close to the place you go, or you have long ramps, etc.*
- 13. I have not found an accessible or inclusive park. New places being built are also not inclusive. Current areas have poorly maintained curb cuts and parking. Lighting is not near parking. Even if programs include people with disabilities, those running them seemingly are not educated on how to include them properly.*
- 14. I live in the area of 8th Ave. & Dobson Rd. There are several areas where the pavement/sidewalks are uneven and cracked. I am blind, and this makes walking difficult. There should also be an accessible pedestrian signal at Dobson & 8th Ave. There are times when I have to wait through several signal cycles before safely crossing because there is no east/west traffic to alert me when it is safe to cross.*
- 15. I live in the vicinity of 54th Street and Southern. Access to the bus stop eastbound is dangerous. I have to walk to Higley for a safe passage. This is problematic in the Arizona heat.*
- 16. I want to be more involved in state/local politics. Having Zoom available during COVID-19 was great, but it needs to be continued. Also, broadband infrastructure needs improvement. I work from home most days, but "crashes" with Cox are frequent. Old wiring, etc. I guess.*
- 17. It is very hard to find resources for people with disabilities for sports and recreation or at least support from those who have the resources to provide those resources. As well there is a lack of information and a disconnect within the community regarding resources and services working together to help people.*
- 18. like me with disabling immune system problems. I'm able to go to Maricopa County Library (southeast regional branch) and Tempe Library with no problems. I have never had a problem with libraries until I entered this branch at Red Mountain.*
- 19. Mold is a problem at the Red Mountain branch, and I can't go there as a result. It makes me sick! My throat closes up, and I get hives. Mesa needs this mold and water damage addressed to provide access to people.*
- 20. More bus routes!! Please, thank you.*
- 21. More handicapped people than before. Need more spaces*
- 22. More handicapped parking at Mac is needed.*
- 23. My senior apartment complex.*
- 24. Need better communication regarding meeting times, locations, and topics being addressed.*



Disability Access & Inclusion Survey Report

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25. *No community activities for the mentally disabled, but lots for youth & elderly. How about some basic activities accessible to anyone, like community bingo, introductory art, etc.?*
26. *Not all crosswalks are tilted for you to cross. Dangerous with a scooter."*
27. *Parks are not accessible. Mask policies in all public buildings would make access to events and concerts more accessible to our family.*
28. *Programs & services for those experiencing homelessness.*
29. *Programs and services: City employees would benefit from at least annual training on Disability Awareness, Inclusive Practices, Disability History, etc. Because if we are all not actively included, then we are passively excluding people with disabilities.*
30. *Seems good.*
31. *Sidewalks*
32. *Some playgrounds are not accessible to children using wheelchairs and caregivers, such as Gene Autry Park or Countryside Park.*
33. *Superior court building on 222 E. Javalina Ave, Mesa, 85210*
34. *The computer cursor needs to be enlarged and darker, so folks with vision problems can see it.*
35. *The eastbound bus stop at Southern and 54th Street needs a crosswalk and/or traffic signal. I need to cross Southern safely to get home after taking the bus.*
36. *The sidewalk doesn't go to an intersection on the east and west sides of Ellsworth at N Ellsworth and University. A loud, audible Pedestrian signal would also be excellent at that intersection.*
37. *The sidewalks don't go down at some street corners. Just the six-inch regular curb drop-off. At least around some Broadway and Stapley neighborhoods.*
38. *Many places in Mesa have no sidewalks or accessible crosswalks. Broadway and Ellsworth area have no sidewalks and no bike lanes. There are always accidents and dangerous situations.*
39. *There needs to be more autism-friendly places and bus/tram stops. "*
40. *Very few crosswalks have alarms for blind people to cross.*
41. *I Would love to see the expansion of inclusive play spaces in more neighborhoods - jungle gyms that are wheelchair accessible, swings with "seat belts," and sensory zones... Similar to the Chaparral Play Park in Scottsdale.*



Question 4

Check your top priorities to improve access to programs and services.

1. *0 injuries and 0 deaths have occurred in Assisted Living Homes in a fire emergency.*
2. *Adult housing for individuals with autism and other medical needs*
3. *Is there any news on when Redistricting meetings will be in our area?*
4. *Automatic doors in general.*
5. *Better maintenance and better disability-friendly computers that are highly adjustable.*
6. *County buildings.*
7. *There is a critical shortage of affordable housing for the elderly and low-income.*
8. *Elderly programs*
9. *Expanded digital library content.*
10. *Handicapped parking spaces are useless if they are too far from facility entrances.*
11. *I wish everyone lived one 24-hour day with a loved one with dementia; understanding would then be easy.*
12. *None! How is it that any such thing would need "more improved access"? Perhaps something like the city's initial "Climate Action Plan," which I gather never asked for input from the public before it was implemented.*
13. *Parks*
14. *Public spaces and legislation to correct the mistakes of old development and prevent new development from making the problems worse.*
15. *Recreation opportunities that are equal to non-disabled people*
16. *restaurants need to open on Sundays.*
17. *Sidewalks*
18. *Sidewalks*
19. *Transportation Safety*



Question 5

Check your top priorities to improve physical access.

1. *Transportation*
2. *En muchas paradas de Bus hay muchos deambulando. Drogados... eso puede pasar que nadie quiera detenerse a tomar el Bus. Al miedo que suceda algo. Bajaba yo por la University y me detuve en una luz y había. Unos en una acción que no era para la hora que pase y tengo niño.*
3. *Elderly programs*
4. *Mold removal and better air quality*
5. *Public places to rest, get water, and stay out of the heat, with public bathrooms that are safe, clean, well maintained, and without the fear of police violence.*
6. *None*
7. *Again, another bizarre question. How would anybody NOT have access to any of these items?*
8. *Crosswalks*
9. *Getting to the Light Rail is scary if using a wheelchair.*
10. *N/A*
11. *Crosswalks at 54th and Southern*
12. *Bus Routes*
13. *Scooter access and opportunities*

Question 6

What are the most effective means of communication?

1. *Hay que aprovechar todas las redes.*
2. *Mailings*
3. *Any or all of these are great ideas to get the message out.*
4. *Braille Brochures*
5. *Texts*
6. *Newspaper announcements.*
7. *Safety signs*
8. *Making email Listservs for people to join about specific topics of interest.*
9. *Email. And Text.*
10. *Email. And Text.*
11. *Awareness education events*



Question 7

No raw data is available

Question 8

Please share your experience requesting disability-related accommodations and/or accessing programs and services in the City of Mesa, if applicable.

1. *Horrible experiences trying to use Ride Choice for medical appointments. I live in a large Senior complex that does not understand ADA.*
2. *When requesting or calling about accessible parking for a public event, like the 4th of July, I was told where to park, and when I got there, the people working directed me to accessible parking that is in the grass. Insanity.*
3. *My experience was very poor. I was ignored.*
4. *I can't access programs and services in Mesa because they are too far from my housing.*
5. *I have not, but I will look into it.*
6. *I am a disabled County employee. I park as close as I can and take a step up to the curb. The New Justice Court building has handicapped parking but is farther away. My fellow co-workers will, most of the time, walk out with me just to make sure I get to my car safely.*
7. *I don't even know what that is. What "accommodations" would anyone request?*
8. *When needing a ride from paratransit, it needs to be days in advance.*
9. *Personnel listened to and understood problems, but studies carried out in the past do not support my requests. Too expensive.*
10. *Can't find anything for the mentally challenged.*
11. *"I got in a car crash beginning January and am still recovering in a group home.*
12. *I will need a lot of help once I am discharged."*
13. *My son, whose disability is Traumatic Brain Injury, actively participates in Mesa Adaptive Sports. Some staff members would benefit from the training mentioned in #3 above, which was disappointing to me because I felt they would already be knowledgeable about those topics.*
14. *Handicap parking*
15. *I haven't had any problems.*
16. *"I got in a car crash beginning January. still recovering in a group home.*
17. *I will need a lot of help once I am discharged."*
18. *When attending a public event, we reached out for information on accessible parking and were told where to go. Once there, nobody knew anything about it and had given all the accessible parking to those without accessible placards. When I called to follow up, I was told, "Sometimes the people we hire through the city are just not aware or told about ADA. Sorry"*
19. *As mentioned above, I have been unable to reach a person to request an APS signal at Dobson & 8th Ave. 2 years ago, I had the same issue in requesting an APS signal at Dobson & 1st St. and was never able to cross that intersection. 10 years ago, I requested an APS signal at Dobson & Main, and that was installed almost immediately. It seems that the city has taken a step backward in accessibility instead of improving.*



20. *I could not receive time-sensitive information in time to participate in the Public Meetings or votes.*
21. *I have children who are high-functioning autistic. Riding the bus/tram is difficult for them. They don't know boundaries, and when it comes to the area of Alma School and Main, they have gotten into trouble with homeless people*
22. *Darken and enlarge the computer cursor for those with sight challenges.*
23. *Mental illness*
24. *We tend to isolate ourselves behind closed doors.*
25. *The adaptive leisure programs have been amazing. My son has Autism, and last year was his first time participating in a team sport. He absolutely loved it, and his confidence soared.*
26. *Asked about masks indoors for city concerts, and there was no response.*
27. *The art center was accommodating for a recent performance for my family.*
28. *I am a bird watcher and find it hard in some sites to gain access with a wheelchair.*
29. *A serious challenge at MAC*
30. *Assisted Living Residents are no longer allowed to Age in Place, according to the City of Mesa*
31. *Safety and accessibility in 55+ neighborhoods*
32. *Emailed about adapted swimming classes with children with Autism. The response was that the city doesn't offer any smaller classes or private lesson options.*

Question 9

Please list any barriers you feel need to be on our plan to remove.

1. *More awareness of our needs and rights. Less focus on bringing bars downtown.*
2. *No me aplica pero desde que vivo en Downtown he observado que los acceso a rampa y otras cosas para impedido está bien visible. Solo no me he fijado en tren... y en el tren hay mucho deambulando en las paradas.*
3. *Mold, water-damaged materials and water-damaged walls, bad air quality, termites, and again, mold especially.*
4. *Police funding should be diverted to mental health services that don't criminalize disabilities.*
5. *More handicapped parking accessibility in parking lots - also. changing the city ordinance to allow more handicapped parking spaces.*
6. *Easier access to the train stations. Gilbert Road is the worst. I usually go to the one on Mesa Drive. Little closer*
7. *Please remove the hostile designs on bus stop seats and provide more seating/shading.*
8. *Assistance for any cities that are using mesa gas.*
9. *Handicapped parking spaces are limited and sometimes not even convenient to the location to which disabled citizens are traveling. It seems EV charger parking spots have taken the front seat away from disabled motorists. Police should monitor the accessible parking spots more citywide to ensure they are being used legally.*
10. *There are no barriers, apart from, as I noted above, the lack of any public announcement that the city was going to embark on a "Climate Action Plan" where residents could have challenged the*



mayor and city council to explain why they apparently did not take highly detailed climate assessments into consideration from skeptic climate scientists.

- 11. Crosswalk signals at intersections are not all functioning properly. I especially rely on the audible signal to cross.*
- 12. Street corners without curb ramps.*
- 13. Do not know yet.*
- 14. More time to allow for people to cross the road when walking comfortably.*
- 15. Is there a Disability Access/Inclusion Advisory Committee for the City of Mesa? If not, this is a barrier to representation and gaining access to accurate information from Mesa's disability community.*
- 16. More monitoring of handicapped parking spaces*
- 17. I'll have to start a list.*
- 18. Do not know yet.*
- 19. The social barrier exists within our community due to a lack of education about the types and severity of different disabilities. More education and awareness could improve the social barrier and increase inclusive participation in everyday activities without discrimination.*
- 20. Lack of universal accessibility in parks and during events in and around the city.*
- 21. Much more accessible, affordable, and integrated housing is needed.*
- 22. Better parking and accessible pathways in parks*
- 23. General knowledge and understanding*
- 24. Mask required inside city buildings and schools.*
- 25. Easier access to some sites for wheelchairs and harder surface pathways for wheelchairs.*
- 26. Railing in the playhouse needs to be changed so that when using a wheelchair, it is not at eye level, which interferes with comfortable viewing.*
- 27. More handicap parking at the MAC*
- 28. Adding wheelchair accessibility to parks such as the ones listed above so everyone can play and not just watch from the sidelines.*
- 29. Reliance on church programs instead of city programs. Some church programs discriminate against those they will help and pressure needy people into converting to gain help. Neither of these is appropriate.*
- 30. Education on invisible disability and service animals.*
- 31. Many elderly people in wheelchairs and scooters have to drive in the street down Broadway to get to Fry's because there are no sidewalks.*



Question 10

Please provide additional information you would like to share:

1. *Glad to get this survey from a Phoenix friend. Is there anything like Ability 360 in Mesa? Unaware of anything.*
2. *The red mountain branch makes me very sick; I know it's mold. Please fix it. Thank you.*
3. *The problem of SAFETY with this group of citizens is not being addressed. The criminal mindset of them being elderly or disabled makes them easy prey or a target - some thought needs to be put in place for this as well.*
4. *More specific information about city access services and efforts in electronic or Braille formats.*
5. *What is the purpose of this whole survey? To justify the possibly needless job position salary of an "Inclusivity Officer" within city government?*
6. *I believe many people with housing insecurity are people with undiagnosed disabilities or underserved disabled populations. For example, 20 years ago, we just considered some people as obstinate or lacking in judgment. Now, these types of people qualify as "autistic," have PTSD, or have impairment to their frontal lobe. I would like to develop a tiny home community offering affordable housing and a social support network to this population. Are you with me?*
7. *I live in Mesa, the center of Mesa. Main and 1st Street.*
8. *It is good to not just think in terms of barrier removal but in terms of more active steps for inclusion and access. I think particularly of people with cognitive disabilities.*
9. *Mesa could be an even more disability-inclusive community by:*
 - A. *Hosting a Developmental Disabilities Awareness Month Event (Yearly in March).*
 - B. *Hosting a Traumatic Brain Injury Awareness Month Event (Yearly in March).*
 - C. *Hosting a Spread the Word Inclusion Month Event (Yearly in March).*
 - D. *Hosting an Assistive Technology Day Event (Yearly on March 1).*
 - E. *Hosting an Autism Awareness Month Event (Yearly in April).*
 - F. *Partner with local school districts to organize a Reverse Job Fair for High School and Out of School Transition Age Youth with Disabilities, perhaps in April/May each year to increase summer work experiences or in October to celebrate/support National Disability Employment Awareness Month every year.*
 - G. *Become an Employment First City where all businesses actively support/practice employment of people with disabilities.*
10. *Recruit volunteers to monitor spaces. I have never seen Mesa police ticket anyone parking in handicapped spaces.*
11. *I live in Mesa, center of Mesa. Main and 1st Street.*
12. *I have a disabled son, and accessible and inclusive playgrounds and outdoor facilities where he can play mean so much to our family.*
13. *I am unable to cross Dobson Rd safely without assistance. This makes me feel helpless and dependent. I am generally independent and would like to be able to walk places on my own.*
14. *Put up no parking signs around corners and mailboxes.*
15. *Keep the task force working on Dementia/ Alzheimer Friendly City*
16. *I appreciate the chance to respond to these questions.*
17. *The family bathroom is wonderful for those needing assistance.*



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18. *Hi, I have five kids and live in the north Mesa/Lehi area; my son has a form of muscular dystrophy. He loves to be social and play; however, the parks in our area are so outdated and far from inclusive for kids with different disabilities. I'd love to help advocate/design/plan/contribute in whatever way I can to bring more inclusive parks to our area, as I've seen firsthand the joy they can bring. Inclusion benefits everyone, and it is so family-friendly that I'd love to see more parks and our door recreation accessible.*
19. *Resources & programs for our city's homeless population.*
20. *Automatic doors*
21. *Mesa has not improved some poorer areas while they continue to build and develop rich areas.*