

GCPD Accessible Parking Survey - Business

Welcome to the online survey on accessible parking at business facilities. Your participation is greatly appreciated. The opinions and thoughts you express in this survey will remain anonymous and will be used to help guide the Texas Legislature as they review the status of accessible parking throughout the state and consider any need for changes to our state's parking laws. Your responses will be combined with other responses we receive to provide a more informed view of accessible parking issues in Texas. Participating in this survey should take approximately 15 minutes.

Please contact the Texas Governor's Committee on People with Disabilities at tgcpd@gov.texas.gov if you have questions about or need assistance with this survey.

1. Are you a . . . ?

- Business owner
- Building property manager
- Other (please specify):

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2. What type of facility do you manage, own or operate?

- Sales establishment (mall, shopping center, grocery store, etc.)
- Service establishment (professional's office [e.g., lawyer, accountant], insurance office, dry cleaner, barber shop, gas station, etc.)
- Food or drink establishment (restaurant, cafeteria, fast food, etc.)
- Apartment complex or other multi-resident facility (hotel, motel, inn)
- Medical facility (doctor's office, clinic, hospital, pharmacy)
- Transportation facility (airport, terminal)
- Place of exhibition or entertainment (movie theater, concert hall, stadium/sports arena)
- Other (please specify):

3. What is the zip code for your business? (If multiple locations, use primary Texas business location)

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4. Are you familiar with the Americans with Disabilities Act (ADA) requirements as they may apply to you as an owner/landlord or tenant with accessible parking responsibilities?

Yes

No

5. Are you familiar with the Texas Accessibility Standards (TAS) and the accessible parking requirements found within these standards?

Yes

No

6. What type of parking facility serves your business or facility?

- Surface lot with 4 or fewer spaces
- Surface lot with more than 4 spaces serving a stand-alone business
- Surface lot with multiple accessible entrances to businesses
- Parking floor within a building
- Multi-level parking garage not serving a particular building/facility
- Multi-level garage with direct connection to a particular building/facility
- On-street parking

7. Do you know how to identify if vehicles are eligible to use designated accessible parking spaces?

Yes

No

8. Do you know who to contact to report misuse of accessible parking spaces?

Yes

No

9. Do you know the penalty or fine for misuse of an accessible parking space?

Yes

No

10. Do you know a resource to contact who can provide you with accurate information on accessible parking requirements?

Yes

No

11. Do you monitor the use of accessible parking spaces at your business?

Yes

No

12. What type of vehicles typically use the accessible parking space(s) at your business? Choose all that apply.

- Sedan
- Van with a side or rear lift or ramp
- Truck
- Bus
- Motorcycle
- Not sure
- Other (please specify):

13. Does your business provide enough accessible parking to regularly meet the needs of your customers with disabilities?

Yes

No

Comments:

14. How are accessible parking spaces marked at your business?

- International Symbol of Accessibility painted on the ground in the accessible parking space
- International Symbol Accessibility painted on the wall or building in front of the accessible parking space
- Sign with International Symbol of Accessibility mounted on a pole at the accessible parking space
- Other (please describe):

15. Are you aware that the striped access aisle next to an accessible parking space is intended to help persons with disabilities load or unload from their cars? Therefore, these aisles must not be obstructed in any way and must be clearly marked to discourage people from parking in these aisles.

- Yes
- No

16. Are you aware that hospital outpatient facilities (excluding doctor's offices, independent clinics or other facilities not located in hospitals), rehabilitation facilities, and outpatient physical therapy facilities must have a higher percentage of accessible and/or van accessible parking spaces than regular parking facilities?

- Yes
- No

17. If you hear concerns or complaints from customers about accessible parking, please indicate how often you hear these concerns.

- Never
- Rarely
- A few times a month
- Weekly
- Daily

18. If you hear concerns or complaints, is it because . . .? Choose all that apply.

- The location of the accessible parking spaces are too far away.
- All the accessible spots are filled up (shortage of accessible spaces).
- A disabled veteran without a mobility disability parked in the accessible space.
- There is no van accessible space with an access aisle.
- There is no "Van Accessible Only" space.
- The access aisle is too small for ramp deployment.
- Someone has parked their vehicle in the access aisle.
- The accessible path of travel from the accessible parking space into their destination (store, hospital, etc.) is blocked or obstructed.
- Other (please specify):

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19. Please rank the following accessible parking solutions that may be most helpful to your customers with disabilities. Rank them from most helpful to least helpful.

| | Most helpful | Very helpful | Moderately helpful | Helpful | Somewhat helpful | Not very helpful | Least helpful |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Increasing access aisle space | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Designating more parking spaces as accessible parking spaces near your business | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Designating more parking spaces as van accessible spaces near your business | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Requiring that more spaces in parking lots be designated as accessible parking spaces | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Marking some spaces as "Van Accessible ONLY" spaces | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Providing complimentary shuttle service from designated locations in parking lot | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| More public education on accessible parking spaces | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

20. Do you feel that businesses, especially those with larger numbers of employees, should have separate accessible parking facilities for employees and customers?

Yes

No

21. Please indicate if you would be willing to offer any of the following customer services to individuals who require accessible parking spaces.

- On-site parking assistance (e.g., valet service or complimentary shuttle service)
- Drive-through window service
- Online or phone order service with curb-side pick-up
- Online or phone order service with home delivery
- Mail order service
- Other (please specify) / Comments:

22. Do you agree with the following statement? "Businesses should add more accessible parking for customers with disabilities."

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

23. Do you agree with the following statement? "Accessible parking fraud and abuse is widespread in the business community."

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

24. Do you agree with the following statement? "We need to reduce accessible parking fraud and abuse."

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

25. Do you agree with the following statement? "A combination of fines and education is the best way to reduce accessible parking fraud and abuse."

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

26. Texas law allows Disabled Veterans, even those without a MOBILITY disability, to use accessible parking spots.

Would you be in favor of a change in law where Disabled Veterans must meet the same qualifications for accessible parking plates as other Texas citizens, thus limiting some veterans from using the accessible parking spots nearest to business entrances?

Yes

No

Maybe if / Other comments:

27. Would you be in favor of restricting half of the accessible parking spaces at a small business to 'van accessible only' parking spots even if it reduced overall parking access for all individuals with a disability who may not drive a van but depend upon accessible parking?

- Yes
- No

28. To reduce accessible parking fraud and abuse, would you be in favor of reducing disabled parking placards issued to a person with a disability from one license plate and two placards to only one license plate and one placard?

Yes

No

Comments:

29. Is there anything else you would like to share with us about your experience with accessible parking from a business perspective?

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Thank you for taking the time to complete this survey. Your participation in this project has been valuable, and we greatly appreciate your feedback.

If you would like to learn more about accessible parking requirements in Texas, please visit the Texas Department of Licensing and Regulation (TDLR) website. Parking space requirements can be viewed in the 2012 Texas Accessibility Standards (TAS) at [Chapter 208 - Parking Spaces](#) and [Chapter 502 - Parking Spaces](#).

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