TxDOT Self-Evaluation and Transition Plan

Public Comment Survey Summary

Civil Rights Division

06.10.2022
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TxDOT conducted an update to its ADA Self-Evaluation and Transition Plan from 2015-2022, with an updated report published in February 2022. TxDOT conducted public outreach sessions which were led by the Design Division, Civil Rights, and all the Districts of TxDOT over the course of those years. TxDOT also performed public outreach sessions specific to the findings and outcomes of the ADA Self-Evaluation and Transition Plan process. Public outreach was performed through six virtual and live sessions over three days in March 2022 by the Civil Rights Division with participation from all Districts of TxDOT. A public online survey was made available for a 30-day comment period following the public outreach sessions through early April. Twenty-nine survey responses were received from the public comment period.

The priorities of the public are considered a key factor as districts and divisions develop implementation strategies and plans for accessibility improvement. Individual survey responses were shared with each TxDOT district to inform district headquarters and staff of any communications and comments received. The Civil Rights Division WebApp Training Series is also incorporating the trends of this public feedback survey to help raise awareness across TxDOT as to the public’s views and priorities related to TxDOT’s programs and services.

This document summarizes the forty-page survey results document by providing the top responses. The major take-aways from the survey responses included:

**Question 1 – In what county do you reside?** Responses were received from 17 counties, as follows:

- There was some duplication of participants living in the same county, with Harris County having the most responses.

  - Bastrop
  - Bexar
  - Cherokee
  - Collin
  - Dallas
  - Denton
  - Ector
  - El Paso
  - Galveston
  - Grayson
  - Harris
  - Hays
  - Hidalgo
  - Milam
  - Tarrant
  - Travis
  - Williamson

**Question 2 – How would you rate your community’s accessibility**

- Somewhat accessible 55.17%
- Generally accessible 10.34%
- Only 3.45% indicated not accessible at all

**Question 3 – Do you know which agency is responsible for various built environment that you use (i.e. State, City or County in which you live)?**

- I am not certain 39.29%
- No 32.14%
It is common that citizens will reach out to TxDOT regarding public rights of way owned by local agencies. We redirect citizens when this occurs to contact their local agency. Only 28.57% said yes.

**Question 4 - How well do TxDOT’s policies and procedures support people with disabilities?**
- Somewhat 41.38%
- I am not sure 34.48%
- Not well 17.24%

**Question 5 - In which of these areas does TxDOT need to improve access? (check all that apply)**
- Accessible pedestrian pathways, sidewalks or curb ramps 82.76%
- Street and crosswalk signals 65.52%
- Bus stop access 48.28%
- Safety rest areas 37.93%

**Question 6 - What is most important to you regarding accessibility, services and inclusion? (check all that apply)**
- Sidewalks 78.57%
- Curb ramps 71.43%
- Pedestrian signals 67.86%
- Bus stops 32.14%
- Effective communication 46.43%

**Question 7 - Did you know that TxDOT’s website lists options for requesting an accommodation for any programs or to register a complaint?**
- No, I am not aware of accommodations options. 48.28%
- No, I am not aware of how to register a complaint. 48.28%
- Yes, I am aware of accommodation options. 24.14%
- Yes, I am aware of how to register a complaint 6.90%

**Question 8 - Which should be the highest priority to improve in TxDOT’s public rights-of-way, buildings with public access, or websites? (Please choose those that are most important to you.)**
- Sidewalks 92.86%
- Curb ramps 71.43%
- Parking 60.71%
- Pedestrian signals 46.43%
- Bus stops 42.86%
- Safety Rest Areas 25.00%
- Office buildings 25.00%
Question 9 - What are the most effective means of communication for TxDOT to publicize information on upcoming disability events, announcements, projects or general information about the ADA Transition Plan, access, inclusion, and disability issues?

- Emails to disability groups 75.86%
- Social media (Twitter, Facebook, etc.) 72.41%
- Media 51.72%
- Public meetings 31.03%
- TxDOT ADA webpage 27.59%

Question 10 - What do you feel are the biggest priorities to fix first? (Please select the top four that are MOST important to you.)

- Sidewalks 67.86% - tie
- Pedestrian signals 67.86% - tie
- Curb ramps 64.29%
- Facility access 39.29% - *
- Parking 35.71%
- Bus stops 28.57%
- Safety Rest Areas 25.00%
- Effective communication 25.00%
- Website access 14.29%
- Travel information centers 10.71%
- Other 0.00%

Sidewalks and pedestrian signals tie for the first place, while *facility access emerges as a higher priority than in other responses earlier in the survey.

Question 11 - Are there any specific rest areas, travel information centers, facilities, ferries, sidewalk locations, ramps, or intersections that you use, which you feel should be addressed?

- No 50.00%
- I am not sure 26.92%
- Yes 23.08%

Question 12 - What issues do you face regularly/most often? (Select all that apply.)

- Missing sidewalk 75.00%
Question 13 - Are there areas where ADA and disability sensitivity training are needed? If yes, please describe: (comments are verbatim as received)

- I feel that public transportation providers should participate in disability-related sensitivity training and would even encourage Uber to provide such training to their drivers, as it can be uncomfortable/nervewracking using that service as a person with disabilities. Sometimes, it is the only option to get from point a to point b.
- All areas.
- Due to high turnover in employment, new employees are not sensitive to Deaf/Hard of Hearing, that needs to accomplish effective communication. Deaf/Hard of Hearing people rely visible information, effective communication requires time and patience to communicate effectively.
- Handicap parking spots. People who use handicap placards and take parking spots who could easily walk and extra few feet.
- Yes, Day Centers Drivers would be great to have their drivers to more aware of handling and crisis invention.
- I’m sure there are. Please consider creating better access and safety for bicyclists, people with walkers, strollers, wheelchairs, and pedestrians IN EVERY SINGLE THING YOU DO!
- YES, how to communicate and serve the Deaf community in all of the places.
- Your Rest Stops
  - yes, to community workers, public businesses and general public
  - autism awareness and the many forms it takes.
  - In some resturants and stores ware as a blind person comes in and asks for help and workers instead of giving assistance the will point. That is no help at all
  - ANYONE THAT MAY HAVE QNY CONTACT WHAT SO EVER SHOULD HAVE LEARN RESPECT GROWING UP BUT AS I HAVE BEEN FINDING OUT LATELY IF THEY DID THE DIDNT CARE, OR LET IT ROLL ON THRU W/O MAKING A STOP FOR EDUCATING.
  - TxDOT Districts, Area Offices, and Maintenance Offices

Question 14 - Are there other barriers not listed above that you want to communicate to TxDOT? If yes, please describe: (comments are verbatim as received)

- I think other barriers relate more to commercial, residential, and medical facilities. This is where I am aware of the most barriers in terms of access for people with physical disabilities, visual disabilities, and for the Deaf/ HoH communities. More facilities should use Loop/related technology to increase access for hard of hearing and more apartment complexes and other
commercial sites should have ramps and or elevators to reduce barriers to residents/customers with physical disabilities. Don't know if TxDot would play a part in those changes.

- No accessible public transportation or accessible sidewalks in many areas.
- Offering information in several languages.
- TTY/TTD is everywhere I see, it's great. I wonder if TxDOT realizes the technology is evolving crazily. As of today, TTY/TTD is considered outdated, videophones and video relay services are becoming high demand in the Deaf Community. Hard of Hearing people who don't know sign use the captioned phones. Technology changes, TxDOT needs to keep communication technology for the Deaf/Hard of Hearing more currently.
- Yes more providers or options for grants for small communities centers to host transportation and insurance train.
- If there is a main phone number to call for pedestrian, bike and other issues, it is unknown. It seems to be intentionally kept a secret, or there is no one taking complaints on these sort of access issues. I only heard about this because I was lucky enough to find the phone number of an area engineer.
- Yes, even at Via Trans office that get funds from TXDOT, they refuse to provide equal communication access for Deaf. I have beg for many years.
- No
- Did not see anything in the transition plan that addressed closed captioning of archived/new video on the TxDOT webpages

**Question 15 - Please provide any additional feedback on the ADA Transition Plan, if you have any:**
*(comments are verbatim as received)*

- You need to hire the best qualified people to do the jobs. Stop hiring puppets.
- Add Videophones and Video Relay Services, also Captioned Phones, to the list. TTY/TDD cannot be remain alone while more technology options are adding to reasonable accommodations. Apps on smartphones are updating, text-to-speech and speech-to-text technology are available.
- Please consider creating better access and safety for bicyclists, people with walkers, strollers, wheelchairs, and pedestrians IN EVERY SINGLE THING YOU DO!
- Yes, I would like to see your evaluation specific to the Ft. Worth area.
- a continuous state of mind of equitable solutions and pathways for all
- Many state roadways go through existing municipalities, is TxDOT collecting all of the various data points within those communities and is that being shared with the respective community? Needs to be if it is not.