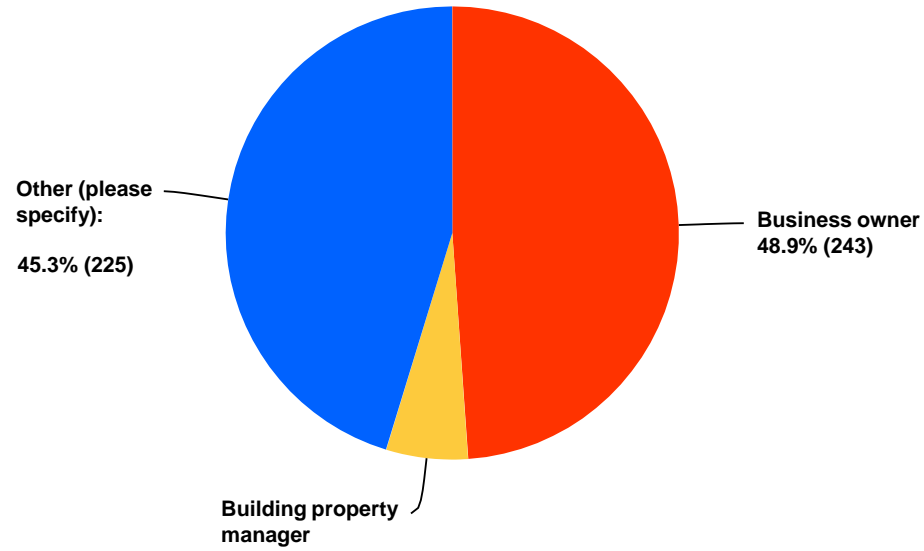


### Q1 Are you a . . . ?

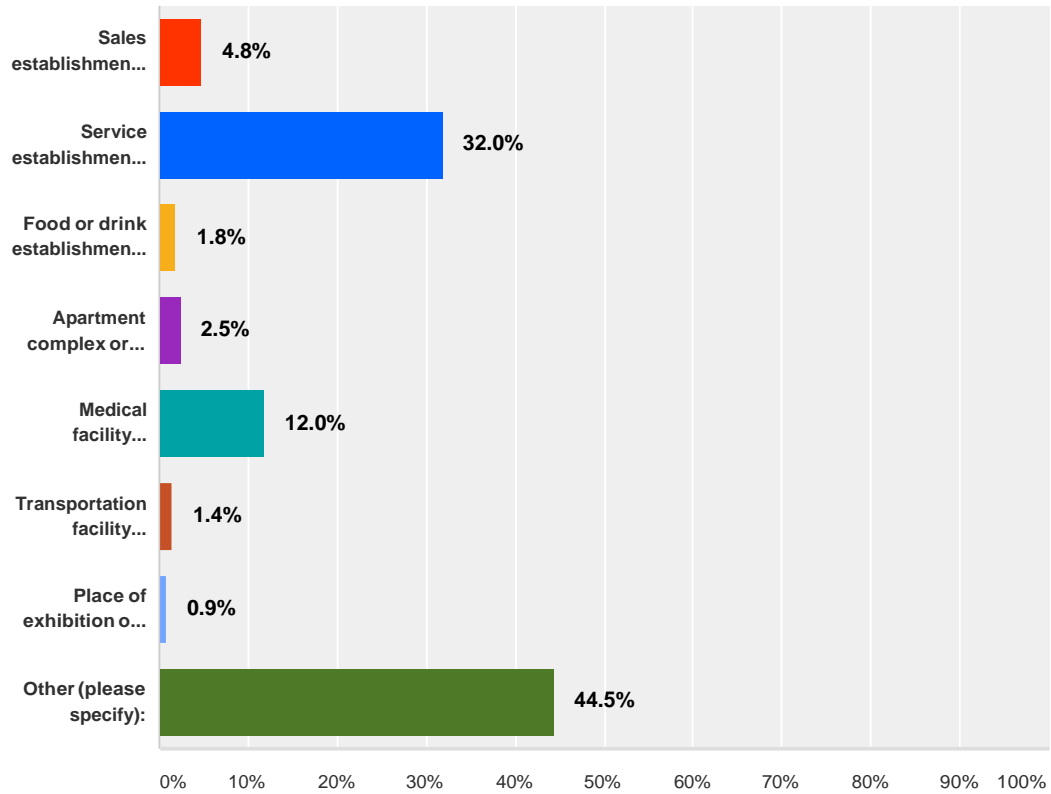
Answered: 497 Skipped: 4



Answer Choices	Responses	
Business owner	48.9%	243
Building property manager	5.8%	29
Other (please specify):	45.3%	225
<b>Total</b>		<b>497</b>

## Q2 What type of facility do you manage, own or operate?

Answered: 434 Skipped: 67



Answer Choices	Responses	
Sales establishment (mall, shopping center, grocery store, etc.)	4.8%	21
Service establishment (professional's office [e.g., lawyer, accountant], insurance office, dry cleaner, barber shop, gas station, etc.)	32.0%	139
Food or drink establishment (restaurant, cafeteria, fast food, etc.)	1.8%	8
Apartment complex or other multi-resident facility (hotel, motel, inn)	2.5%	11

## GCPD Accessible Parking Survey - Business

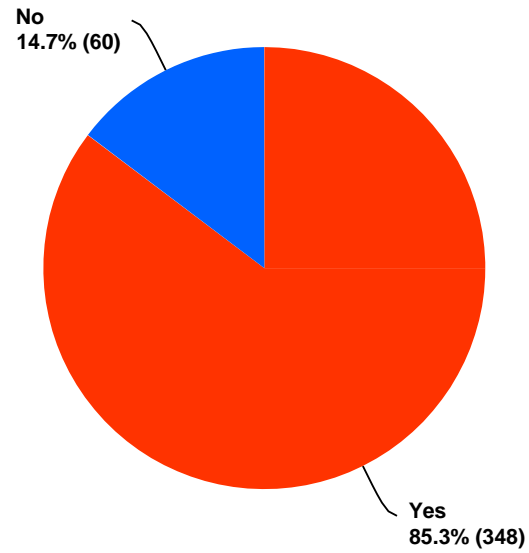
Medical facility (doctor's office, clinic, hospital, pharmacy)	12.0%	52
Transportation facility (airport, terminal)	1.4%	6
Place of exhibition or entertainment (movie theater, concert hall, stadium/sports arena)	0.9%	4
Other (please specify):	44.5%	193
<b>Total</b>		<b>434</b>

**Q3 What is the zip code for your business?  
(If multiple locations, use primary Texas  
business location)**

Answered: 415 Skipped: 86

**Q4 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?**

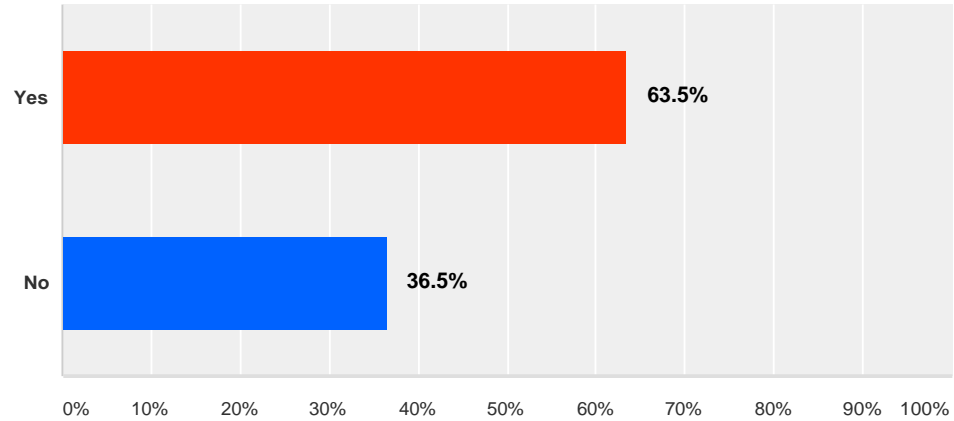
Answered: 408 Skipped: 93



Answer Choices	Responses	
Yes	85.3%	348
No	14.7%	60
<b>Total</b>		<b>408</b>

**Q5 Are you familiar with the Texas Accessibility Standards (TAS) and the accessible parking requirements found within these standards?**

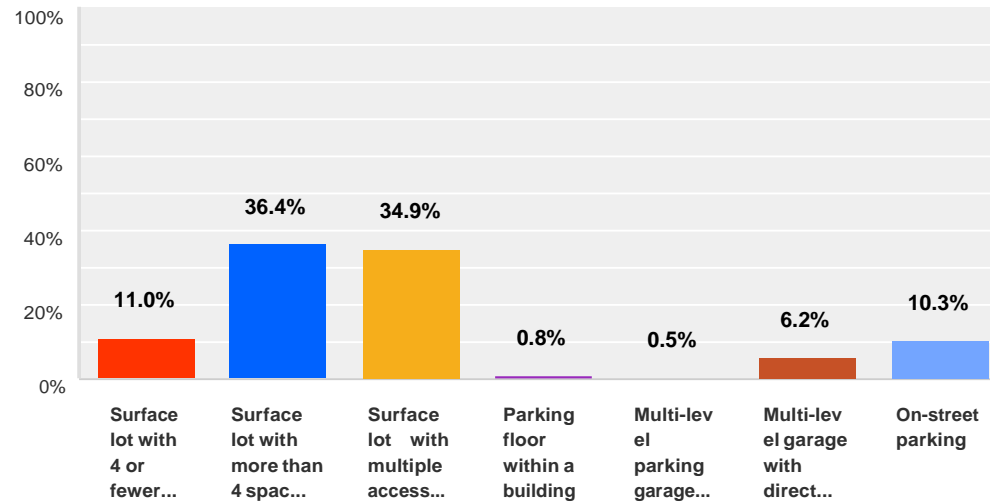
Answered: 405 Skipped: 96



Answer Choices	Responses	
Yes	63.5%	257
No	36.5%	148
<b>Total</b>		<b>405</b>

### Q6 What type of parking facility serves your business or facility?

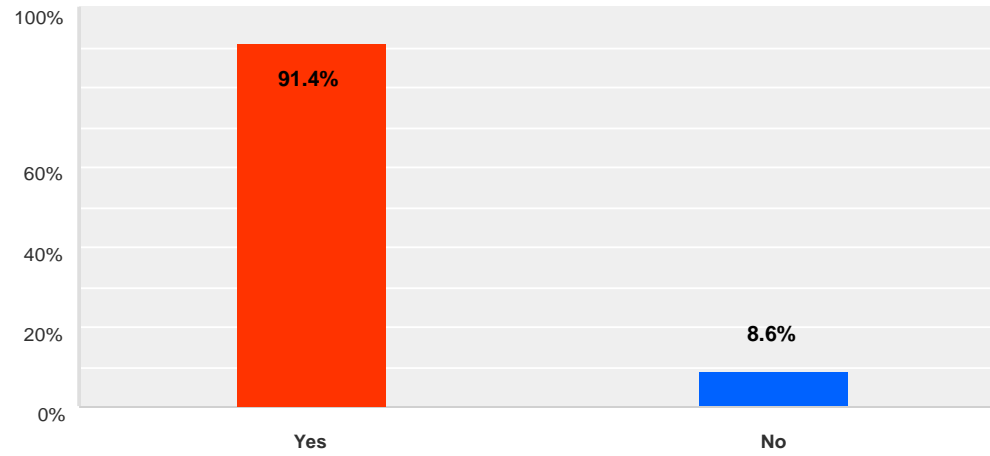
Answered: 390 Skipped: 111



Answer Choices	Responses
Surface lot with 4 or fewer spaces	11.0% 43
Surface lot with more than 4 spaces serving a stand-alone business	36.4% 142
Surface lot with multiple accessible entrances to businesses	34.9% 136
Parking floor within a building	0.8% 3
Multi-level parking garage not serving a particular building/facility	0.5% 2
Multi-level garage with direct connection to a particular building/facility	6.2% 24
On-street parking	10.3% 40
<b>Total</b>	<b>390</b>

### Q7 Do you know how to identify if vehicles are eligible to use designated accessible parking spaces?

Answered: 394 Skipped: 107

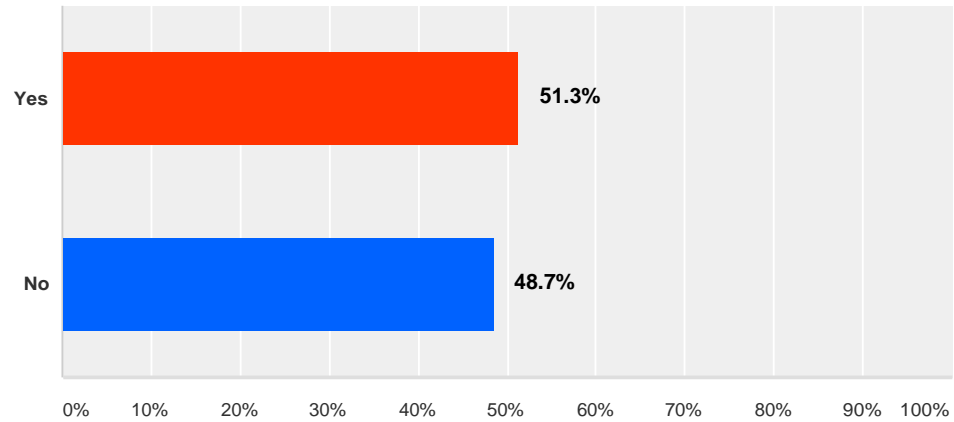


Answer Choices	Responses	
Yes	91.4%	360
No	8.6%	34
<b>Total</b>		<b>394</b>



### Q8 Do you know who to contact to report misuse of accessible parking spaces?

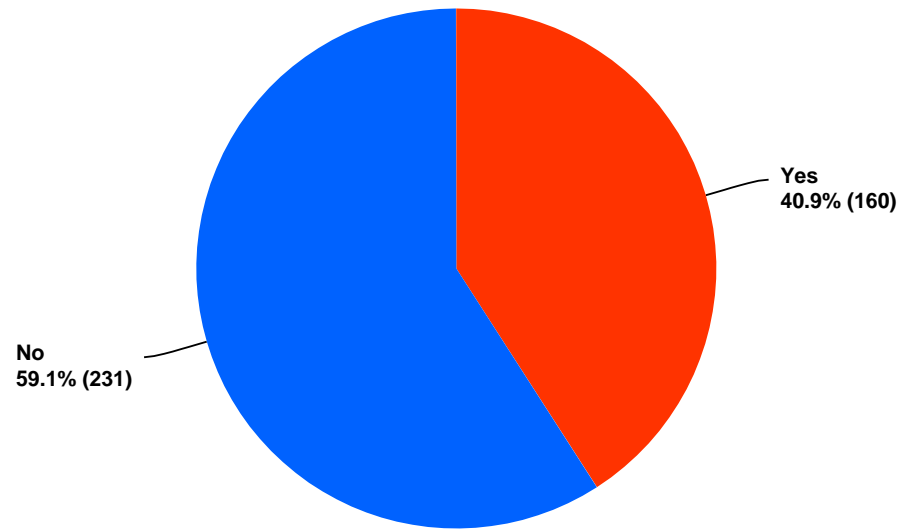
Answered: 390 Skipped: 111



Answer Choices	Responses	Count
Yes	51.3%	200
No	48.7%	190
<b>Total</b>		<b>390</b>

### Q9 Do you know the penalty or fine for misuse of an accessible parking space?

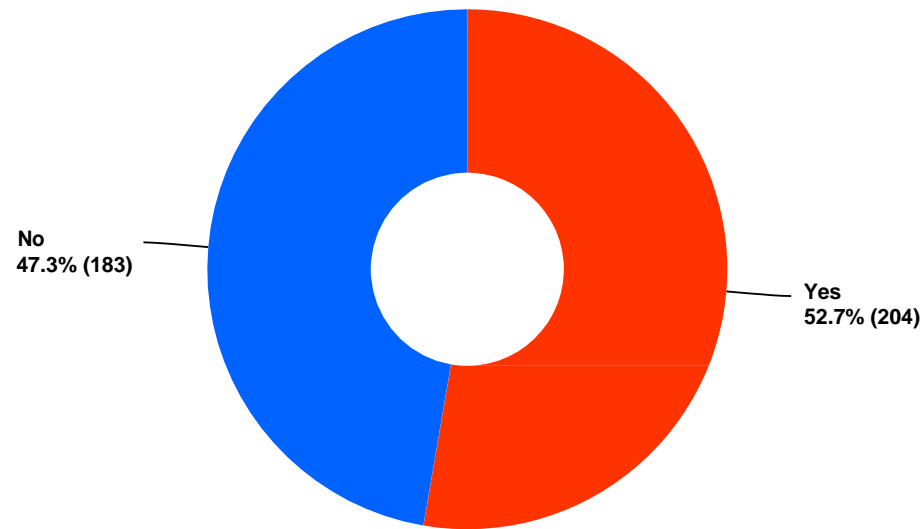
Answered: 391 Skipped: 110



Answer Choices	Responses	
Yes	40.9%	160
No	59.1%	231
<b>Total</b>		<b>391</b>

**Q10 Do you know a resource to contact who can provide you with accurate information on accessible parking requirements?**

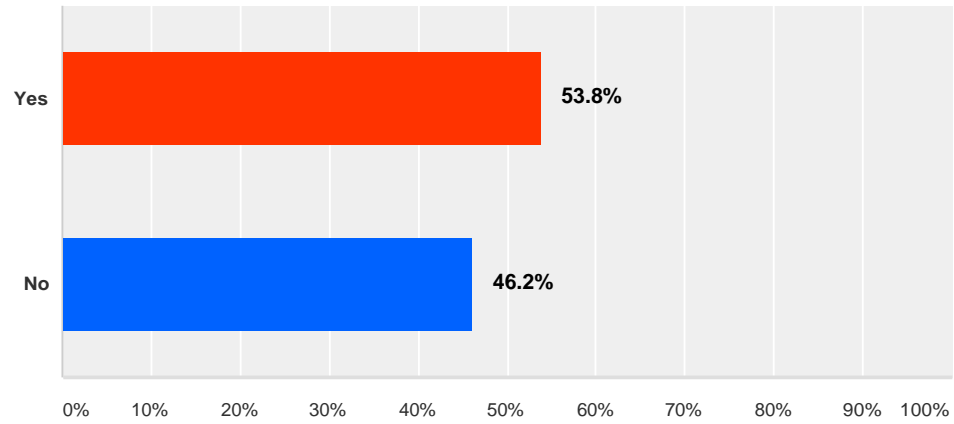
Answered: 387 Skipped: 114



Answer Choices	Responses	
Yes	52.7%	204
No	47.3%	183
<b>Total</b>		<b>387</b>

### Q11 Do you monitor the use of accessible parking spaces at your business?

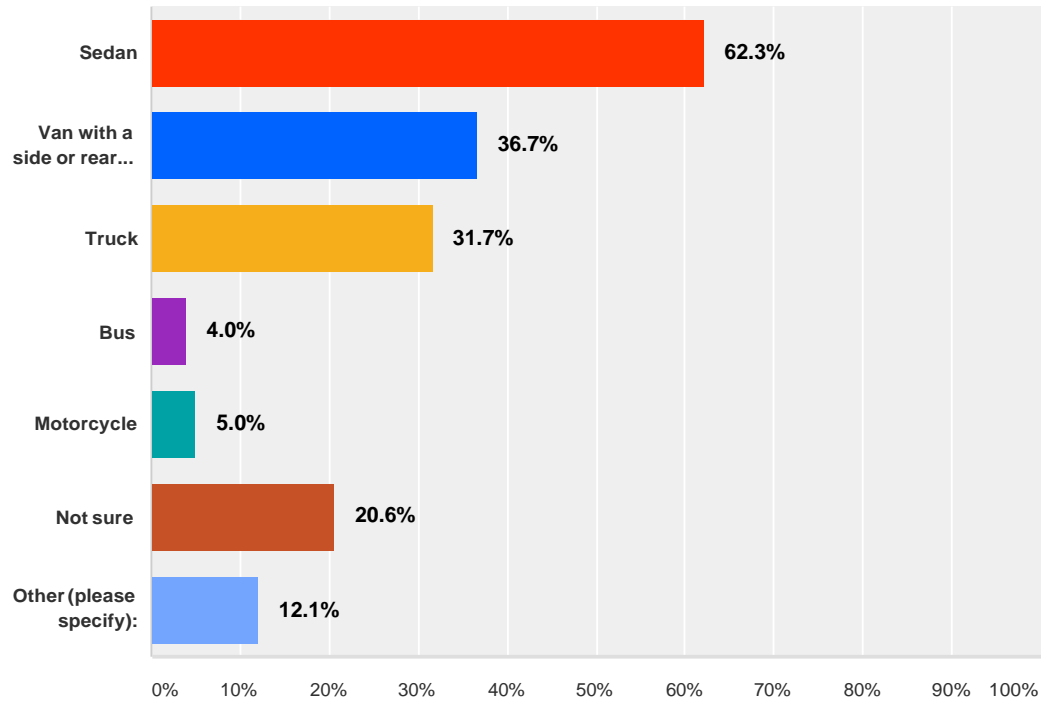
Answered: 385 Skipped: 116



Answer Choices	Responses	
Yes	53.8%	207
No	46.2%	178
<b>Total</b>		<b>385</b>

**Q12 What type of vehicles typically use the accessible parking space(s) at your business? Choose all that apply.**

Answered: 379 Skipped: 122



Answer Choices	Responses	Count
Sedan	62.3%	236
Van with a side or rear lift or ramp	36.7%	139
Truck	31.7%	120
Bus	4.0%	15
Motorcycle	5.0%	19

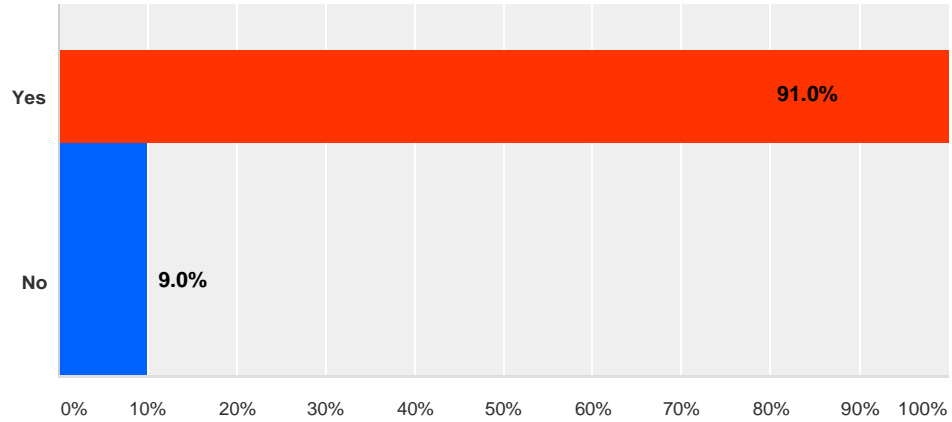
## GCPD Accessible Parking Survey - Business

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Not sure	20.6%	78
Other (please specify):	12.1%	46
<b>Total Respondents: 379</b>		

**Q13 Does your business provide enough accessible parking to regularly meet the needs of your customers with disabilities?**

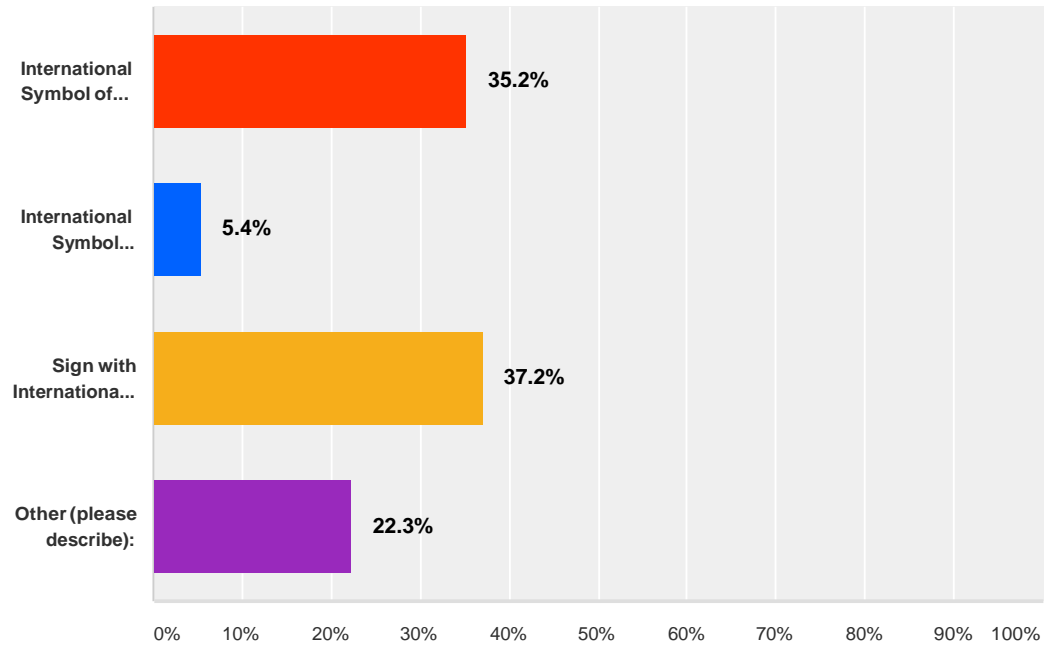
Answered: 365 Skipped: 136



Answer Choices	Responses	
Yes	91.0%	332
No	9.0%	33
<b>Total</b>		<b>365</b>

### Q14 How are accessible parking spaces marked at your business?

Answered: 355 Skipped: 146

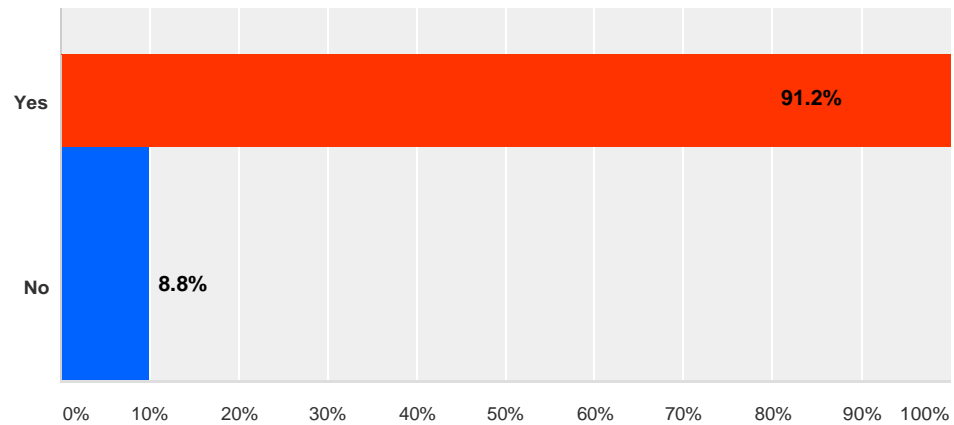


Answer Choices	Responses
International Symbol of Accessibility painted on the ground in the accessible parking space	35.2% 125
International Symbol Accessibility painted on the wall or building in front of the accessible parking space	5.4% 19
Sign with International Symbol of Accessibility mounted on a pole at the accessible parking space	37.2% 132
Other (please describe):	22.3% 79
<b>Total</b>	<b>355</b>



**Q15 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.**

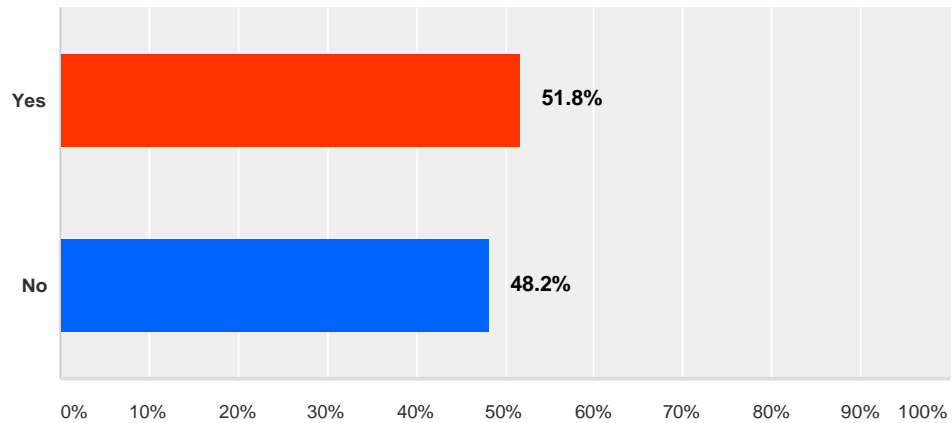
Answered: 362 Skipped: 139



Answer Choices	Responses	
Yes	91.2%	330
No	8.8%	32
<b>Total</b>		<b>362</b>

**Q16 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?**

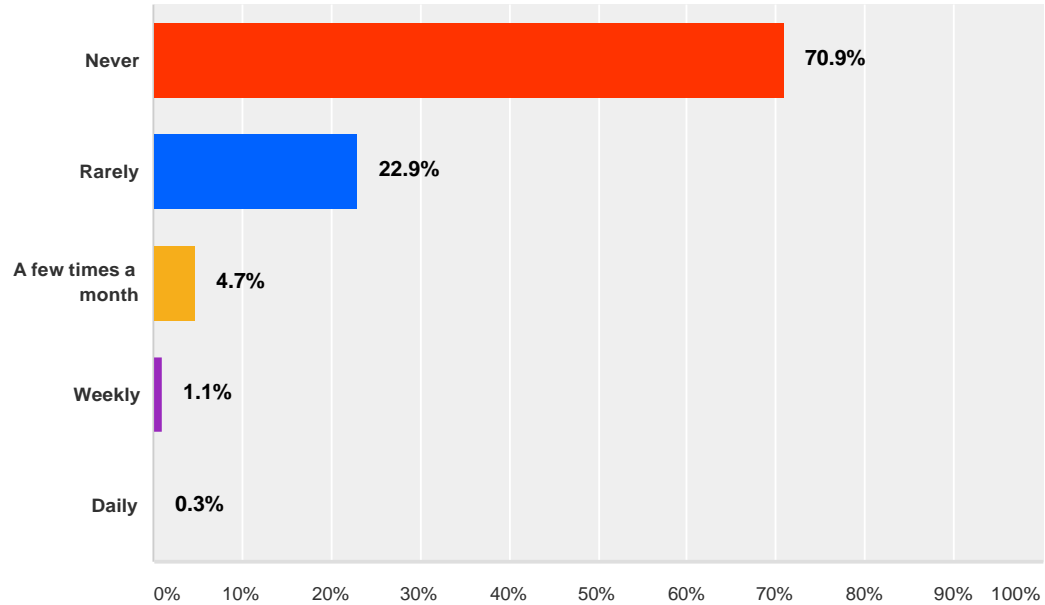
Answered: 361 Skipped: 140



Answer Choices	Responses	
Yes	51.8%	187
No	48.2%	174
<b>Total</b>		<b>361</b>

**Q17 If you hear concerns or complaints from customers about accessible parking, please indicate how often you hear these concerns.**

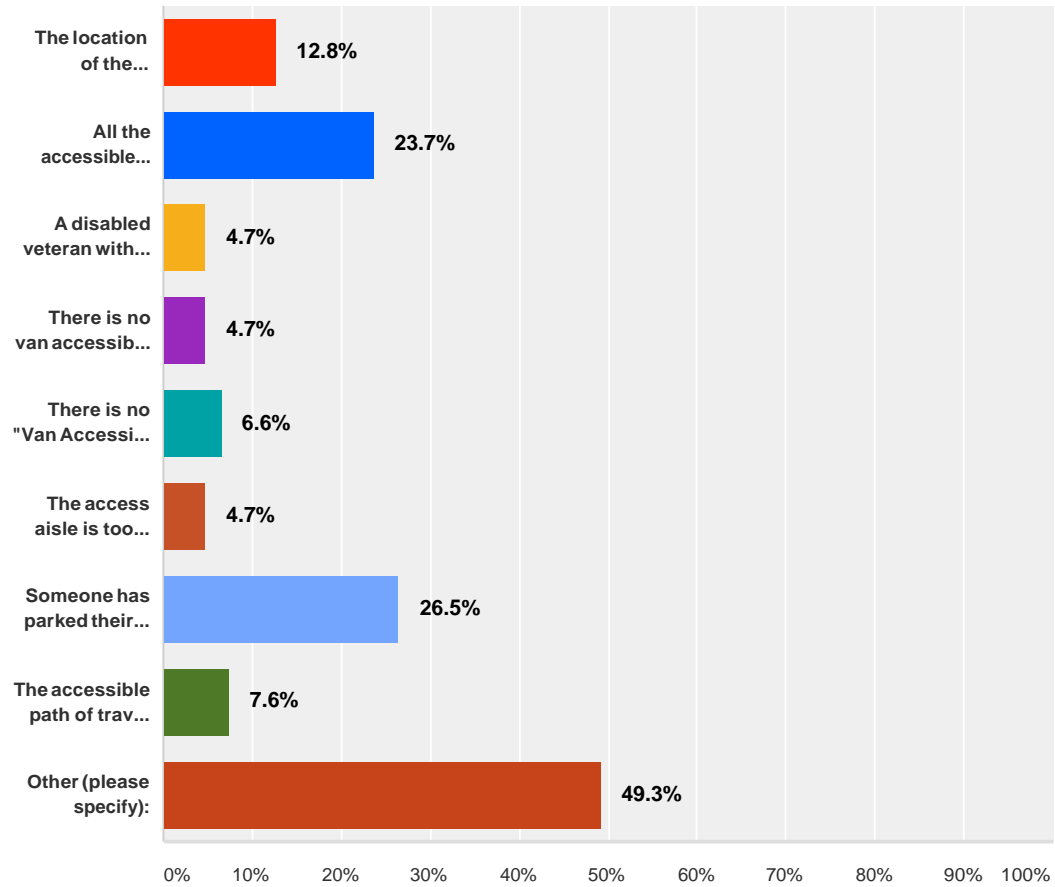
Answered: 358 Skipped: 143



Answer Choices	Responses
Never	70.9% 254
Rarely	22.9% 82
A few times a month	4.7% 17
Weekly	1.1% 4
Daily	0.3% 1
<b>Total</b>	<b>358</b>

**Q18 If you hear concerns or complaints, is it because . . .? Choose all that apply.**

Answered: 211 Skipped: 290



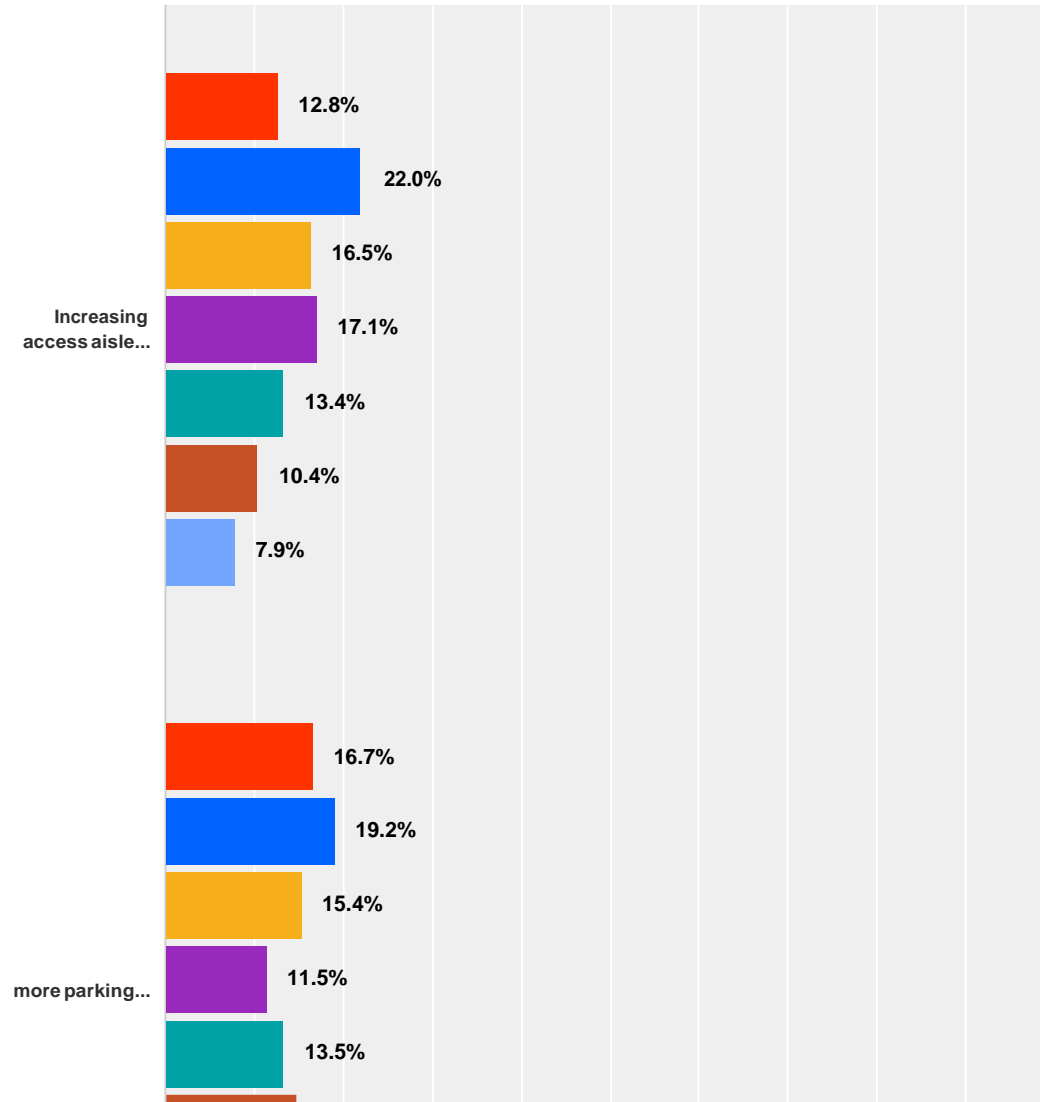
Answer Choices	Responses
The location of the accessible parking spaces are too far away.	12.8% 27
All the accessible spots are filled up (shortage of accessible spaces).	23.7% 50
A disabled veteran without a mobility disability parked in the accessible space.	4.7% 10

## GCPD Accessible Parking Survey - Business

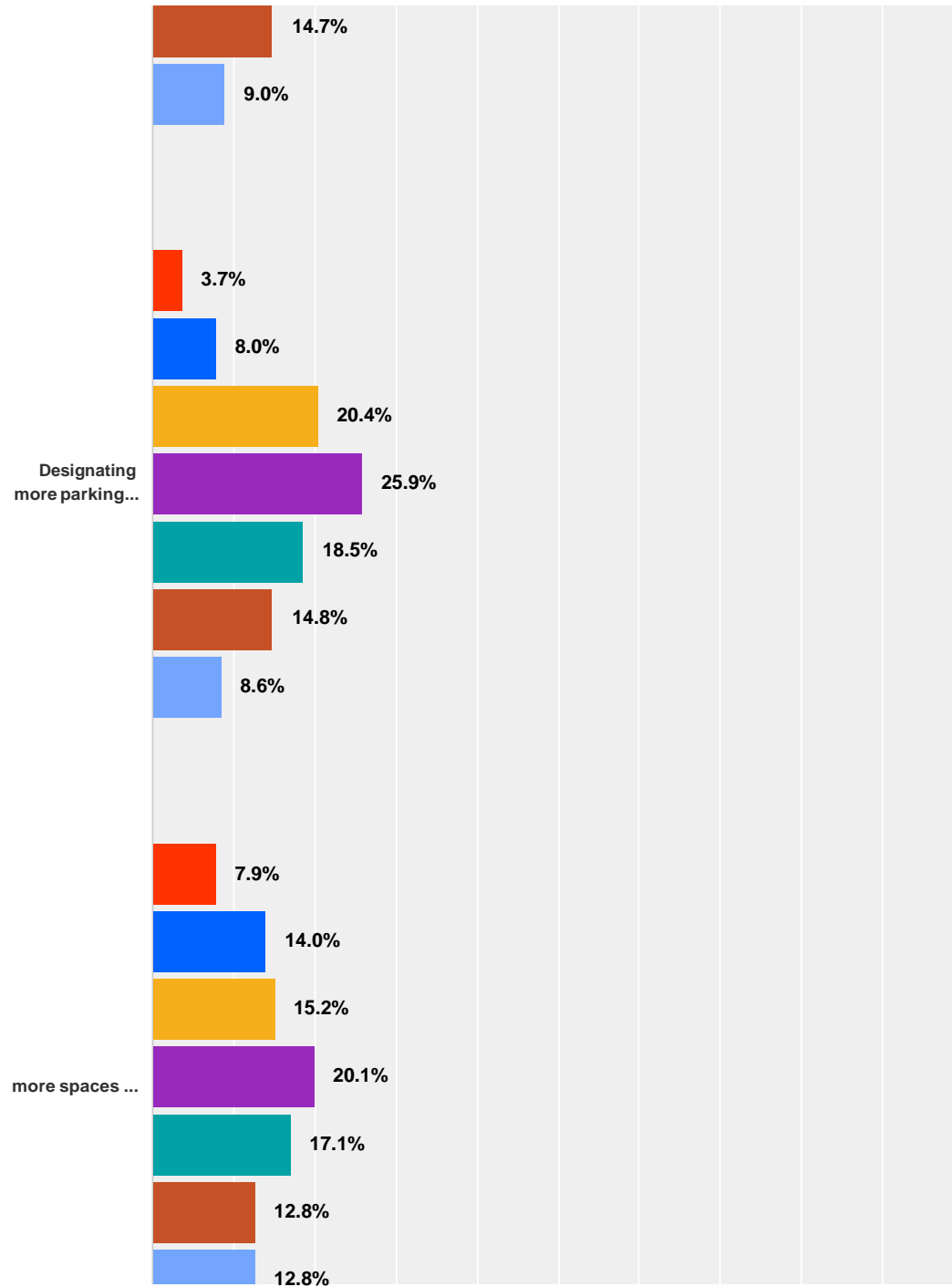
There is no van accessible space with an access aisle.	4.7%	10
There is no "Van Accessible Only" space.	6.6%	14
The access aisle is too small for ramp deployment.	4.7%	10
Someone has parked their vehicle in the access aisle.	26.5%	56
The accessible path of travel from the accessible parking space into their destination (store, hospital, etc.) is blocked or obstructed.	7.6%	16
Other (please specify):	49.3%	104
<b>Total Respondents: 211</b>		

**Q19 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.**

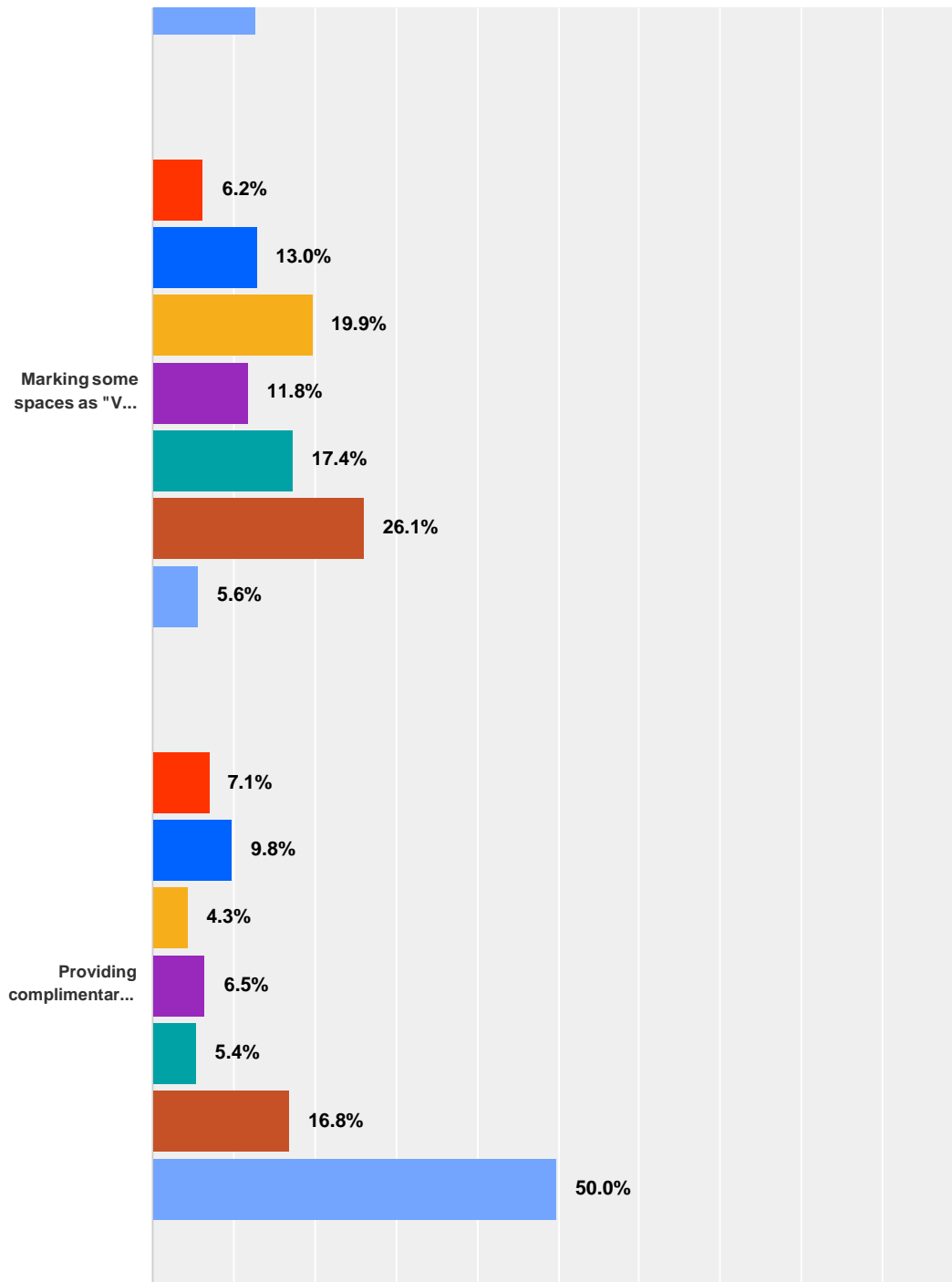
Answered: 266 Skipped: 235



# GCPD Accessible Parking Survey - Business

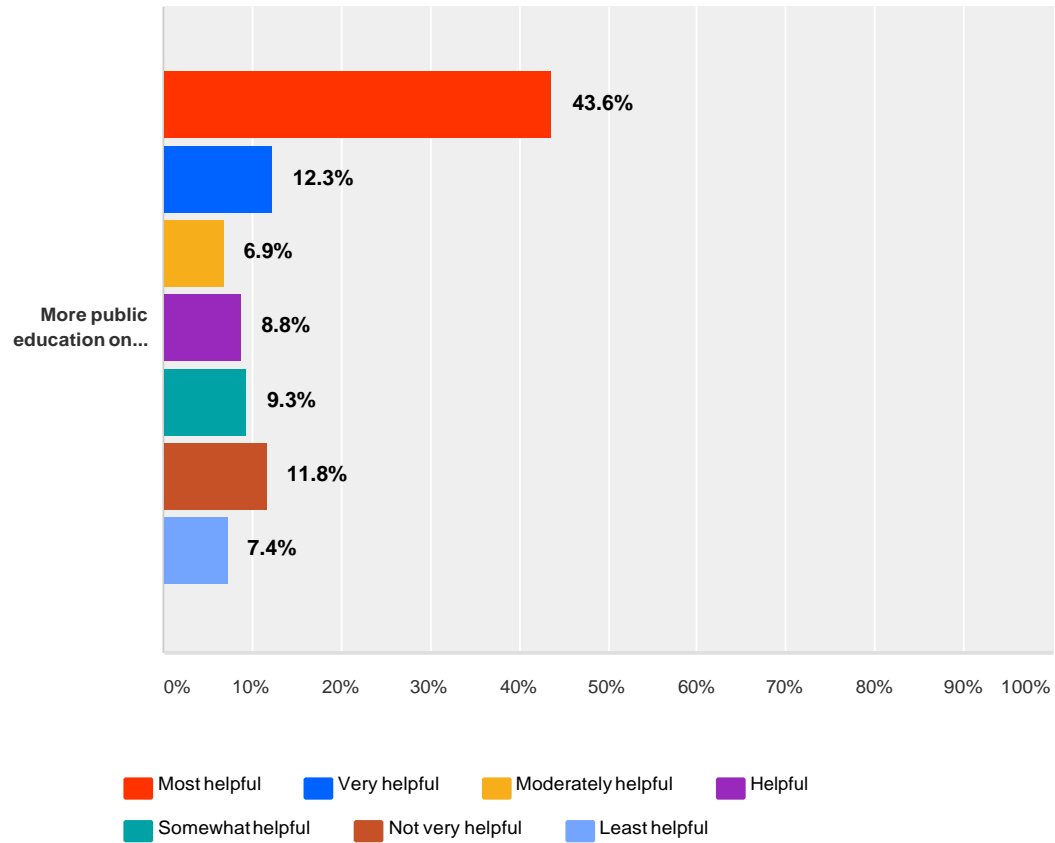


# GCPD Accessible Parking Survey - Business





## GCPD Accessible Parking Survey - Business



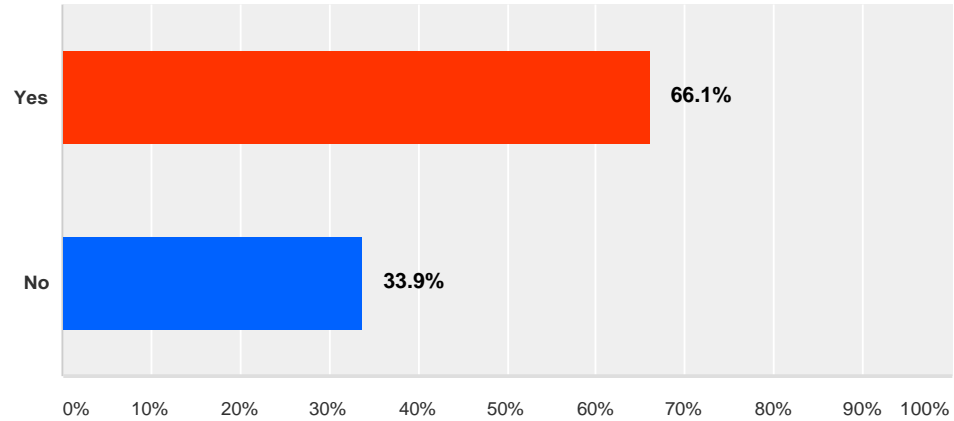
	Most helpful	Very helpful	Moderately helpful	Helpful	Somewhat helpful	Not very helpful	Least helpful	Total
Increasing access aisle space	12.8% 21	22.0% 36	16.5% 27	17.1% 28	13.4% 22	10.4% 17	7.9% 13	164
Designating more parking spaces as accessible parking spaces near your business	16.7% 26	19.2% 30	15.4% 24	11.5% 18	13.5% 21	14.7% 23	9.0% 14	156
Designating more parking spaces as van accessible spaces near your business	3.7% 6	8.0% 13	20.4% 33	25.9% 42	18.5% 30	14.8% 24	8.6% 14	162
Requiring that more spaces in parking lots be designated as accessible parking spaces	7.9% 13	14.0% 23	15.2% 25	20.1% 33	17.1% 28	12.8% 21	12.8% 21	164
Marking some spaces as "Van Accessible ONLY" spaces	6.2% 10	13.0% 21	19.9% 32	11.8% 19	17.4% 28	26.1% 42	5.6% 9	161

### GCPD Accessible Parking Survey - Business

Providing complimentary shuttle service from designated locations in parking lot	<b>7.1%</b> 13	<b>9.8%</b> 18	<b>4.3%</b> 8	<b>6.5%</b> 12	<b>5.4%</b> 10	<b>16.8%</b> 31	<b>50.0%</b> 92	184
More public education on accessible parking spaces	<b>43.6%</b> 89	<b>12.3%</b> 25	<b>6.9%</b> 14	<b>8.8%</b> 18	<b>9.3%</b> 19	<b>11.8%</b> 24	<b>7.4%</b> 15	204

**Q20 Do you feel that businesses, especially those with larger numbers of employees, should have separate accessible parking facilities for employees and customers?**

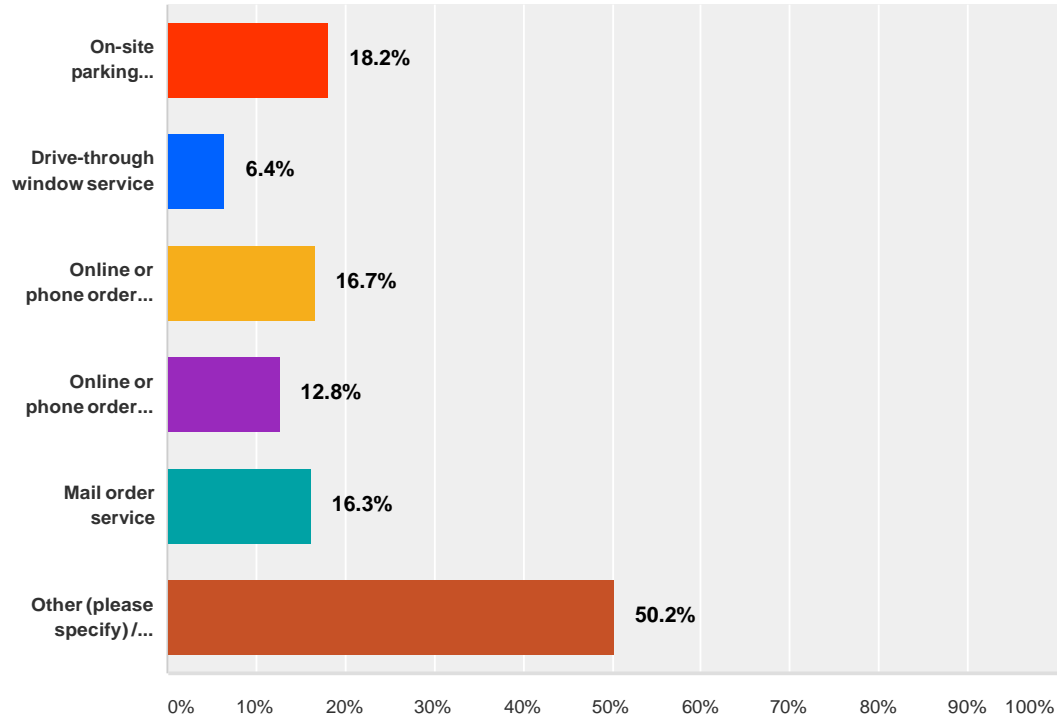
Answered: 319 Skipped: 182



Answer Choices	Responses	
Yes	66.1%	211
No	33.9%	108
<b>Total</b>		<b>319</b>

**Q21 Please indicate if you would be willing to offer any of the following customer services to individuals who require accessible parking spaces.**

Answered: 203 Skipped: 298



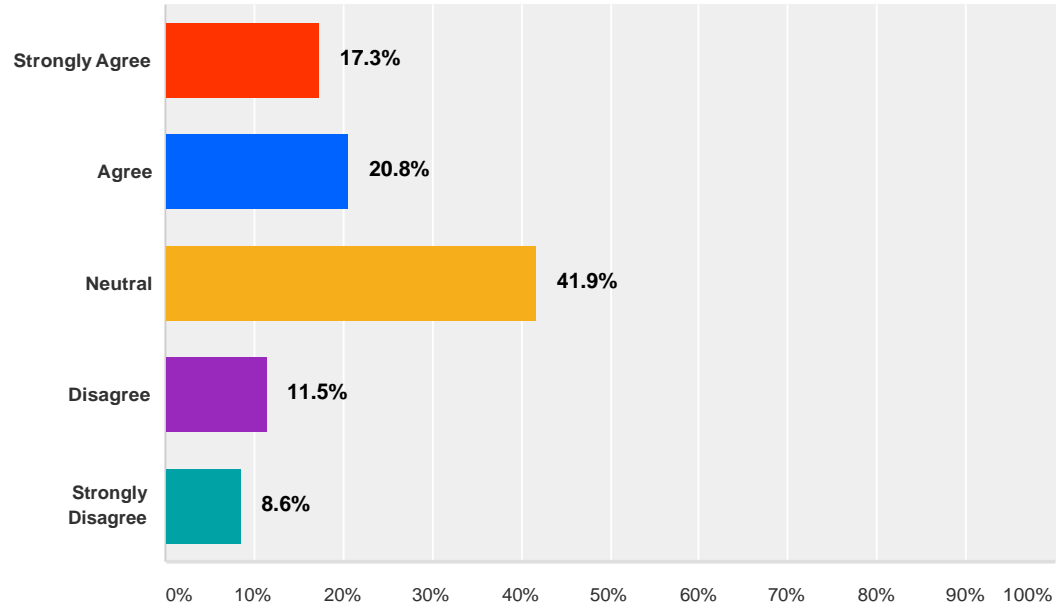
Answer Choices	Responses
On-site parking assistance (e.g., valet service or complimentary shuttle service)	18.2% 37
Drive-through window service	6.4% 13
Online or phone order service with curbside pick-up	16.7% 34
Online or phone order service with home delivery	12.8% 26

## GCPD Accessible Parking Survey - Business

Mail order service	16.3%	33
Other (please specify) / Comments:	50.2%	102
<b>Total Respondents: 203</b>		

**Q22 Do you agree with the following statement? "Businesses should add more accessible parking for customers with disabilities."**

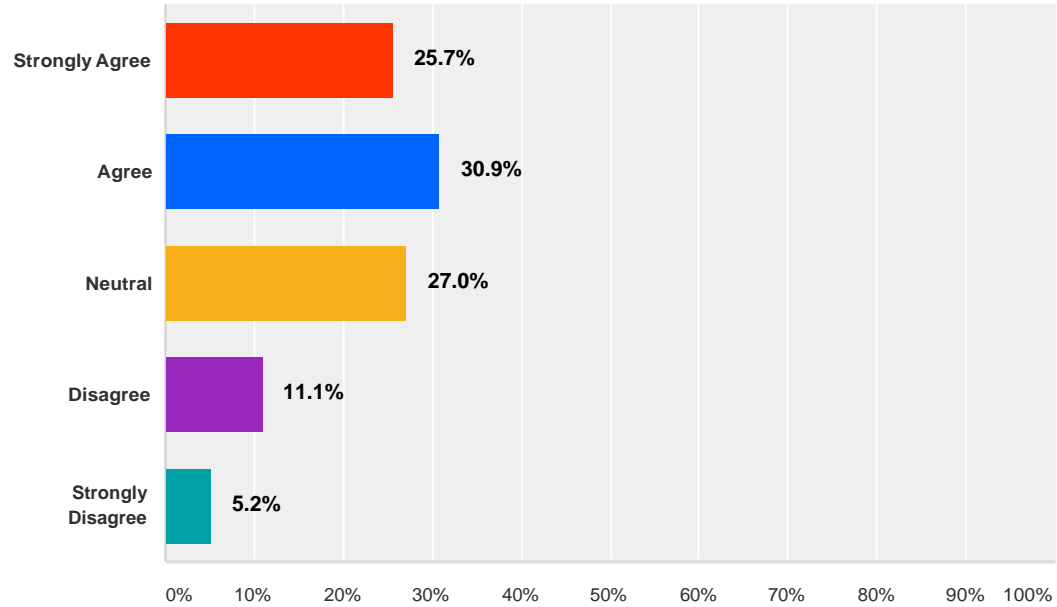
Answered: 313 Skipped: 188



Answer Choices	Responses	
Strongly Agree	17.3%	54
Agree	20.8%	65
Neutral	41.9%	131
Disagree	11.5%	36
Strongly Disagree	8.6%	27
<b>Total</b>		<b>313</b>

**Q23 Do you agree with the following statement? "Accessible parking fraud and abuse is widespread in the business community."**

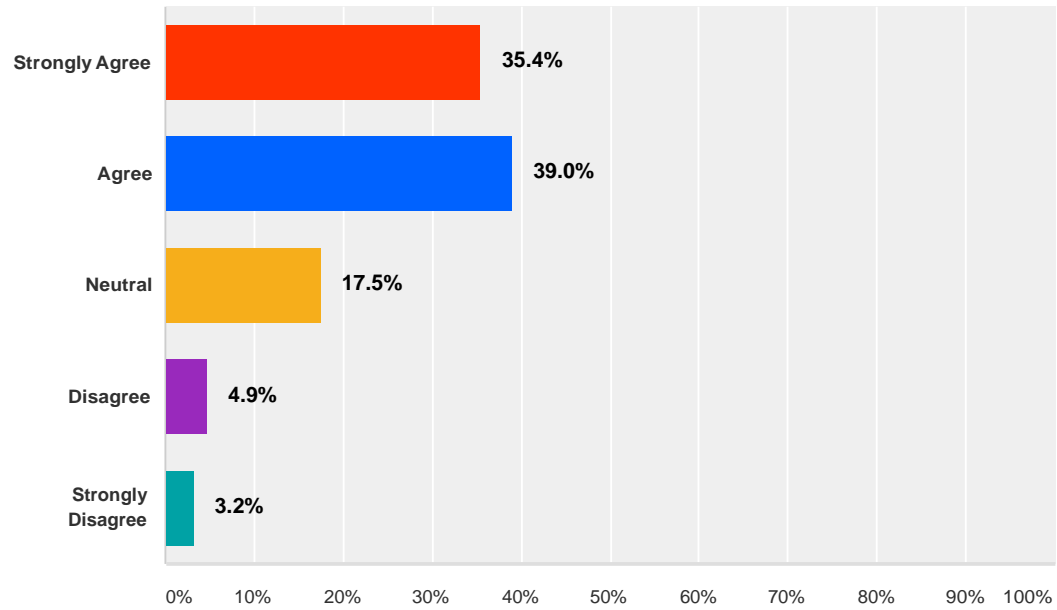
Answered: 307 Skipped: 194



Answer Choices	Responses
Strongly Agree	25.7% 79
Agree	30.9% 95
Neutral	27.0% 83
Disagree	11.1% 34
Strongly Disagree	5.2% 16
<b>Total</b>	<b>307</b>

**Q24 Do you agree with the following statement? "We need to reduce accessible parking fraud and abuse."**

Answered: 308 Skipped: 193

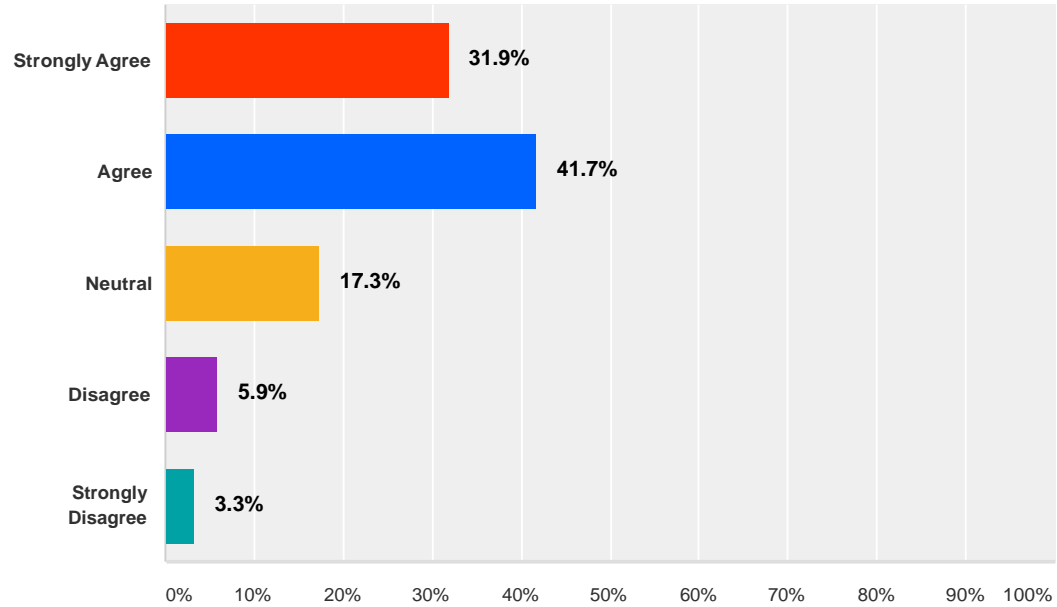


Answer Choices	Responses	Count
Strongly Agree	35.4%	109
Agree	39.0%	120
Neutral	17.5%	54
Disagree	4.9%	15
Strongly Disagree	3.2%	10
<b>Total</b>		<b>308</b>



**Q25 Do you agree with the following statement? "A combination of fines and education is the best way to reduce accessible parking fraud and abuse."**

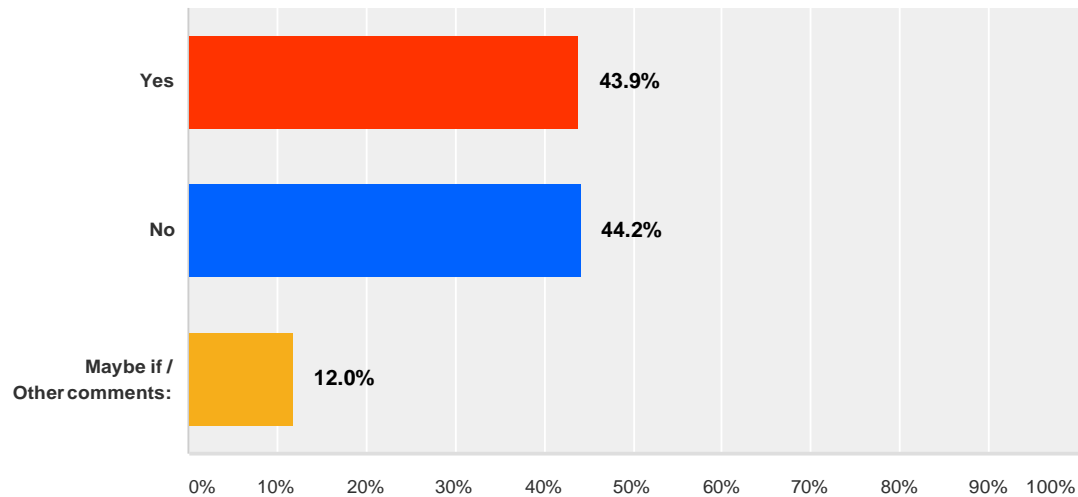
Answered: 307 Skipped: 194



Answer Choices	Responses
Strongly Agree	31.9% 98
Agree	41.7% 128
Neutral	17.3% 53
Disagree	5.9% 18
Strongly Disagree	3.3% 10
<b>Total</b>	<b>307</b>

**Q26 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?**

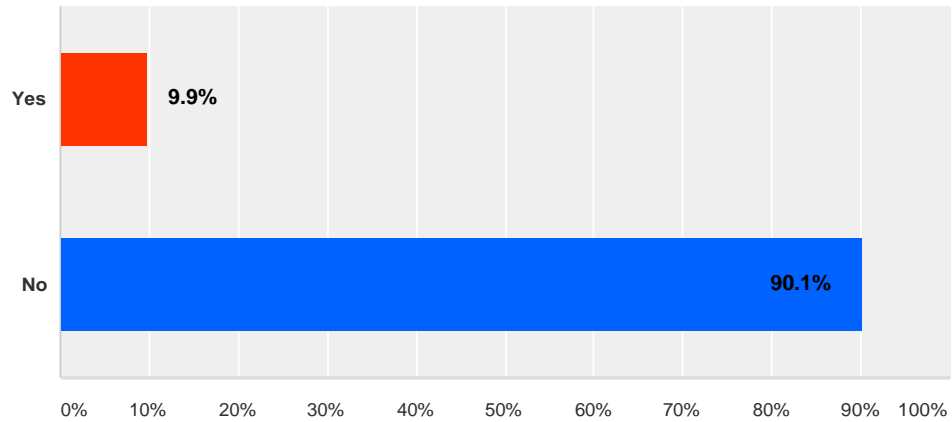
Answered: 301 Skipped: 200



Answer Choices	Responses	Count
Yes	43.9%	132
No	44.2%	133
Maybe if / Other comments:	12.0%	36
<b>Total</b>		<b>301</b>

**Q27 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?**

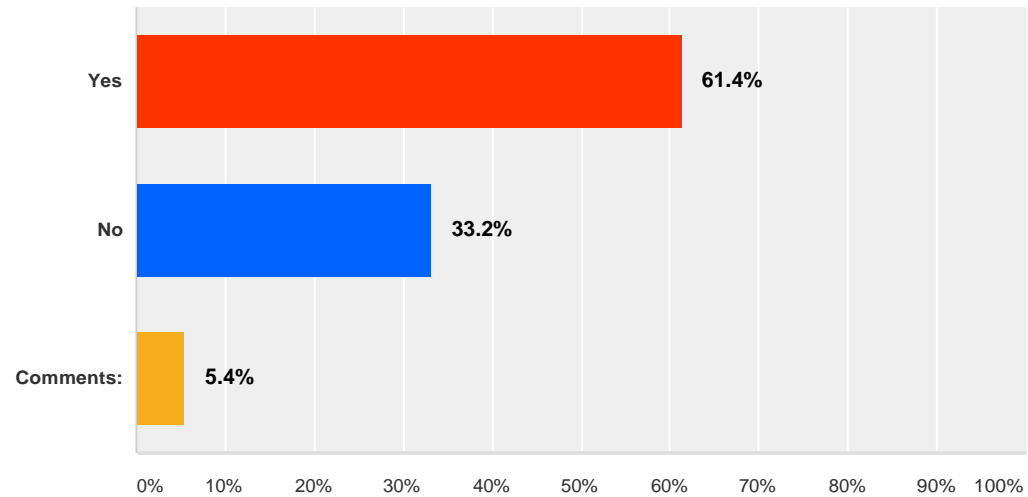
Answered: 304 Skipped: 197



Answer Choices	Responses	
Yes	9.9%	30
No	90.1%	274
<b>Total</b>		<b>304</b>

**Q28 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?**

Answered: 295 Skipped: 206



Answer Choices	Responses	
Yes	61.4%	181
No	33.2%	98
Comments:	5.4%	16
<b>Total</b>		<b>295</b>

**Q29 Is there anything else you would like to share with us about your experience with accessible parking from a business perspective?**

Answered: 108 Skipped: 393