

Minneapolis ADA Action Plan Engagement Summary and Recommendations



Minneapolis ADA Action Plan Engagement
City of Minneapolis- Department of Neighborhood and Community Relations
August 2024

About this document

This is a summary document of work conducted on behalf of the Neighborhood and Community Relations (NCR) Department in support of developing an updated City of Minneapolis ADA Action Plan. The work was led by Guthrie Byard, Community Specialist for People with Disabilities, under the direction of NCR Department Director Karen Moe. Technical support was provided by SRF Consulting Group.

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Project Overview

The Minneapolis Americans with Disabilities Act (ADA) Action Plan is a comprehensive approach to complying with the Americans with Disabilities Act. The plan expresses to residents, visitors, and workers in Minneapolis a commitment to programmatic and administrative ADA requirements and accessibility best practices. It's also intended as a short-term guiding document for each City department to make required improvements to comply with the ADA while undertaking recommendations to improve the accessibility of their work based on best practices across governmental agencies.

In 2024, the City engaged a consultant to facilitate engagement with people who live, work and play in Minneapolis interested in the topic of accessibility. The Minneapolis ADA Action Plan engagement project gathered input from City staff, people with disabilities and advocates for people with disabilities to help inform an update to the Minneapolis ADA Action Plan. The City's two-pronged engagement effort included:

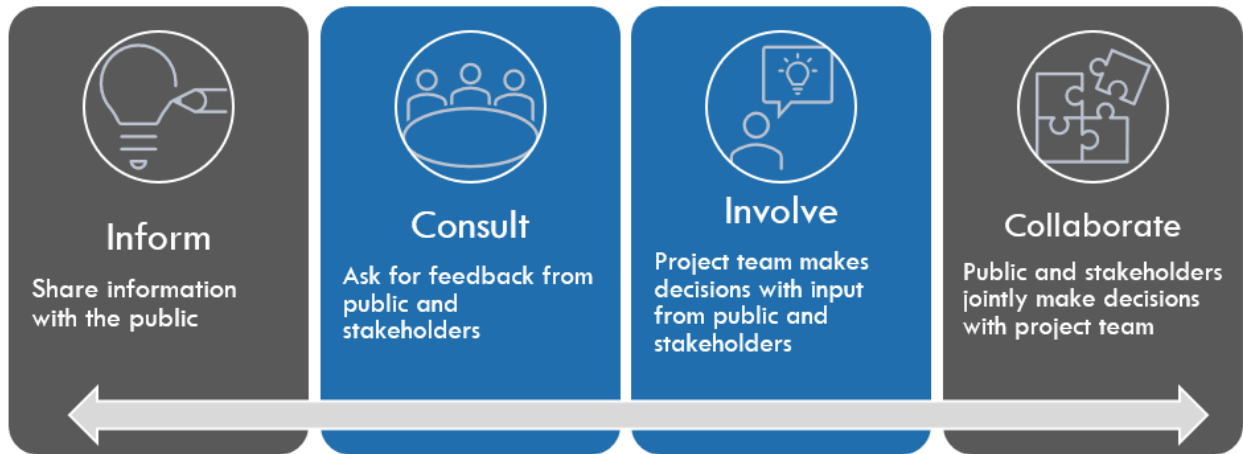
- An online survey for staff from all City departments.
- An online survey for all residents. In particular, the City promoted the survey to Minneapolis disability communities, including people with disabilities and those who support people with disabilities.
- Facilitated community conversations to gather input from people with disabilities and disability advocates, with an equity focus on those traditionally left out of decision making.

These engagement efforts have served as a jumping off point for ongoing relationship building, collaboration, and stakeholder engagement with community and across the City enterprise.

Engagement Overview

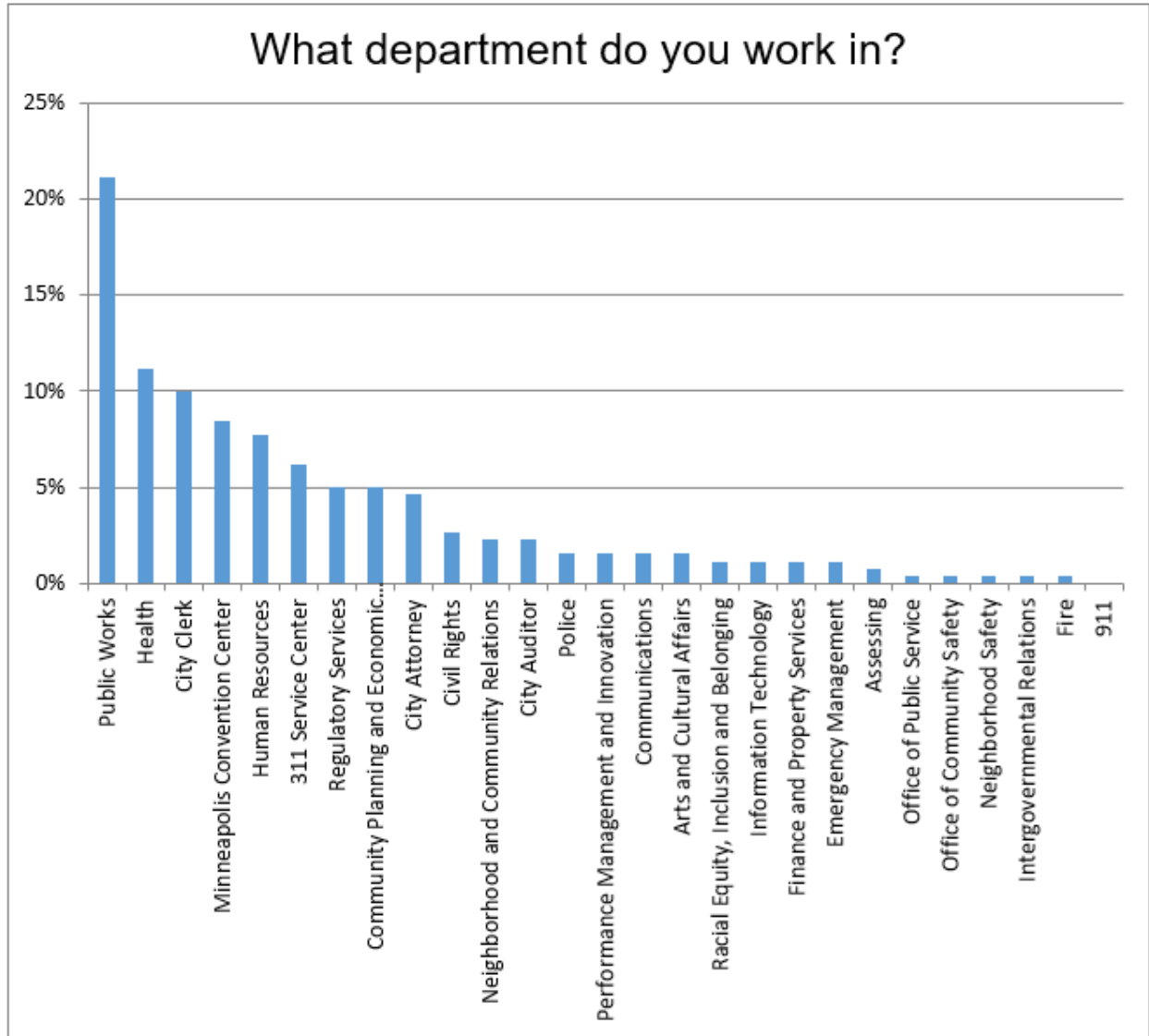
Level of Public Involvement

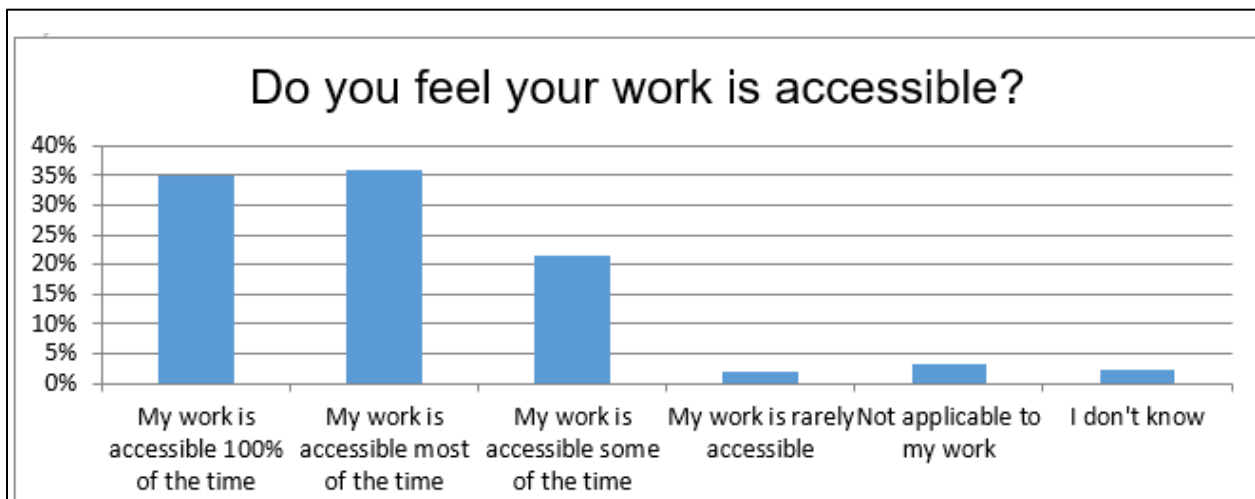
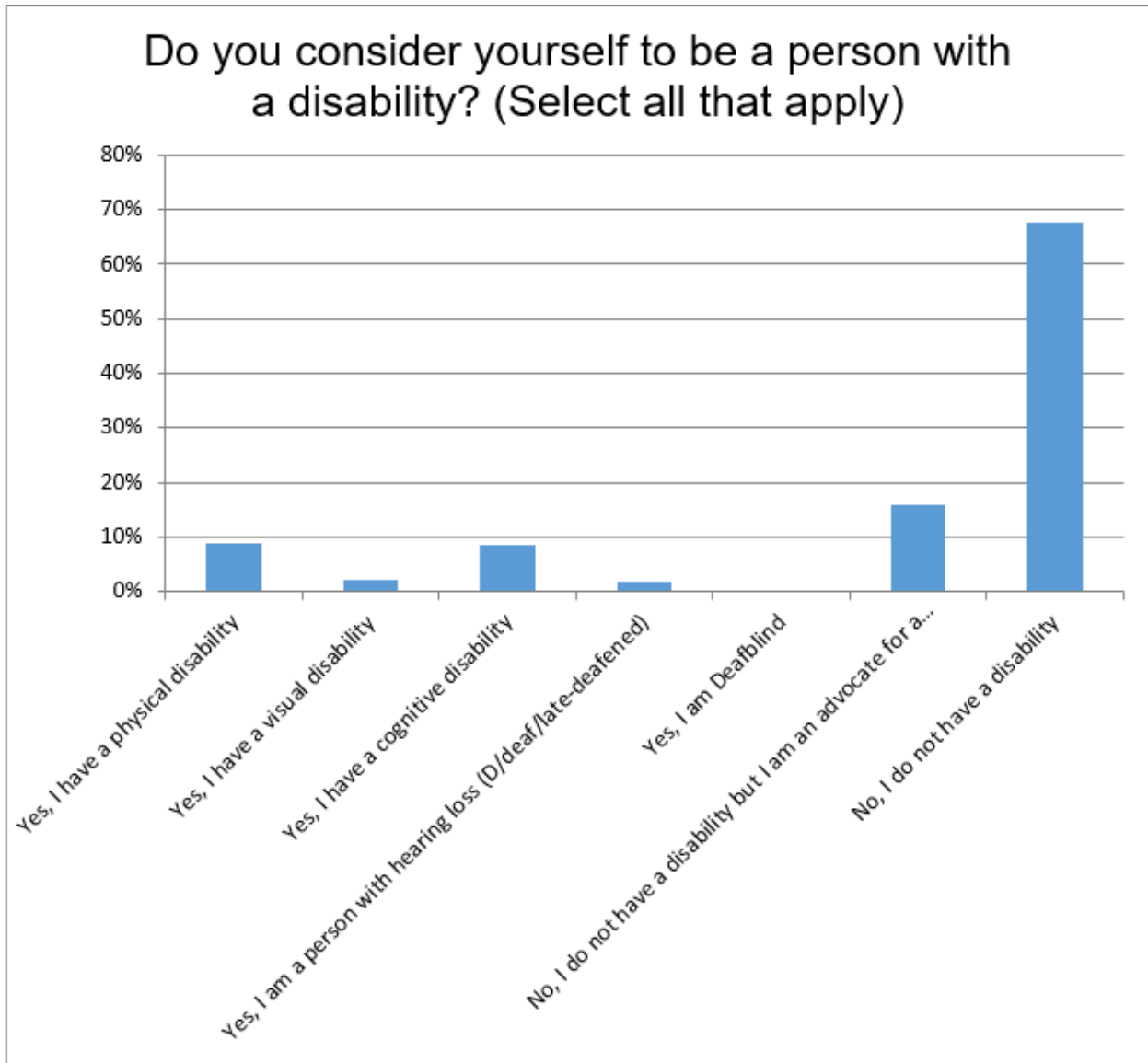
Residents were asked to engage in two-way conversations about their experiences, hopes, issues, and needs during different engagement activities. City employees were surveyed to understand their level of awareness and interaction with the City's current ADA Action Plan, Public Works Transition Plan, and with accessibility issues in general. The project team conducted engagement within the "consult" and "involve" levels of engagement as defined in the graphic below.

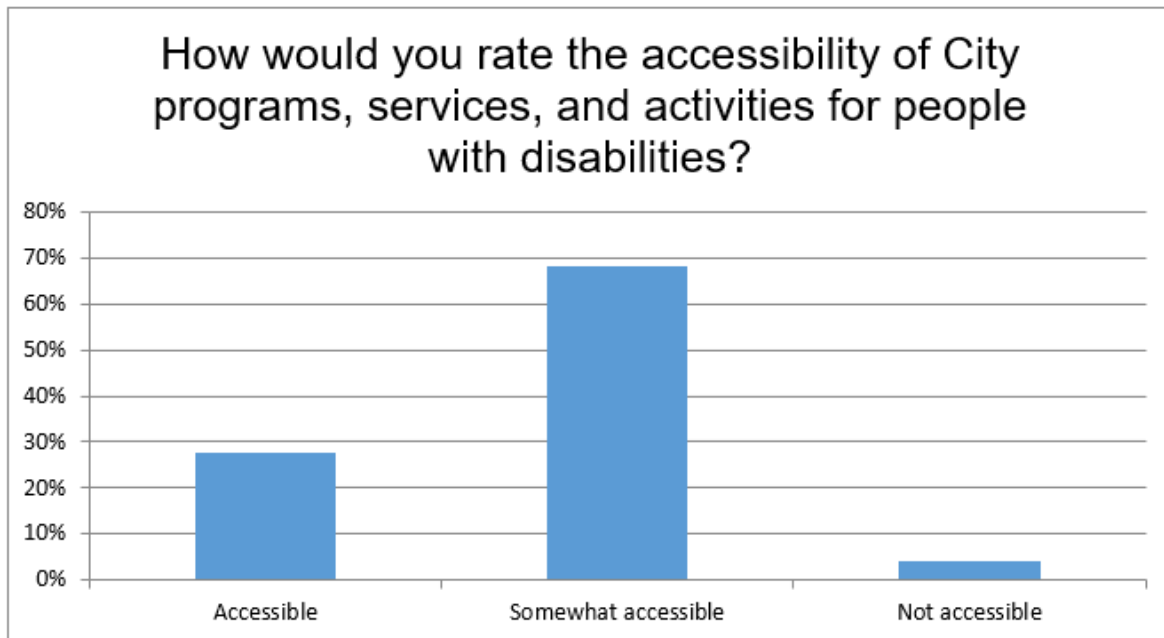
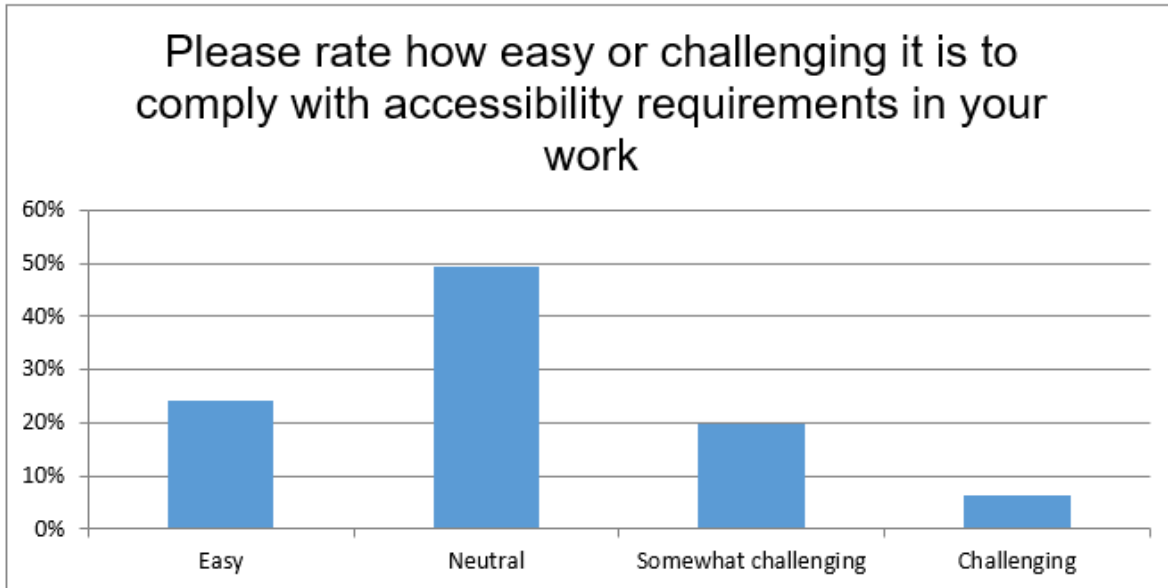


Staff Survey Results

An online survey for City of Minneapolis staff was developed by the project team. This survey was sent to staff across all departments, and asked questions regarding accessibility in their work. The survey was open to participants for 6 weeks in March and April of 2024, and received 263 responses. Responses were received from staff from every City department except 911. Staff were asked a total of 22 questions regarding accessibility and the Americans with Disabilities Act. Key questions are summarized in the graphs below, and a full report of responses is provided as an appendix to this document.

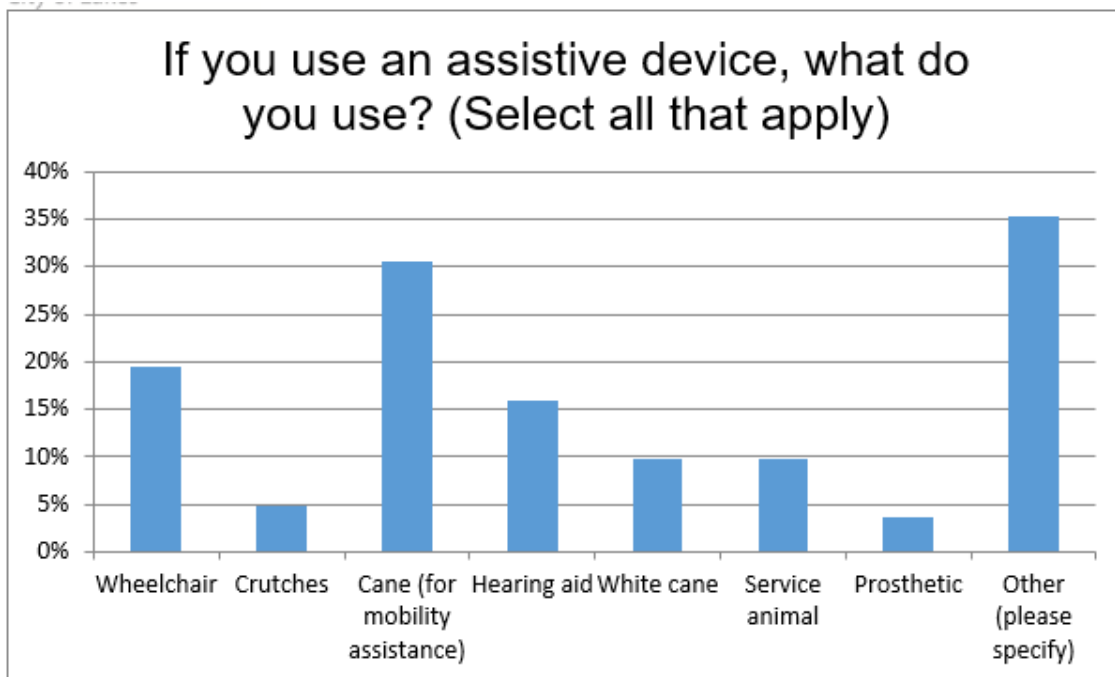
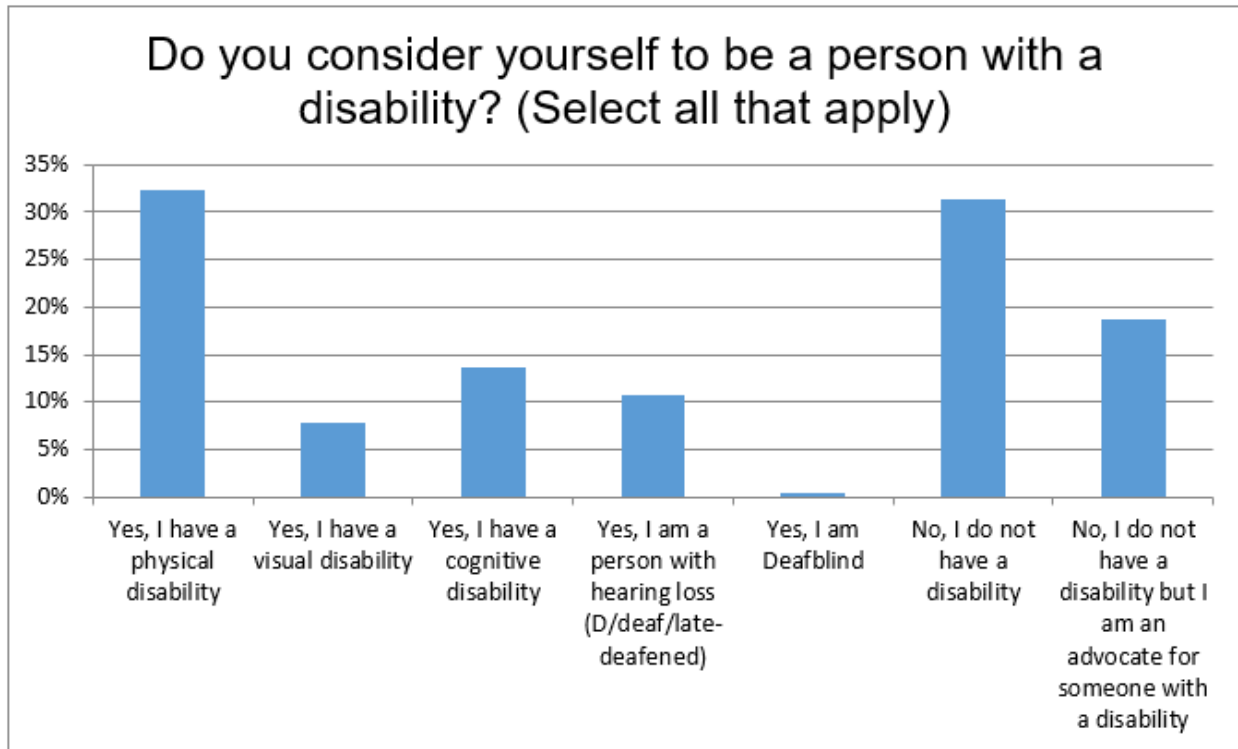






Community Survey Results

An online community survey was shared with stakeholder organizations, on the City’s social media platforms, and through promotions on local radio stations. The survey asked questions regarding the accessibility of City services in Minneapolis. The survey was open to the public for 8 weeks in April and May of 2024 and received 321 responses. Key questions are summarized below, with a full report provided as an appendix.



The survey results showed 69 percent of respondents used an assistive device. After “other”, the most cited device was a cane followed by a wheelchair. Other types of assistive devices included walkers, mobility scooters, and smart phone apps with speech to text.

The survey also asked about the use of City services, programs, activities, and buildings such as City Hall, Animal Care & Control, the City website, advisory boards, commissions, and 311. The summary below indicates the number of times survey respondents noted specific City services or buildings.

Response	Number of times cited
City Website	26
311	24
City Hall	16
Public Service Building	4
City Elections	3
Animal Care & Control	2
Convention Center	1

City Services that Work Well

Respondents cited the city website, 311, and City voter services as services that worked well for people with disabilities. Other services that worked well included closed captioning of public meetings, ADA parking where available, ADA compliant curb cuts or ramps when present, City emails, and auditory crossing notifications.

City Services or Facilities that Don’t Work Well

The most frequently cited service/facility that doesn’t work well for people with disabilities is, as one survey taker put it, “access to the public right of way”. Survey responses frequently noted unusable sidewalks and crosswalks as their number one issue. There were several issues identified concerning public infrastructure that falls under the City’s ADA Transition Plan managed by Public Works.

In the winter, survey takers were concerned with ice and snow on both downtown and residential sidewalks, making the surface slippery or narrow. In addition to sidewalks, crosswalks are made inaccessible by the wake created by snowplows, and transit stops are frequently not shoveled at all. In the summer, construction can create unsafe terrain or interrupt the right of way without an accessible alternative route. Vegetation can block sidewalks making them impassable for someone using a mobility device.

Other services that did not work well included language interpretation for American Sign Language (ASL). Survey responses noted that ASL interpreters were not as readily available or easy to ask for as interpreters for other languages. Survey takers also

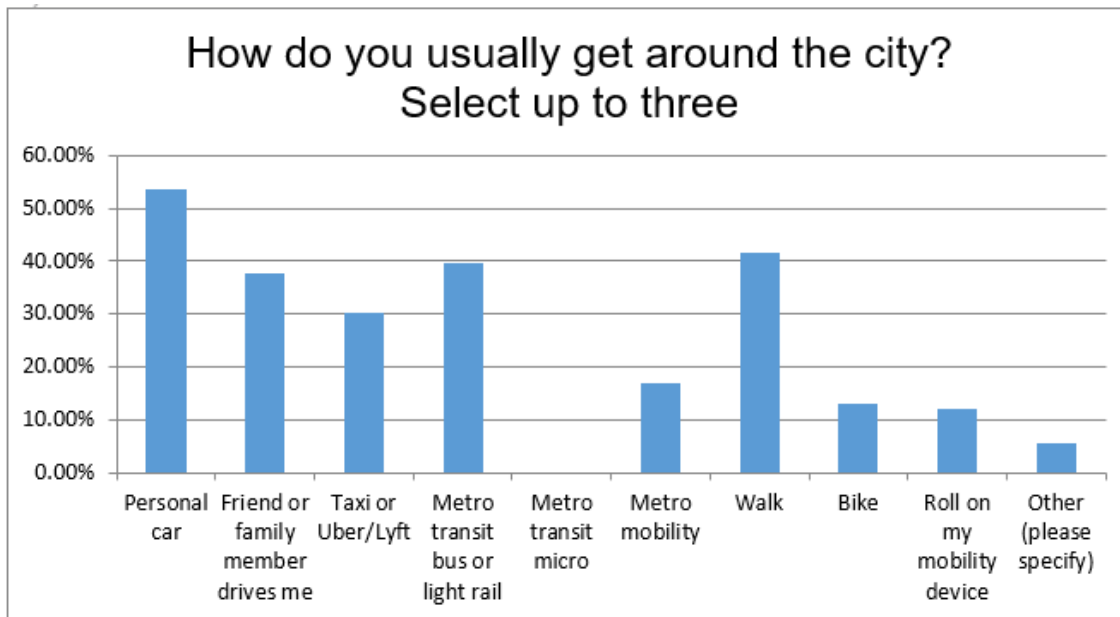
lamented the lack of public restrooms and places to sit near City facilities downtown or other densely populated and well visited areas.

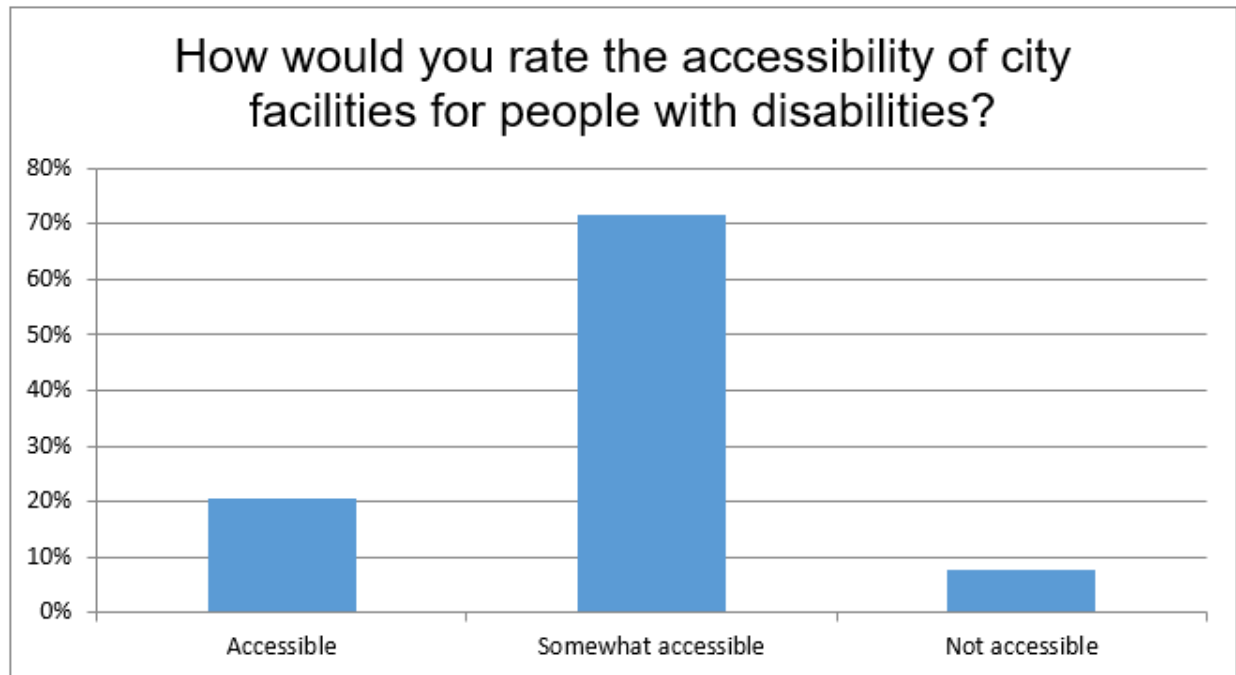
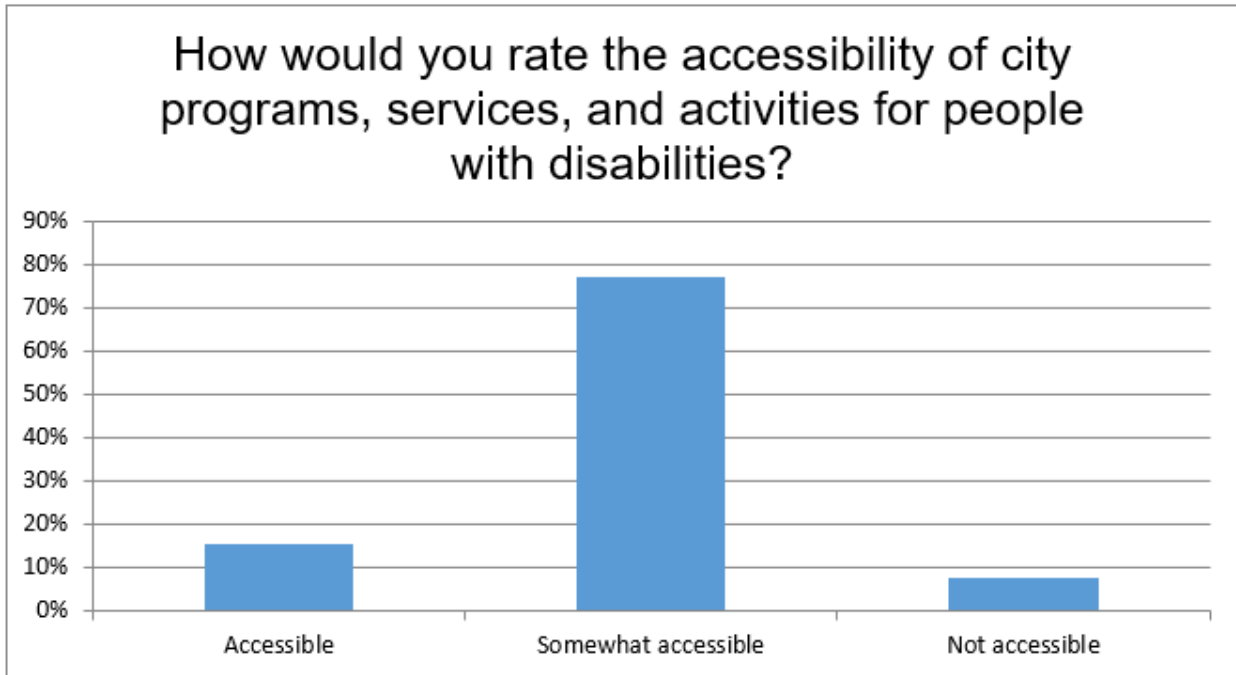
Travel mode

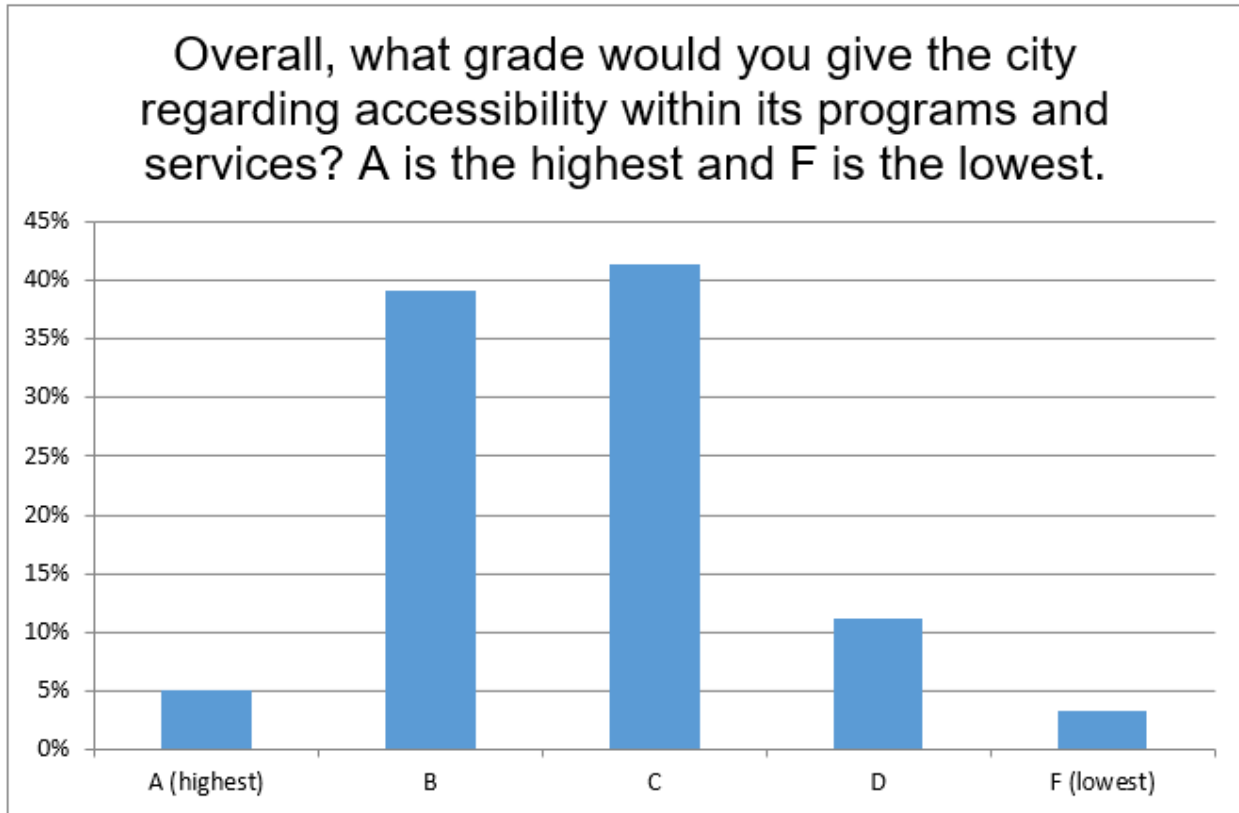
The survey asked respondents how they usually get around the city. The most frequently mentioned travel mode was a personal car, at approximately 54 percent. Walking was the second most common mode of travel, with 41 percent of respondents. Using Metro Transit bus or light rail transit was the third most cited, at almost 40 percent. Zero percent of respondents take Metro Transit micro service.

General Survey Takeaways

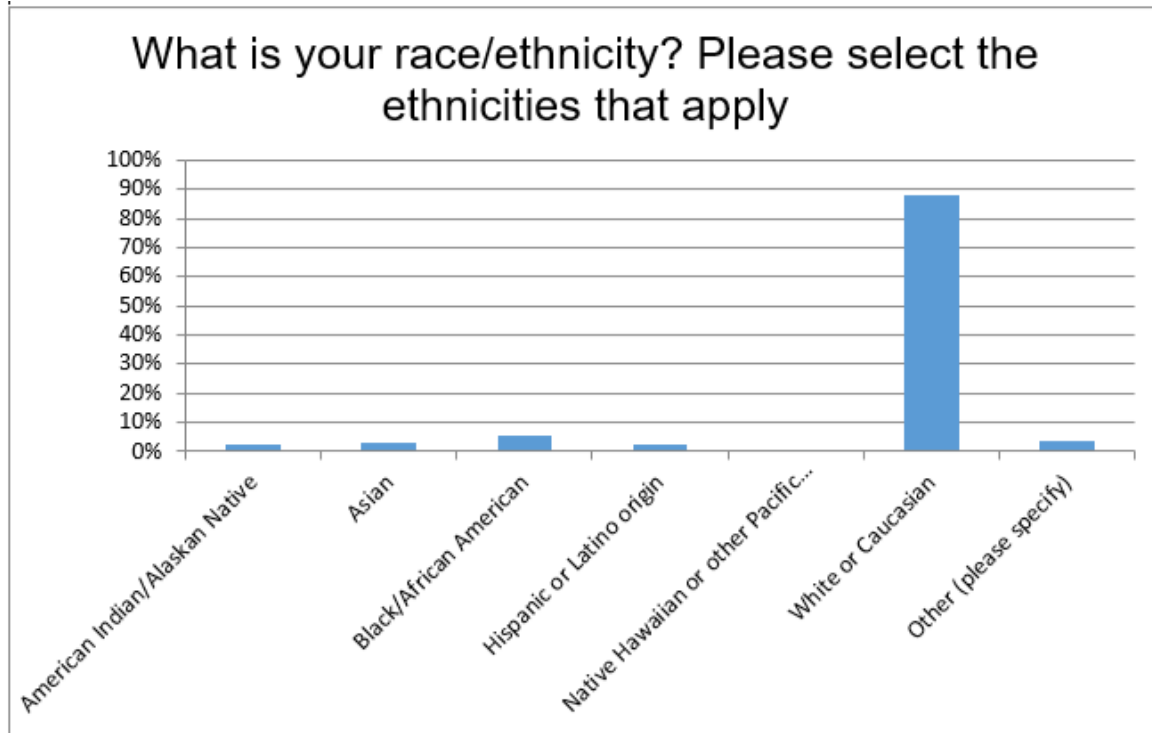
There is a level of frustration among people who feel that ADA implementation has been very slow. Many people expressed the opinion that changes to city-wide services to increase accessibility could be quite simple, after all there is no need for a special government committee to know that sidewalks in the winter are hard to navigate for anyone, but that even simple improvements don't seem to be a priority. Survey respondents also felt that the existing policies and procedures were inconsistently applied, making their ability to use City services dependent on individuals rather than good policy. Finally, the sometimes patchwork nature of local government between the City of Minneapolis, Hennepin County, Minneapolis Parks and Recreation Board (MPRB) and Metro Transit means that people with disabilities must navigate different governments with different priorities who are at different stages of ADA implementation. As a result, it is not always clear who should be contacted to request accommodations or share a complaint. Key quotes are below for additional context.







Survey Demographics



Key quotes

Language/communication accessibility

- There needs to be information posted on who, where and how to request Sign Language Interpreter services if I wanted to go to City Hall event or meetings, Animal & Control Services need to use Interpreters with Deaf, DeafBlind, HOH people.
- Public meetings where the room and crowd size make it very difficult to hear. Microphones sometimes help but it's not a good situation and solutions are not apparent
- I do not see posters inside the buildings referring where to locate interpreter services for Deaf/HOH/DB
- Some of the biggest challenges the city faces regarding accessibility include the availability of bilingual staff fluent in sign language, the ability to communicate via videophone with individuals who also sign, and the lack of readily available methods for requesting interpreters and reporting when interpreters or other accessibility accommodations are not provided as scheduled.

Sidewalks and crosswalks

- Uneven or icy/snowy sidewalks and paths can be dangerous

- The poor condition of sidewalks and paths is pretty dangerous because of falling.
- Many streets and street crossings are in poor shape or oriented to cars making it uncomfortable or unsafe to use.
- Sidewalks become absolutely unusable in the winter for people who are rolling. This can trap people in their homes and is a huge equity problem.
- During winter months, it's often difficult to get down the sidewalks/across streets because of snow (no city-wide plowing, and the street plowing creates huge barriers at corners that you can't get around)
- Inconsistent curb cuts, lack of transit options, shoveling inconsistencies
- The sidewalks aren't wide or clear enough for wheelchairs. Not all places have ramps.
- The public right of way remains inaccessible for many citizens including sidewalks, pedestrian ramps, street crossings and traffic signals. The ADA Transition Plan is insufficient in identifying and creating a plan to remove the accessibility barriers 34 years after the ADA law was approved. Shameful!
- Un-shoveled and icy sidewalks, bus stops, intersections with piles of snow that are not cleared
- sidewalks are not clear of ice in winter

Other

- downtown does not have enough public restrooms or benches for sitting when I need a break.
- yes, doors are not automatic and require gripping, pulling or pushing,
- lack of clear community partners and access to jobs and housing.
- Lack of cohesion. I think there needs to be more unified information and support. We have to stumble upon just the right person who knows what we need and even then it can take entirely too much effort. I sometimes am too exhausted to leave the house because transit is difficult and point-to-point transportation is expensive or unreliable. With Uber/Lyft leaving I'm not sure what I'll do.
- Accessibility is often thought to be only a physical concept. What about people who are preliterate, have low literacy skills, or are not English proficient? These are all barriers to accessibility.

Key Quotes - Improvements

Language/communication accessibility

- Post information on posters and flyers for all city events on how to request an interpreter for Deaf/HOH/DB
- Interpreters and/or captioning for all cities sponsored activities/events
- Provide audio information for people that are preliterate, have low vision, or are not English proficient by using QR codes linking to audio

versions in English, Spanish, Somali, and other widely used languages.

Sidewalks and crosswalks

- Keep sidewalks clear of snow, construction signs, etc. Always have detours during construction. Sometimes there are not warnings that sidewalks are closed. Also, more playground equipment for people with disabilities would be useful.
- City-wide plowing, wider sidewalks to accommodate assistive devices, greater focus on walkability to reduce the number of cars
- Make sure that all public walkways have curb-cuts. Fine people that have overhanging shrubs and bushes that crowd the public sidewalks
- Continue to emphasize sidewalk maintenance, especially with businesses on busy roads where plowing is done early and often.
- Regularly shoveling city sidewalks after snowstorms.

Other

- places to sit and more bathrooms
- Ensure older buildings have ramps, good sidewalk at-grade entrance, signage for navigation, etc.
- Provide additional opportunities for virtual attendance at community feedback events.
- I do truly believe these seemingly small changes could have a great benefit. They will take longer than not, but I think I'm worth it, and so is she and him and they...

Community Dialogues

In addition to the community survey, City staff planned and implemented a series of community meetings. These meetings were set up to equitably connect with key cross sections of the Minneapolis community. The team collaborated closely with NCR specialists to identify organizations and leaders for facilitating community dialogues.

Focused community meeting dialogues

Targeted community	Date	Community liaisons
East African Community	July 18, 2024	East African Disability
Southeast Asian Community	June 20, 2024	Lao Assistance Center
Deaf, Deaf Blind, and Hard of Hearing Community	June 12, 2024	Dendros
General public virtual meeting	June 17, 2024	City of Minneapolis
Native Community	TBD	TBD

African American Community	TBD	TBD
Latino Community	TBD	TBD

Meeting focus

Each meeting covered the following topic areas:

- Focus Area
- Outline key project objectives
- Summarize and share a report on what we have heard from survey responses
- Disability and stigma discussion
- Cultural impact – how are things spoken about in language and how are those things different/important across cultures?
- Follow up questions based upon survey responses
- Understand: what tools have you used in the past to navigate your day-to-day?
- The City wants to be welcoming and inclusive for all. What steps can be taken to help make that happen?
- What would you like? What do you need?

Southeast Asian Community dialogue summary

What we did

An in-person meeting was held with Minneapolis and surrounding residents who identify as Hmong and Lao. This meeting was held at the Cora McCovey Center, hosted by the Lao Assistance Center. A total of eighteen community members participated in the conversation, supported by three interpreters.

What we heard

Key themes for this community dialogue focused on accessible living conditions for people with physical disabilities and the elderly. People spoke about elders in their community who use walkers or wheelchairs being placed on high floors of public or section 8 housing where elevators were inconsistently available. This can make it extremely difficult for residents to leave their homes to get what they need.

Lao speakers also discussed the way they speak about disability within their community. “Disability” often means a physical disability only, and there is not wide-spread discussion of mental disabilities and how they may affect people’s day-to-day lives.

Deaf, Deaf Blind, and Hard of Hearing Community dialogue summary

What we did

An in-person meeting was held with people who identify as deaf, deaf-blind, or hard of hearing. This meeting was held at the offices of Dendros, a consulting firm that was retained as part of the project team to support work with the deaf community. A total of

eight community members participated in the conversation, supported by six interpreters.

What we heard

There was discussion on a wide range of topics including transit service support, winter snow clearing, staff awareness regarding different needs for people with disabilities, parking ramps, and lighting. There were a variety of questions posed by attendees, including:

- What do you mean by cognitive disability?
- Can you pull out from the survey responses how people get around just for people with disabilities?
- What groups have you met with/will you meet with?
- Who is included under the ADA? What does disability mean these days? Learning disability, trans, etc. Who is included?
- Many things are not included in the ADA. Accessibility is more than a DEIA.

East African community dialogue meeting summary

What we did

An in-person meeting was held with people who identify as disabled in the east African community. This meeting was held at Horn Towers Apartments on 31st and Pillsbury Avenue S. and was supported by the organization East African Disability. There were a total of fifteen participants, supported by two translators.

What we heard

Transportation was identified as an important challenge in the community. Additional requests included: Create a workforce development training program for the east African disability community. Customer service training, cashier, other training. Would like to get training places for computer skills. Address the negative connotation with people with disabilities. Explaining to people how to travel to the City.

Transportation issues. We can't go to the Gym at the YMCA because we don't have the means of transport, safe crossing and ADA accessibility of ramps.

General public virtual meeting summary

What we did

A virtual public meeting was held on Monday, June 17. A total of twelve members of the public attended. Guthrie Byard provided a presentation regarding the ADA Action plan, his role at the City, the findings from the online survey, and goals moving forward. A facilitated discussion was also conducted.

What we heard

Questions were provided by the public regarding public bathrooms downtown, bollard placement on roads, access to parks, and access to large scale public events like Taste

of Minnesota. There were general comments about transit issues and handicap facilities being non-functioning.

Next Steps and Recommendations

Timeline

The ADA Action plan is a living document that will be expanded upon as additional meetings are held in the community.

Recommendations

Below are a set of recommended steps for the City of Minneapolis to take to build a culture of accessibility for City Staff and the public.

1. Establish consistent communications with community, building off initial conversations.
2. Hold brownbag accessibility discussions with City staff.
3. Develop cross-departmental collaboration for community meetings, specifically Public Works which manages the ADA Transition Plan.
4. Consider coordination across local jurisdictions to provide consistent and comprehensive accessibility information at community meetings.
5. Increase education and engagement efforts of other Community Specialists in the areas of disability and accessibility.
6. Improve digital accessibility efforts of the City's websites. Digital content should be more accessible and usable for residents, visitors, and workers.



Minneapolis 2024 Americans with Disabilities Act (ADA) Transition Plan – City Staff Survey Data

Question 1: What department do you work in?

- Public Works: 55 respondents, 21.15% of survey takers
- Health: 29 respondents, 11.15% of survey takers
- City Clerk: 26 respondents, 10% of survey takers
- Human Resources: 20 respondents, 7.69% of survey takers
- 311 Service Center: 16 respondents, 6.15% of survey takers
- Regulatory Services: 13 respondents, 5% of survey takers
- Community Planning and Economic Development: 13 respondents, 5% of survey takers
- City Attorney: 12 respondents, 4.62% of survey takers
- Civil Rights: 7 respondents, 2.69% of survey takers
- City Auditor: 6 respondents, 2.31% of survey takers
- Neighborhood and Community Relations: 6 respondents, 2.31% of survey takers
- Communications: 4 respondents, 1.54% of survey takers
- Arts and Cultural Affairs: 4 respondents, 1.54% of survey takers
- Performance Management and Innovation: 4 respondents, 1.54% of survey takers
- Police: 4 respondents, 1.54% of survey takers
- Emergency Management: 3 respondents, 1.15% of survey takers
- Finance and Property Services: 3 respondents, 1.15% of survey takers
- Information Technology: 3 respondents, 1.15% of survey takers
- Racial Equity, Inclusion, and Belonging: 3 respondents, 1.15% of survey takers
- Assessing: 2 respondents, 0.77% of survey takers
- Office of Community Safety: 1 respondent, 0.38% of survey takers
- Fire: 1 respondent, 0.38% of survey takers
- Intergovernmental Relations: 1 respondent, 0.38% of survey takers
- Neighborhood Safety: 1 respondent, 0.38% of survey takers
- Office of Public Service: 1 respondent, 0.38% of survey takers
- 911: 0 respondents, 0% of survey takers

Question 2: How long have you worked for the city?

Less than 3 years: 94 respondents, 36.02% of survey takers
3 to 5 years: 23 respondents, 8.81% of survey takers
5 to 8 years: 43 respondents, 16.48% of survey takers
8 to 10 years: 21 respondents, 8.05% of survey takers
11 to 15 years: 24 respondents, 9.20% of survey takers
More than 15 years: 56 respondents, 21.46% of survey takers

Question 3: Please rate your familiarity with the following

Minneapolis ADA Transition Plan

Unfamiliar: 67.87%
Somewhat familiar: 23.37%
Very familiar: 8.81%

Minneapolis ADA Action Plan

Unfamiliar: 60.54%
Somewhat familiar: 32.18%
Very familiar: 7.28%

Americans with Disabilities Act

Unfamiliar: 5.75%
Somewhat familiar: 59.77%
Very familiar: 34.48%

Question 4: Do you consider yourself to be a person with a disability? (Select all that apply)

Yes, I have a physical disability: 8.78%
Yes, I have a visual disability: 2.29%
Yes, I have a cognitive disability: 8.40%
Yes, I am a person with hearing loss (D/deaf/late-deafened): 1.91%
Yes, I am Deafblind: 0.38%
No, I do not have a disability, but I am an advocate for a person with a disability: 16.03%
No, I do not have a disability: 67.56%

Question 5: What is your disability?

- I have limited ability to walk as a result of having MS
- Private

- NA
- PTSD, ADHD, physical impairment that impacts walking, sitting, standing, and endurance/energy
- With the amount of computer work I do, my eye sight is no longer 20/20. As I age my hearing is diminishing.
- visual and hearing loss
- Extremely poor eyesight. I have difficulty reading small text, italic text and text where there is not enough color contrast between text and background color.
- I have a physical disability of physical impairment that impacts my ability to walk distances and stand longer than 10 mins.
- Immediate family member's disabilities include effects from traumatic brain injury.
- Autoimmune disorder, which causes mobility issues
- None, I am an advocate for Deaf family members
- Idiopathic Hypersomnia
- Neurodivergent
- ADHD
- N/A
- I wear eye glasses.
- blind in my left eye
- ADHD
- rheumatoid arthritis
- Arthritis which makes it difficult for me to manage stairs, lifting, or certain other motions.
- see #4
- ADHD
- Autism
- I am neurodivergent and have a diagnosis of ADHD and PTSD
- Back injury
- Have children that require use of a mobility device.
- Red-green color blindness
- Rather not say
- Back and Leg injury.
- N/A
- ADHD and Learning Disability
- Major Depressive Disorder (MDD), generalized anxiety, PTSD, Avoidant Restrictive Food Intake Disorder (RFID)
- Chronic Pain: Spine, sciatica, other illness that limit mobility.
- Visual
- Our granddaughter was born with spinal muscular atrophy.

- Hearing loss
- Narcolepsy.
- neurological
- My Left Knee has limited motion, I wear glasses, and I have learning disabilities
- n/a
- n/a
- ADHD and Anxiety Disorder
- neurodivergent and that's as much detail as I'm comfortable providing
- auto-immune disease affecting connective tissues and creating fatigue, fibromyalgia, and anxiety.
- none
- Spina Bifida
- Functional ADHD
- my grandson is autistic
- loss of hearing

Question 6: Do you use an assistive device?

Yes: 25.71%

No: 74.29%

Question 7: If you use an assistive device, what do you use? (Select all that apply)

Wheelchair: 25%

Crutches: 0%

Cane (for mobility assistance): 30%

Hearing aid: 15%

White cane: 0%

Service animal: 5%

Prosthetic: 5%

Other: 55%

List of other answers:

- NA
- Glasses
- Hearing aid
- Stroller
- Magnification
- No mobility devices, but I use special glasses
- Smartphone for text to speech, reminders, building systems

- Walker

Question 8: How frequently do you use the following facilities?

My office space

Several times a week: 84.93%
Once a week: 4.11%
A few times a month: 4.11%
Once a month: 0%
A few times a year: 5.48%
Never: 1.37%

City vehicles

Several times a week: 5.63%
Once a week: 4.23%
A few times a month: 2.82%
Once a month: 2.82%
A few times a year: 19.72%
Never: 64.79%

City technology

Several times a week: 91.43%
Once a week: 0%
A few times a month: 4.29%
Once a month: 0%
A few times a year: 0%
Never: 4.29%

Participating in city meetings

Several times a week: 54.93%
Once a week: 7.04%
A few times a month: 11.27%
Once a month: 4.23%
A few times a year: 15.49%
Never: 7.04%

Using city building space (cafeteria, breakroom, bathrooms)

Several times a week: 76.71%
Once a week: 6.85%

A few times a month: 8.22%
Once a month: 0%
A few times a year: 6.85%
Never: 1.37%

Parking facilities

Several times a week: 52.05%
Once a week: 2.74%
A few times a month: 9.59%
Once a month: 4.11%
A few times a year: 8.22%
Never: 23.29%

Other (please specify)

Fitness center?

Question 9: How comfortable are you using the following facilities?

My office space

Uncomfortable: 4.23%
Somewhat comfortable: 18.31%
Comfortable: 77.46%
Not applicable: 0%

City vehicles

Uncomfortable: 11.43%
Somewhat comfortable: 7.14%
Comfortable: 27.14%
Not applicable: 54.29%

City technology

Uncomfortable: 1.43%
Somewhat comfortable: 12.86%
Comfortable: 82.86%
Not applicable: 2.86%

Participating in city meetings

Uncomfortable: 2.86%

Somewhat comfortable: 20%
Comfortable: 71.43%
Not applicable: 5.71%

Using city building space (cafeteria, breakroom, bathrooms)

Uncomfortable: 5.63%
Somewhat comfortable: 12.68%
Comfortable: 81.69%
Not applicable: 0%

Parking facilities

Uncomfortable: 8.57%
Somewhat comfortable: 10%
Comfortable: 58.57%
Not applicable: 22.86%

Question 10: Are there City facilities or services that work well for you?

- Technology is great and I use various technologies to do my work every day
- Small private work rooms with a monitor to connect to.
- no
- The PSB gym since I am in PSB.
- Handicapped spots in the government ramp are good.
- Security in the PSB are helpful and accommodating
- My office works well for me
- Most technology or software.
- Beyond what is listed, there isn't anything else relevant to my disability that would be in addition.
- indifferent
- Yes, in general all work good.
- The facilities all work well for me because I think they were designed with able bodied people in mind. They are not necessarily designed for differently able bodied people.
- PSB gym
- My day-to-day work environment is completely accessible.
- yes
- All City facilities that I have been to work well for me. Not sure what City services are being asked about - as an employee or resident?
- So far, I am pleased with the environment provided in the public service building

- No issues
- Technology that allows for remote work has helped me to stay focused because I can control my environment at home and minimize distractions.
- Skyway system makes it very easy to get around to different building. Bathrooms are spacious.
- Normal
- PSC
- The quiet rooms on the 10th floor.
- Minneapolis Convention Center
- I do not have many problems with city facilities or services.
- no but it's hard without knowing what "well" means, I wish there was more criteria. also more criteria for what "counts" as an assistive device since it didn't list mine and it feels exclusionary especially since low vision/blind folks also rely on smartphones
- While I don't need the hydraulic changing table in the gender neutral bathroom in PSB floor 1, I greatly appreciate it for those who might need it.
- city staff really go out of their way to be accommodating to my colleagues that need considerations for their disability.
- All gender/accessible bathrooms in PSB- wheelchair friendly. Adjustable desk at PSB.
- most do

Question 11: Are there city facilities or services that don't work well for you?

- no
- Both sides of the buttons to open doors on my floor don't work - usually just one side (which is not usually the side I'm trying to get to); when I'm leaving the office, I have to walk extra to get to the parking ramp (if I'm using it) because of the security at the PSB 2nd floor closing the elevator access at certain hours; City meetings are not structured to support neuroatypical needs
- The open cube farm space is terrible - too loud, too distracting, too many interruptions.
- n/a
- When doing field work in some areas it was difficult to access bathrooms in some facilities.
- Most don't work well because of lack of easy access, it was stated the new PSB building put in what was minimally required. Bathroom Doors, meeting room doors are heavy, no automatic buttons. Unable to reach supplies. If there's a meeting at City hall, only one street entrance that works for someone who

doesn't use stairs. If curbs and sidewalks in need of repair, it's difficult to navigate safely. High counter service areas are not user friendly.

- The Fitness Center is only located downtown and those employees (like myself) who don't work downtown don't have equal access. In order to make classes or to even go it drastically impacts our work schedules and costs money to go downtown when we wouldn't otherwise be there. The Fitness Center is absolutely something I want to take more advantage of but am unable to because of my work location. I wish there were other locations available.
- The PSC has some challenges. Navigating during City Hall renovations presents challenges.
- It's difficult at times to follow along accurately with what's discussed in meetings when information is not written down.
- many are not very accessible, or comfortable for long term use, speaking from having recent surgery's that limited my mobility.
- The closure of skyways in the Public Service Building after 6pm.
- Some things that I see people struggle with are the doors if the building is not yet open to the public. Staff on crutches or using a wheel chair or other wheeled transport cannot easily access different areas of the building. Entering in the employee entrance from the skyway to the service center is one example.
- Many building inspectors lack office space and work in City vehicles with a laptop mounted by passenger seat. This forces inspectors into twisted positions for hours a day leading to back, neck and wrist pain.
- lack of training re: accessibility (online documents, canva, etc) and disabilities by HR room reservations in rooms that aren't room 100
- not as far as disabilities goes.
- Yes the door coming in from the 2nd level from the parking ramp. I use the handicap parking there. There is no automatic door opener. I use a cane and I pull a cart with my supplies. Very awkward trying to do both and physically open the door. There's also no automatic door opener going in the side door to cut across the 2nd level public service center to get to the elevators. If I don't go through there I have to continue on down the walkway around the corner to the elevator by Grace cafeteria, take the elevator down as I can't do the stairs. Then go back around to the main elevators to go up to my floor where I work. This is the 504 5th Ave building.
- No
- yes
- All City facilities that I have been to work well for me. Not sure what City services are being asked about - as an employee or resident?
- PSB - 2nd Floor access when the service counter area is closed

- No
- The open layout of my office requires me to wear headphones while I work. People walking by my desk disrupt my workflow and interrupt my focus.
- I do not feel safe in city parking ramps, restrooms or public spaces in city buildings
- The escalators are sometimes down making it more inconvenient to get around. Sometimes my office space is extremely hot (sometimes it reaches 80-90 degrees F) making it difficult to work in.
- Parking Farther just makes it harder and longer to get to offices
- N/A
- I think the cross walk from the convention center to the parking ramp (crossing 3rd ave) is unsafe. There is a button to trigger a red light, but it takes so long to turn red, most pedestrians will cross early. Then the light turns red when there are no peds, frustrating drivers. I think the city should consider changing to rapid flash beacons. Pedestrians wouldn't need to wait as long and are less likely to cross with no lights, and drivers are not sitting at red lights for no pedestrians. This lot is used by employees and visitors to the convention center.
- N/A
- signage is bad, standards of and language used to convey information is hard to understand whether verbal or forms/documents, systems are hard to navigate and not intuitive or simplified for different user needs, and city expectations for "normal" work conditions are discriminatory and after more processes and forms can you get improvements. but it also feels like HR doesn't actually want to accommodate anyone, you should show up as your authentic self as long as that self is just like everyone else!
- Public Service Center is depressing and the air is stagnant in it. Also, the temperature control variability is really hard with Fibromyalgia. I sit under a vent and I'm freezing and stiff most days. The other days, we're roasting and sweaty. Everyone knows this building is the pits, but it's hard to work in an environment with poor temperature control. It's very difficult to sit under a vent if you have fibromyalgia because wind is unpleasant. It's too much stimulation and makes the body rigid, encouraging pain. Try as I might to manage my nervous system, there is always going to be an element I can't control. It's exhausting to manage it all day long. I would rather put my energy towards work. The only other manageable option is to work from home where the HVAC system isn't as aggressive.
- basement restrooms with no fans after someone has taken a shower
- Certain meeting rooms are difficult to maneuver around in a wheelchair. Limited (affordable) accessible parking options. City vehicles not equipped with appropriate adaptations.

- can't think of anything
- Requiring people to come to work and not paying for their parking is an equity issue, especially when directors get free parking.

Question 12: Do you feel like your department adequately serves residents with disabilities?

Yes: 45.81%

Somewhat: 45.81%

No: 8.37

Question 13: How often does your work require providing accessibility services?

Provide sign language interpretations

Several times a week: 6.28%

Once a week: 1.45%

A few times a month: 1.93%

Once a month: 2.42%

A few times a year: 20.29%

I don't know: 30.92%

Never: 36.71%

Providing accessible documents, including in alternative formats (braille, large print, audio, etc.)

Several times a week: 5.77%

Once a week: 0.96%

A few times a month: 7.69%

Once a month: 1.92%

A few times a year: 20.19%

I don't know: 38.46%

Never: 25%

Creating accessible online content (videos, social media posts, etc.)

Several times a week: 11.65%

Once a week: 3.4%

A few times a month: 9.71%

Once a month: 3.4%

A few times a year: 13.11%

I don't know: 36.41%

Never: 22.33%

Hosting public and/or internal meetings in accessible building spaces

Several times a week: 14.98%

Once a week: 6.28%

A few times a month: 10.63%

Once a month: 8.70%

A few times a year: 18.36%

I don't know: 24.15%

Never: 16.91%

Hosting or caring for service animals

Several times a week: 2.93%

Once a week: 0%

A few times a month: 3.9%

Once a month: 0.49%

A few times a year: 9.27%

I don't know: 33.66%

Never: 49.76%

Other

- We advocate and try to provide accessible digital content on the website.
- I used to manage a contract for Spanish language interpretation and translation for a monthly board meeting
- Our department is so new that the work is still being defined out. It's not super easy for me to define what services we'll use at what frequency at this time.
- The convention center has an acute need for ADA training, especially as it relates live events and temporary set ups
- how often we do vs how often we should = different answers from me
- Providing accessible building spaces for voting
- Weekly closed caption services for broadcast City meetings.
- I'm not aware that anyone in our group requires any disability accommodations

Question 14: Do you feel your work is accessible?

My work is accessible 100% of the time: 34.93%

My work is accessible most of the time: 35.89%

My work is accessible some of the time: 21.53%

My work is rarely accessible: 1.91%

Not applicable to my work: 3.35%

I don't know: 2.39%

Question 15: Does the City provide adequate resources and training to fully comply with accessibility requirements in your work?

Yes: 50.75%

No: 49.25%

Question 16: Please rate how easy or challenging it is to comply with accessibility requirements in your work

Easy: 24.26%

Neutral: 49.50%

Somewhat challenging: 19.80%

Challenging: 6.44%

Question 17: Are you aware that the City has a Community Specialist for People with Disabilities?

Yes: 45.19%

No: 54.81%

Question 18: How would you rate the accessibility of City programs, services, and activities for people with disabilities?

Accessible: 27.86%

Somewhat accessible: 68.16%

Not accessible: 3.98%

Question 19: How would you rate the accessibility of City facilities for people with disabilities?

Accessible: 40.58%

Somewhat accessible: 53.14%

Not accessible: 6.28%

Question 20: Overall, what grade would you give the city regarding compliance with the ADA within its programs and services? A is the highest and F is the lowest.

A (highest): 13.24%

B: 49.02%

C: 31.37%

D: 6.37%

F: 0%

Question 21: What are the biggest challenges the city has about accessibility?

- There's no enforcement to do it at all
- Awareness of requirements and recommendations
- Accessible materials including online content
- One continuing issue is finding ADA compliant voting equipment. Voters need to be able to vote privately and independently and the current assisted voting equipment has issues that do not always allow this.
- Sidewalks not accessible to people who roll. Push to open door buttons do not reliably work.
- An attitude of doing the bare minimum to help one person instead of thinking about universal access and beneficence, ignoring needs for those who are neuroatypical or have a cognitive disability
- I'm not sure. I work out of City Hall, which as an old building is likely not ideal set up for people with disabilities. Getting into the building could be more challenging than some others if you don't know where you are going.
- Building awareness and knowledge amongst staff across the enterprise to even know what we need to do to be in compliance and how to provide those accommodations.
- the bathrooms don't have a button for people in a wheelchair which needs to be fixed
- It would be wonderful if all City staff were required to take our Writing for the Web/Digital training to learn plain language. A digital accessibility online/web-based class should be offered and required for all staff.
- The City does the barest minimum to make physical accommodation. Doors into the offices and the HUGE elevator bay doors on each floor DO NOT have accessible push buttons, even for city employees who use canes or wheelchairs. This should be such standard procedure and practice that we (as city employees) should NOT have to get special permission to install. It basically means that

someone using a cane, walker, or wheelchair needs to get assistance getting into their own work space!

- Physically accessing City buildings, especially downtown, is difficult. First, people need to know which building, out of many, they need to go to. This applies to residents and to city employees. Second, navigating the buildings in order to find services or people can be complicated. Third, parking downtown is very complicated and not at all helpful for people who have mobility needs or only need to make a quick stop.
- Making documents and surveys easier to read. Especially, PowerPoint presentations (too many words on a slide and text that is too small. If there are City guidelines for presentations no one follows them), PDFs, flyers.
- I am not familiar with policies and procedures related to people living with disabilities; however, I work in the Public Service Building, and find it very frustrating that the building is not handicap accessible for staff.
- Cars accessible for people with less accessibility
- The fact that not all the staff doors in the new Public Service Building are wheelchair accessible is ridiculous. They had to install that feature on the door I use regularly and the solution made the door difficult to open for folks not in wheelchairs. The fact that there is no handicap accessible parking is a disgrace.
- I don't know.
- City employment opportunities seem unwelcoming, uninviting and unintentional so thus inaccessible to individuals with disabilities.
- Older buildings
- Acknowledging it exists
- For me, the biggest challenge that I see that the city faces is training employees about what is available to them and what we can do for our colleagues to make sure that space and materials are accessible.
- It is not widely talked about what services are available for both citizens and employees. I do not know what programs are available.
- Consistency and awareness of the areas needing improvement
- I have no idea. Maybe transportation?
- I think city does a good job using technology to increase accessibility of digital and remote resources but some facilities have issues with physical accessibility, many having been built before ADA and needing to retrofit. This has the knock on effect though of putting accessible entrances/egress tucked away in hard to find places.
- Language accessibility in our physical facilities and physical accessibility to internal spaces in our physical facilities (i.e. the doors to the internal spaces in the PSB requiring pulling on a handle)

- Informing persons with disabilities who are low-income, underserved, and non-English communicators.
- Some of the physical buildings are not accessible, such as sections of City Hall and the Public Service Center. I would also say there is a lot of interpersonal challenge with accessibility within the culture of the Enterprise.
- I think we compartmentalize people with disabilities. So, I feel like we have a one size fits all accessibility response... which is better than nothing, but like in all things, we should stop making assumptions, and start asking questions.
- Communicating all of the requirements to staff
- They are asking for a lot of requirements with insufficient staff to execute/ monitor/ train other staff; or they hand off requirements to other internal staff to self monitor with no training or resources. Then what is easiest or sometimes available is not allowed to be used. It's also horrible if you have any sort of physical limitations.
- Ensuring all departments are aware of what resources are available.
- I am not 100% sure what the city has done on behalf of accessibility, or not.
- The City seems to talk a lot about the subject but when it actually comes down to taking action I feel like the city is failing.
- Promoting city services and information specifically to residents with disabilities and/or residents who do not utilize English as their first language.
- lack of training and support by HR
- Training staff on the accessibility requirements for documents and web materials. Helping City customer service staff understand how to meet accessibility requirements for visually and hearing-impaired customers.
- I do not know, really.
- Many different activities--when should we provide ASL or other accessible language services? Too narrow sidewalks. Winter sidewalk maintenance
- Making travel for people with mobility issues going to and from their work but also getting into the buildings. Not all the doors have the automatic door opener. Also when someone decides to close the skyways and cuts off that person's ability to get to their car in the handicap parking, it is nearly impossible to get to the car. We need to get a notice they're closing the skyway not a sign placed in the walkway so you don't see it until you're leaving. The last time I had to get someone to get my car as I wasn't able to walk outside for a block's distance to get back to my car.
- Sidewalks - including those on County roads; ADA ramps
- Within buildings AV equipment does not always work as intended. Accessibility on sidewalks and street corners is an active challenge that the City is working to address.

- Lack of funding for more ramp upgrades. Tactile edge treatment isn't effective at guiding pedestrians out of bikeways. Accessible on-street parking is incompatible with street design that discourages speeding and driving. It is unclear how to contract translation and interpretation services.
- Street cleaning and sidewalk cleaning (snow and ice)
- From the standpoint of someone who manages road projects- the fact that we have so many roads to bring to ADA compliance while at the same time maintaining those same facilities.
- Providing accessibility in city administered programs, services, and activities.
- Commitment and dedication to making it a consistent priority
- many pedestrian ramps are either too narrow or steep for wheelchair access
- Snow
- I work in a new building. It was poorly designed with ADA compliance. For instance, the breakrooms were designed in such a way that we cannot install paper towel dispensers, and since they can't be installed now in an ADA compliant way, NO ONE gets any paper towels in the breakroom. So City-hired architects are a challenge to City building accessibility. Additionally, Property Services is difficult to work with many times, especially when they deny requests with no explanation. And we also have the issue where our building has items that should have been completed with the initial build (like tornado shelters marked with signage) and it's been very difficult to get Property Services to fix them.
- I am unaware of any.
- I would think it would be having the resources to improve accessibility.
- Parking for those with disability who need to access the Public Safety Building and 3rd Precinct for investigative follow-up or a police report - typically community members that are victims of crime.
- The unfunded mandate for ADA ped-ramps makes compliance difficult. Outdated facilities that pre-date ADA requirements are complicated or expensive to correct. The engineering required to correct some accessibility issues is cost-prohibitive. For neurodivergent employees, it is hard to be open about your limitations. This creates a stressful environment of constantly trying to hide or compensate for your limitations. More education on neurodivergence and its prevalence would make work less stressful and improve morale. Accessibility is a high priority, one area where I believe the city cannot completely comply is with language used on public websites. Some work done by the city cannot be properly explained using 8th grade level writing. The effort should be made and it is important to be as accessible as possible. However, subject matter experts should be given final approval authority before language is modified and loses its meaning.

- In my scant three months with the City, my biggest challenge has been ensuring that documents, meetings, and materials for internal use are also accessible. I have an inward facing position so can't speak to outward accessibility with any authority.
- accessibility to the City Hall building is quite challenging - especially for applicant interviews. We don't know when someone is coming in what their needs are. Not having obvious access to the building for those with physical disabilities is a challenge, as is close parking.
- Maintaining the focus on accessibility in the City's work. It has improved a lot in recent years, but it's important to continue to prioritize and highlight.
- Meeting times. As a widowed parent of a school age child with a disability, it is impossible to make an 8am or 8:30a meeting when school start times are 8:35am. Ensuring my disabled child is supported en route to school is a necessity and conflicts with early morning in person meeting expectations at work. Also, why are there no sign language interpreters for city council meetings?
- I don't know, I'm don't always need it therefore not a concern for me personally at this time.
- Older buildings can make accessibility
- PSB has accessibility issues for City staff, in including hours badges work to allow access to the 2nd floor skyway via elevator after 4. Our department is open until 7pm while people cannot access the 2nd floor, there are work around, but then the PSB closes access to the skyway at 7 (may be 6 now, I avoid it) so if an employee is parked in disability parking in the ramp adjacent to the PSB, they have to go out on the street into the weather, walk down the block into the parking ramp and make your way to the second floor again, when the entrance to the skyway/parking ramp is on our building next to the coffee shop. Can there be a badge entrance for the parking ramp entrance from the PSB when the skyway is closed?
- Nothing I can think of.
- Infrastructure - public sidewalks in disrepair, crosswalks, streetlighting; Buildings - older public buildings that are not required to update the facility, housing - private sidewalks in disrepair or obstructed, elevators not working
- Understanding the challenge of folks with ADHD or other forms of "disability" that may require understanding, respect and accommodation.
- I don't know of any.
- The city, especially downtown, would be much more accessible to everyone if the city invested in public restrooms, benches, water fountains. I am aware that these facilities would be used by unhoused people as well and the city will need to plan/ budget maintenance accordingly. People mobility and various disabilities

would be more likely to visit downtown if they knew they could find restrooms and places to sit/ rest. By making the city hostile to unhoused people, it becomes hostile to visitors and residents alike.

- skyway hours of operation
- Some sites are difficult to reach or enter.
- Rental Scooters left on sidewalks creating hazards for those in wheelchairs etc...
- the permit forms only come in English and that can be a challenge especially for Spanish speakers. Also the numbering for the desk in the service center is very confusing even for people without disabilities!
- updating infrastructure to be more accommodating to people with disabilities. I also think the city does not do a great job with clearing snow from walkways so that people with disabilities can actually get around outside during the winter.
- Captioning
- ADA doors not working properly from skyways into the building. This has been reported but not fixed. Door stops are used to prop open the doors.
- Each individual has specific needs and it is hard to have the capacity to perfectly match every need.
- Seems inconsistent. Also not sure what is required for the city and what is actually being provided.
- accommodations aren't the default, you have to ask for and navigate a process to get them which is not considerate, timely or necessary. language accessibility and physical accessibility could be the default but it isn't a priority.
- Many doors are not accessible, and cannot be opened by people in wheelchairs.
- Coordination between departments, framework for project planning that effectively incorporates accessibility reviews, available experts/training
- ADA requirements don't always match with people's needs, particularly around entrances. People on scooters often can't access doors or sometimes find the accessible entrance/exit. Meetings aren't always set up well for remote participation. My office space doesn't have a place where I can privately participate in required online meetings. Not enough reminders about ways to make our work more accessible to constituents. The parking lot at my leased facility is treacherous for people to navigate if they don't arrive by personal vehicle.
- Providing closed caption and signing service for public meetings. Providing braille for handouts.
- no comment
- old buildings and infrastructure

- Employee turnover which erodes institutional knowledge, time and fiscal resources, older facilities (including non-City owned which are used for City purposes)
- Curb, street and sidewalk accessibility is a big problem. Lacking street intersection adaptive technology for crossing; lighting; properly sized signage. Some City facilities and public spaces seem to lack adequate doorway space, hallway/aisle space; lack of elevators and ramps; uneven or protruding public sidewalks, curbs, entry ways and concrete. At the City of Minneapolis, there is a lack of ASL interpretation services or communication/awareness of process if services exist.
- Lack of understanding about the variety of disability. Not enforcing ADA compliance.
- Staff fully understanding laws and regulations...and ways to make their own work comply
- City probably has clients/constituents with some unusual and difficult accommodation requirements
- I think that City has made great strides since the pandemic to make things more accessible (even if it wasn't with that purpose in mind initially). I can't think of any particular issues, but I'm sure we can always find ways to improve.
- Clearing sidewalks and intersection of snow and ice.
- not consistent
- The contract with ASLIS is not working.
- It's often not discussed.
- updating old buildings
- I don't know about biggest, but one thing I've noticed is how the PSB is not very accessible, for example, our bathrooms don't have automatic door opening buttons. Also, finding department funding for translation can be challenging sometimes.

Question 22: Is there anything you would like to tell us about accessibility in Minneapolis?

- It needs to be enforced
- As a (white/cisgender) person without a disability that is hard to access. I did not see accessibility (physical) issues until I worked as a PCA and navigated the city with someone in a wheelchair. Since I have done that I am much more aware of issues that are infrastructure related but have no way to see issues of a digital nature. I would like more information to how we can make the city more accessible through website and media sources and how we can be more culturally inclusive.

- We need to train to hire more people with disabilities and ensure that we are recruiting from groups of people with disabilities - we need to talk with them before we take actions and throughout any project that will include them
- I develop online content for the city website from time to time and believe that our Comms team helps ensure it is accessible.
- should talk about it more
- I have been the leader of digital accessibility since I started at the City in 2015. I am glad there is now a full-time Accessibility Specialist.
- City Hall has ONE accessible entrance on ONE side of the building! Most city buildings, including the newest building (the PSB) DO NOT HAVE accessible parking available for pick up, drop off or parking. The PSB has a temporary parking/drop off area in front of the building that is CONSTANTLY parked full of cars who sit there for hours on end. This is supposedly a temporary, 15-minute parking area that is treated like a parking lot.
- The City is doing more and more online. However, things like PDFs and surveys linked on the website are often not accessible. For example, the Tennessee warning for this survey is written in italic as a solid block of text. As a solid block of text and being in italics make it difficult for me to read. The irony of a survey about accessibility not meeting digital writing guidelines! Could this text at least be broken into several paragraphs? Many PDFs on the City website are poorly designed, the use of colored text on a colored background is difficult to read. Text is often written for people who went to college. Anyone making materials should learn how to design and write to make things easier to read.
- No
- People bringing fake service dogs into public spaces can put individuals with disabilities, who rely on their service animals at risk. This is especially true for individuals who use seeing eye dogs. Many dogs will actually attack a seeing eye dog because its energy and focus is so abnormal compare to most canines. If a dog attacks or lunges at a seeing eye dog, the vision impaired person can be hurt and the seeing eye dog can become traumatized to the point that it cannot focus on its job in public. I'm not saying that city staff should try to validate that a dog with an individual in a public-access setting is a real service dog, but rather that if the dog is behaving in a manner incongruent with that of a service animal (not under control), then staff could pay attention. True service animals should be well behaved, whether or not other people can see their handler's disabilities.
- Putting accessible curbs around was a good start, but they need to be kept up. Many people across all cultures experience vision and hearing issues, mobility limitations, and need to feel their local government cares and wants to be sure all residents feel included.

- I have a sleeping disorder and have not applied for any accommodations. However, I do periodically think about it. I wish I knew more about what getting an accommodation looked like.
- I do not know much about ADA within the City of Minneapolis and not sure why we have been asked to complete the survey.
- I have virtually no knowledge of accessibility issues, requirements, opportunities to learn, etc. A "101: Intro" course would be very helpful and interesting. Maybe in a virtual lunch and learn format?
- not city specific but I'm always peeved by un-shoveled sidewalks, especially in and around transit stops. would love to see more enforcement in this area
- Really glad that we have a Community Specialist in this area!
- N/A
- I hope you have the people you are trying to serve on your committee. I am tired of seeing able bodied white people still making decisions for all the underserved communities in this city under the banner of equity and inclusion.
- The second floor elevator and skyway are not easily accessible when the 2nd floor service center is closed to the public.
- The city need to fully commit to the amount of resources, staff, construction, and training needed to actually achieve accessibility. The level of accessibility is a direct reflection of how much it is truly willing to make itself accessible.
- It's a consistent work and progress and I hope this application leads to more tangible action.
- In Minneapolis? The city has a long way to go to truly be accessible.
- Look at accessibility from the people that will be using the service. Seek input before. Look at what technologies are available and then seek to understand how you can incorporate that in to the experience of the end user. Don't just do the bare minimum especially when it comes to new building and extensive remodeling projects the city will have coming up with some of the precincts or any other new buildings the city has planned.
- The front of City Hall only has steps and is hard to access. The elevators in City Hall shut down late afternoon/early evening so if we have Court outside City Hall and need to come back in the building, there may be no elevators - we often have lots of files to carry and a roller bag.
- Thank you for doing this survey.
- As someone without a disability, I find it very difficult to answer these questions.
- The city is decades behind in the backlog of ADA needs within the public ROW.
- Streets are too wide to be safely crossed by the visually impaired. And the crossings are not raised to slow down traffic.

- Most of the people who work in our facility have to pass an agility test to get hired, so having things like no paper towels dispensers in the bathroom because they are not wheel-chair accessible seems silly. And it also seems like there are larger, everyone's safety issues that should be addressed, but aren't.
- I think it's a little under the radar about how fast we are now moving on ADA pedestrian ramps on city streets. We are upgrading over 1,000 per year out of 16,000! Yes this is late, but the pace is really impressive in my opinion.
- Free parking at metered parking spaces for cars with ADA credentials just encourages people without disabilities to their friends and family members credentials fraudulently.
- I have no comment at this point.
- No
- Accessibility like equity is a multifaceted concern that requires a dynamic approach. One solution that helps increase access for people could become a hurdle for others to navigate. Balancing all the competing interests is the Rubiks cube we all need to work through together.
- I appreciate that we have a staff person focused on this and it can't be on that individual to ensure accessibility across the City's work. It needs to be every person's everyday responsibility.
- No
- I worked with one of my departments to bring a service dog into the area. We worked through the main issues but later had to respond to employees with allergies. We handled that by placement of the service dog and the employee and air filtering.
- No
- Nope.
- I would love to see the city install an adult changing tables at the Convention Center, like they have at the Public Service Building and US Bank Stadium. I wish this would have been part of the on going renovations.
- Compared to other major cities I've visited we do a much better job!
- N/A
- I do not feel qualified to answer a lot of these questions as I have not interacted with city programs such that I would know whether they are accessible or not and to what degree. I did take a tour of the PSB back when it first opened, and I was really impressed by how attentive the city had been to making the floors that serve city residents accessible.
- we need more people helping with disability communities than one person! and we need more visibility of disability communities in the workplace including

celebration of us not just "here's a form for accommodations." I wish I could say we were a place that hired loads of people with disabilities and were proud of it.

- In the role I do for the City Clerk's office, we work really hard to be as accessible as possible. It's our value and goal for reaching constituents. However, it's really difficult sometimes to provide what is needed due to limitations that are out of our control.
- n/a
- There's always room for improvement, but I see so much that the City is doing that isn't happening elsewhere and a real effort to find challenges and create change.
- Very difficult for physically disabled to get around outside - especially during the winter. Snow, cracks, construction, etc. make it near impossible to use sidewalks. There is also limited accessible parking within the city. Although meters are free, "accessible only" meters (paid/unpaid) would be helpful. Also would be nice to have administrative enforcement for businesses that do not comply with ADA standards. I have had many encounters in Mpls where businesses do not have readily available accessible entrances, accessible bathrooms, parking, etc.
- I work in the PSC, room 100, and we have regular public City Council meetings in our building, as well as council members who meet with constituents within our office. Firstly, the bathroom situation is pretty ridiculous. If a member of the public comes into our office to ask about public restrooms, the only one available to them is a single restroom outside council chambers all the way up on the third floor. Giving directions to people to that bathroom often confuses them, and they often times return to our front desk to ask for clarification, or to report the bathroom door was locked because they misunderstood the directions and went to the non-public, employee-only restroom. Additionally, the door to our office does not have an automatic accessibility button, so people who are unable to open doors on their own cannot enter our suite unless another person happens to be there to assist. It took several months after we moved in to even get the doors situated for CM Jenkins to be able to enter the office. Even with her key fob access, she is unable to open the doors to enter or exit beyond 4:30pm, which she often works past. It's not a good look for the clerks office, the city council, nor the enterprise as a whole.
- My spaces seem well-designed to already accommodate most disabilities of which I am aware. My colleagues and management are very conscious of accommodating others
- There's probably a lot of stuff we're doing that I'm not aware of, or I'm not aware we're doing it for accessibility reasons. It would be helpful to just know what those things are, more concretely, rather than in passing.

- our pedestrian network is not good in many places - especially in winter/inclement weather.
- There needs to be a more intersectional focus when it comes to accessibility.
- The City building that I work in is not accessible at the main building doors (Hiawatha). At the time the building was built, we were told it was a private building and did not need to be ADA accessible (not sure this is accurate, but this is what I was told). They did not want to pay for the accessibility doors. Sometimes, City employees have disabilities, too.
- No

Question 23: What is your race/ethnicity? Please check all ethnicities that apply.

American Indian/Alaska Native: 3.14%

Asian: 8.18%

Black/African American: 9.43%

Hispanic or Latino origin: 5.66%

Native Hawaiian or other Pacific Islander: 0%

White or Caucasian: 79.25%

Other: 2.52%

- Definitely only one human race
- Middle eastern
- Not providing because it will identify me

Question 28: How do you identify your gender? Select all that apply

Woman: 57.56%

Man: 37.21%

Trans: 1.16%

Non-binary: 4.07%

Fluid: 2.91%

Other: 1.16

- Irrelevant
- Not identifying because it will identify me

Question 29: How do you describe your sexual identity? Select all that apply

Asexual: 1.84%

Bisexual: 9.20%

Gay: 6.75%

Heterosexual/Straight: 77.91%

Lesbian: 1.23%

Other: 4.91%

- None of your business
- Irrelevant
- Pansexual
- Queer
- Queer
- Heteroflexible
- Not identifying because it will identify me
- Queer



Minneapolis 2024 Americans with Disabilities Act (ADA) Transition Plan – Community Survey Data

Question 1: Do you live, work or visit Minneapolis? Select all that apply

Live: 75.94%

Work: 49.38%

Visit: 37.81%

Question 2: Do you consider yourself to be a person with a disability? (Select all that apply)

Yes, I have a physical disability: 32.35%

Yes, I have a visual disability: 7.84%

Yes, I have a cognitive disability: 13.73%

Yes, I am a person with hearing loss (D/deaf/late-deafened): 10.78%

Yes, I am Deafblind: 0.33%

No, I do not have a disability: 31.37%

No, I do not have a disability, but I am an advocate for someone with a disability: 19.63%

Question 3: What is your disability?

- Deaf
- Deaf
- Deaf
- Profoundly Deaf with severe arthritis
- deaf, mental health disorders
- I am profoundly deaf and exclusively use American Sign Language (ASL) for communication, supplemented by reading and writing in English. Additionally, I am colorblind.
- I am Deaf.
- Hearing loss (hard of hearing)
- Deafness

- Deaf! Never say a person with hearing loss. That's so lame. Hearing people are trying to change the dx.
- Deafblind, pots
- Deaf
- Deaf
- amputation of both legs
- Cervical Fusion (only have the C1 Atlas)-nerve damage Cancer Neuropathy (both feet) Asthma Sciatica Nerve Anemia Knee (both knees need to be replaced)
- TBI
- Difficulty walking
- Walking with a limp and sight issues
- limited ability to walk - use cane - poor balance
- Artificial left leg
- Austin spectrum and seizures
- Mobility issues related to diabetes and a fracture lumbar vertebrae.
- two total knee replacements and walk with a cane
- Difficulties walking
- Ms related walking difficulty
- Mobility issues
- ADHD and Epilepsy
- PTSD and chronic pain
- Severe hearing loss
- MS
- epilepsy, depression, anxiety
- Retardation
- diabetes driven peripheral neuropathy
- Poor mobility
- Mobility
- Visually Impaired , MCAS Ling-COVID, TBI
- I am blind
- Limited walking.
- Multiple physical disorders that make it hard to be mobile & a TBI
- hearing loss
- Autism
- Damaged retina and cataracts
- old age/ heart and balance/ walking issues
- Significant vision issues, movement issues.

- Autoimmune diseases
- cEDS, arthritis, scoliosis
- Autistic and multiple chronic complex physical health issues (joints, autonomic nervous system, digestive, others)
- Autism, ADHD, EDS
- Depression anxiety left leg above the knee amputation
- Visually impaired
- Autism spectrum disorder
- To hearing people, being Deaf is scary and classified as "Disability". But my true disability is ADHD and a Hearing world hyper-focused on solving problems with sounds instead of visual solutions.
- Arthritis in multiple joints. Biggest pain in my ankle. I am unable to walk more than a block or so without stopping.
- Blind
- mechanical arm, extensive spinal damage, PTSD
- Blindness
- Spinal cord injury causing mobility issues
- visual
- Traumatic Brain Injury; mental illness(depression, PTSD, anxiety, borderline)
- hearing loss
- MS
- Multiple Sclerosis
- Seizures and autism spectrum
- Insulin dependent diabetes with complications.
- Low vision
- chronic joint pain/hypermobility, autism, ptsd
- Blindness
- Blind/RP
- Narcolepsy
- Charcot-Marie-Tooth which is a progressive neuromuscular disease. It's a form of Muscular Dystrophy
- Limited mobility and hearing loss
- Mobility issues. Difficulty standing even for short periods. Difficulty walking.
- Type 1 Diabetes
- First off, why are your options on the previous page so limited? Why is there no option for psychiatric disabilities, chemical health disabilities, behavioral disabilities, chronic illness disabilities, invisible disabilities, etc? At the very least, please add an option for folks to self-identify their disabilities OR specify that you are looking for input from folks with SPECIFIC disabilities. For example, I have

chronic illness disabilities that are not always outwardly visible but do impact my physical health and capacity. Because I experience a very different type of stigma (ie often being ignored as this survey has done), I don't self-identify as being physically disabled despite sometimes needing physical accommodations. I also have a PTSD diagnosis which can affect my physical and spatial needs in the city. I understand that this survey may be focused on improving things like curb cut outs and other projects that are assumed to primarily benefit physically disabled folks; however, curb cut outs benefit everyone and sometimes especially folks with other disabilities because, for example, they help me when chronic illness affects my balance, they help me feel safe crossing the street when my PTSD is high because I can see better with cars less close to the crosswalks.

- Mobility limited mainly due to age and previous falls
- Visually Impaired OCD (mental health)
- Multiple sclerosis
- Bad back
- Cerebral palsy
- Mobility
- Osteoarthritis, unable to walk for long distances
- pile of chronic illnesses.
- Anaphylactic food allergies and extreme scent sensitivity
- Cerebral Palsy
- Physical
- PTSD, Social Anxiety, Borderline, Depression and currently, severe arthritis and neuropathy in a foot causing chronic pain.
- Limited physical mobility. Age related issues piling one on another.
- Tunnel vision h balance
- Severe hearing loss, and worn out joints.
- I have multiple disabilities- 22Q11.2 cognitive disability, hard-of-hearing, multiple TBI, convergence insufficiency, PTSD, OCD, anxiety, depression MDD, hypermobility, chronic pain, chronic fatigue, MECS, CRPS, pelvic floor disorder, migraines, scoliosis, lordosis, kyphosis, speech disorders, picking excoriation disorders, TMJ, thoracic outlet, carpal tunnel, torn tendons/ligaments
- Long Covid, fibromyalgia, traumatic brain injury, ADHD, major depression
- Multiple physical disabilities, impairment from a RBI
- lung disease, joint pain
- I'm a paraplegic/Left AK amputee
- ASD
- chronic pain and a musculoskeletal rare disorder

Question 4: Do you use an assistive device?

Yes: 68.93%

No: 31.07%

Question 5: If you use an assistive device, what do you use? (Select all that apply)

Wheelchair: 19.51%

Crutches: 4.88%

Cane (for mobility): 30.49%

Hearing aid: 15.85%

White cane: 9.76%

Service animal: 9.76%

Prosthetic: 3.66%

Other: 35.37%

- n/a
- Cochlear Implant
- Interpreter ASL
- I use my smartphone equipped with various assistive features such as typing, speech-to-text, live captioning, and more. These functionalities significantly enhance my ability to communicate effectively in different contexts, facilitating accessibility and inclusivity in my daily interactions.
- None
- Sign language interpreter, captions
- None
- Mobility scooter
- Walker
- A CCTV
- None
- Walker
- Rollator
- Feeding tube/pump
- Ear Protection (noise cancelling ear buds and headphones)
- Many
- Magnification
- Rollator walker
- I have minimal vision. so I rely on my voice on my phone
- Walker
- cargo ebike
- Mobility scooter

- Sometimes a cane
- blood glucose monitor
- masks for scent sensitivity
- Crow Boot/Leg Brace
- Walker as needed
- walker, braces, orthotics, FM system, CC, etc
- Walker/rollator

Question 6: How would you rate your personal independence?

I can do most or all of the things I need to do for myself, by myself: 53.77%

I can do some of the things I need to do for myself, but people help me with other things: 44.34%

People help me with most of the things I need to do for myself: 1.89%

Question 7: What City of Minneapolis services, programs, activities or buildings do you use? (Examples: City Hall, Animal Care and Control, City Website etc.)

- None
- I live in Princeton MN. I dont use MPLS' service there
- Animal Care & Control, City websites, park services, various city hall
- n/a
- As a visitor to Minneapolis, I'm unsure about the specific City of Minneapolis services, programs, activities, or buildings that I utilize. However, I appreciate the opportunity to provide feedback and contribute to the city's efforts in enhancing accessibility and inclusivity.
- I visit family and boards or the commission.
- Hotels, meeting sites/buildings, airport
- Visit North Central University events
- all
- None
- Convention center, city hall
- Community event
- nothing
- City Website City Hall Government Center 311 Attend Park Board Meetings Target Center & Parking Ramp Target Field North Central Library The Fillmore Minneapolis Minnesota Orchestra Guthrie Theater Klassics Kitchen & Cocktails (Black Owned)
- city website, move mpls newsletter

- 311
- All city facilities when needed
- None
- City website, 311, Hennepin county centre at midtown market center.
- recreation --visit the chain of lakes--partially walk the paths
- City website, 311, city service bldg, sidewalks
- It is located in Roseville, MN.
- City hall
- Animal Care and Control, City Website, and Transition Plus Services.
- City website, park activities, various meetings
- city website, streets, sidewalks
- city website, emails (city council member update emails, City of Minneapolis News Update, Snow Emergency Alert, Elections & Voter Services, Public Health Emergency Alerts Information, Emergency Preparedness & Response), MPLSAlerts text messages, city sidewalks, Sabathani Center (for Council Member events), city parks and park buildings (especially Painter Park and Bryant Square), various city surveys in SurveyMonkey etc.
- None,
- city website, but mostly city services have turned to crap the past few years
- 311
- Many
- Hennepin county, GAP, ACP, Snap
- City Hall, 311, NCRC,
- None.
- 311, human services buildings, mpls parks programs
- website, advisory boards, public service building
- I Don't
- City Hall, city websites
- Advisories, contact with ward 7 council member.
- The skyways. I'm aware they're not a city service, but they're the single biggest assistance to me.
- parks, sidewalks, downtown, website
- None
- DHS
- 311
- Parks, website
- None
- ASLIS interpreting agency Anything Deaf culture-based Anything that is Deaf friendly (which is frankly very little!)

- City Hall, 311 on my phone, frequent parks, esp Stevens Square.
- I have family and doctors. in Mpls.
- Para Transit, light Rail, Live Theaters
- None, Minneapolis is not access friendly as demonstrated by the Council's mistaken movement to get rid of uber and lyft, which are essential for people with disabilities, who nonetheless want to move about as independently as possible.
- Boards, commissions, city hall, family justice center
- 311, city hall
- City Hall, Web site, parks, sidewalks, 311, busses
- Government Center and City Hall
- Service Center, City Hall
- City website, 311, public works, parks
- city website, city buildings, city parks
- Streets & sidewalks. This is a stupid question.
- City of Minneapolis utilities website, public transportation
- 311
- 311, Hennepin government center, website, library
- City website
- I usually use 311 or the City website if I need accessibility information.
- 311. The rest I stay away from due to poor public transit and parking options. I watch some of the meetings online/virtually.
- 311
- None
- Loring Greenway City sidewalks
- City hall, 311 operators, elections
- city hall, city website, email newsletters, early voting, PSB 311-type stuff...mpd & mfd I guess I've interacted with
- Not really any
- 311
- Officially I no longer use any in a professional capacity because my disability insurance payments are too much, which has caused major problems now.
- 311 has been very helpful in getting useful information.
- City Hall, City Website, 311, Streets, Sidewalks, Water, Roads, Curbs, Programs
- 311
- Buses
- city website, advisories
- many... this is a bad survey... seems like just a throw away to check a box and you don't really want any real answers that would require changing anything...
- Streets, sidewalks, parks

- Downtown DMV, 311, websites, sidewalks, parks
- city website, government building
- I never know unless it happens. City Hall, DMV... I use the city website pretty regularly; light rail/buses
- city of minneapolis service information websites (e.g. recycling, initiatives), park system

Question 8: Are there city facilities or services that work well for you?

- Don't know
- Don't know
- n/a
- As a visitor to Minneapolis, I'm unsure about the specific City facilities or services that cater to my needs. However, I appreciate the opportunity to provide feedback and contribute to improving accessibility and inclusivity for visitors like myself.
- Yes
- Hotels
- Yes
- i think so.
- I appreciate when captioning is available for public meetings. It would be better to provide an ASL interpreter
- N/A
- i dont know
- ADA PARKING Ramps SKYWAY Valet Parking Ambassador
- N. A.
- Yes
- front door of MTC bus. Side walk ramps.
- Yes
- Not easily
- Online sites work well, 311 works well
- Yes. It's quite a ride, but it works.
- Website and communications that are written
- voter services, street cleaning, light rail
- text alerts and emails are generally ok. city parks are good.
- None
- no
- No

- 311
- n/a
- None work well for me when it comes to my TBI, & having to do everything via the internet.
- Difficulty scheduling advisory board meetings in new Public Service Building. Meetings being bumped and spaces unavailable.
- Yes
- The bathroom in City Hall-more needed throughout downtown
- The skyways. I'm aware they're not a city service, but they're the single biggest assistance to me.
- Library
- Metro Transit
- Yes
- No
- ASLIS interpreting agency Hearing people that 100% accepts and/or understand the Deaf community's needs. Hearing people that are fluent in ASL.
- Anywhere which has elevators, railings on stairs, even sidewalks and Services which are close to where I need to park.
- Street lights that speak the name of street you are crossing.
- None, Minneapolis is not access friendly
- Those with parking and rest spots, clearly mapped out areas
- This is entirely dependent on the weather, since the city not only refrains from clearing sidewalks but ALSO sends city plows that create impenetrable walls of snow and ice blocking what shoveling people do on their own at crosswalks.
- This city has NO public restroom!!!!
- All
- This question is too vague.
- Promises less follow through
- Most
- N/A
- No physical facilities work well. 311 barely works due to long wait times and it's become just a person who logs your complaint or issue but doesn't have answers. The online access to live (and previous) meetings is good. There should be a new Senior Advisory Committee.
- N/A
- Polling places & election office on E Hennepin
- easy to get around in psb especially. generally the city staff I've interacted with have been positive and supportive around my needs
- No

- Just the opposite.
- Not to my knowledge
- The City Water works well.
- 311 services
- Yes
- none
- rarely... when you can find the accessible entrances and such that isn't blocked it is nice. when you ask for an interpreter or such, they seem annoyed.
- Yes
- no
- light rail, but it's kind of scary. The buses.
- The websites are comprehensive and relatively easy to find, DMV scheduler and pre-visit paperwork options

Question 9: Are there city facilities or services that don't work well for you?

- Don't know
- Don't know
- There needs to be information posted on who, where and how to request for Sign Language Interpreter services if I wanted to go to City Hall event or meetings, Animal & Control Services need to use Interpreters with Deaf, DeafBlind, HOH people.
- n/a
- As a visitor to Minneapolis, I'm unsure about specific City facilities or services that don't work well for me. However, I'm open to providing feedback and suggestions to help improve accessibility and usability for visitors like myself.
- No
- Airport
- N/A
- not i know of
- Receiving information later in print. If information is happening now for hearing folks, it should also be accessible for Deaf folks.
- N/A
- one time i went to the building in downtown Minneapolis where you get the permits for businesses and the front doors dont have the button to open. i am using wheelchair so it is hard to open without the button but i could not find it. i looked everywhere. i thought this is weird it is a big city building but i cant use it
- Lack of Police Officer Horrible ADA Accessibility -attempting to enter business on street level. Postal Office is not ADA Accessible

- plowing w/o curb cuts
- Yes
- Back door of MTC bus
- No
- Parking can be difficult
- No.
- Traffic enforcement, noise law enforcement, 311
- Public meetings where the room and crowd size make it very difficult to hear. Microphones sometimes help but it's not a good situation and solutions are not apparent
- residential sidewalks
- small font in emails. sidewalks are a mess and should be plowed by the city. Council member events should be in a more accessible location. more yoga classes in Bryant Square Park. crowded events can be overwhelming, but that's not really the fault of the city.
- N/a
- most of them these days, I've lived here over 30 years and the previously fairly well run city is gone.
- No
- n/a
- Anything that involves the internet or virtual meetings. My TBI keeps me from looking @ screens for more than 10min. I have to have assistance for anything online. Getting information about anything is nearly impossible without someone physically telling me, like this survey. Even now someone is completing this as I sit next to them. I don't have a reliable person to help me constantly with anything involving the internet. There really needs to be alternative ways other than the internet for people like myself who are not able to access it freely.
- No
- my council member frequently fails to support the mayor and does not act in the best interest of the city.
- The skyways need to be open much more. I'm aware that they're private, but the city needs to become more involved.
- downtown does not have enough public restrooms or benches for sitting when I need a break.
- Too many Skyway doors do not have, or have broken, automatic open door buttons!
- Anywhere without a readily accessible and functioning elevator or escalator (I can't do stairs), anywhere with heavy doors that don't have a power opener button (my joints dislocate easily)

- No
- Uneven or icy/snowy sidewalks and paths can be dangerous
- Rooms are designed for neurodivergent people. The best thing that you can do is provide a low sensory space or ways to engage with programs or facilities. Your violence interrupters can help you understand the need for these sort of safe and stress free/low sensory spaces. Otherwise my only option is to find the closest single stall bathroom. But if it smells it makes my meltdowns worse
- Anything Audio. Hearing people that are too disabled due to over-relying on their ears instead of their other senses. And by Disabled, most hearing people are fixated on hearing things that they cause their environment to become inaccessible to either themselves (e.g. car accidents due to choosing to stay on their phone instead of using their eyes to stay safe on the road) or for others such as Deaf people.
- The poor condition of sidewalks and paths is pretty dangerous because of falling.
- I should have and am unable to have accessible housing
- City bus stops that are not plowed in winter.
- Sidewalks and curb cuts need to be functional for those in wheel chairs.
- Website is not user friendly
- Most of them; parking garages, skyway, some hospitals, buildings that are very large
- See above.
- Major city, hosts a Superbowl but there's no where to pee on Nicollet Mall. WHAT???? (former shopping and entertainment district.
- No
- Safety on public transportation.
- No
- Many streets and street crossings are in poor shape or oriented to cars making it uncomfortable or unsafe to use.
- Public transportation could use to be more frequent
- Bikes and scooters
- Public transport. Lack of seating at bus stops makes it difficult to use.
- N/A
- City hall, that new building, anything downtown due to poor public transit and lack of parking for those of us not in bad enough shape to get handicapped parking --- and then I doubt I could find parking available anyway. Also, I do not want to go to evening meetings in Minneapolis because of public safety concerns. I go to the suburbs for most retail so I can feel safer and find easier parking.

- Transportation - especially Metro Mobility. I qualify, but have heard it is unreliable and unpredictable (coming much too early or too late). Since I cannot drive, my biggest issue in the city is navigation.
- N/A
- Cracked sidewalks throughout the city
- City hall
- have had negative interactions with mpd officers not super versed in service animal rules -- was at a jurisdictional intersection with metro transit and the transit pd was able to fill in the gaps.
- I know there's reported mold in the building that's being temporarily used for the mayor's office. Pulled myself out of an application for that job in part because this would be a dangerous place for me to work. Anywhere there are strong synthetic scents (perfume, chemicals...) would not work for me
- Not sure
- I have become and continue to feel "less than" when having to communicate with City and County services. I do not understand a lot of the jargon and lingo and I am made to feel as though I should know. As a result, I have pretended to understand in the past (and continue to coast and wing it) which has backfired and caused missed deadlines, opportunities, and have cost me time, energy, and money.
- Timely and reliable snow shoveling at an AFFORDABLE price is very hard to come by. The same for yard work.
- The bicycle lanes and bollards create a real hazard for someone with mobility issues.
- Bus stops not shoveled & buses that fail to get close to curb
- any place requiring being able to hear or places that require a lot of walking.
- most of them
- Yes
- A lot of city buildings and the city website
- yes, doors are not automatic and require gripping, pulling or pushing, sidewalks are not clear of ice in winter
- I have lived here off and mostly on for several decades, disabled for most of it, graduated from Courage Center before it was Courage Kinney... had NO idea Mpls had an ADA Admin, transition plan, or grievance procedure.
- Calling for an issue (a marriage license and car title in my case) led to long waits on the phone and a call person who wasn't sure what the next step should be.

Question 10: Which of the following accessibility tools do you use when using a city program, service, activity, or building? Select all that you use

Accessible facilities (ramps, elevators, etc.): 65.56%

Accessibility information on the City website: 40%

Information in electronic format: 41.11%

Contact the City ADA administrator: 5.56%

Information in audio format: 6.67%

Sign language interpreter: 16.67%

Captions (closed captioning on city videos): 42.22%

Braille: 2.22%

Review the City Public Works ADA Transition Plan, Property Services ADA Transition Plan, or City ADA Action Plan: 11.11%

Large print editions of documents: 8.89%

Screen reader for city or city related websites: 7.78%

Use the ADA grievance procedure: 4.44%

Other: 6.67% If no one physically tells me what's happening or assists me with anything online I am totally left out.

- Hearing people needs to get used to the idea that ASL interpreters are not only for Deaf people but also for Hearing people as Hearing people are not fluent in our language and therefore are "disabled" in the eyes of the Deaf community.
- Uber
- None
- YouTube, or city TV to watch city meetings.
- I haven't but would likely contact the ADA coordinator

Question 11: How do you usually get around the city? Select up to three

Personal car: 53.77%

Friend or family member drives me: 37.74%

Taxi or Uber/Lyft: 30.19%

Metro transit bus or light rail: 39.62%

Metro transit micro: 0%

Metro mobility: 16.98%

Walk: 41.51%

Bike: 13.21%

Roll on my mobility device: 12.26%

Other: 5.66%

- Carpool
- M-net
- The skyways
- Uber and Lyft. No Taxi. When lyft/uber is gone because of your short sighted policy, there goes the majority of my transportation
- Bus service has become very poor
- Medical transport or PCAs etc.

Question 12: How would you rate your ability to do the following?

Get where I need to for work, shopping, and medical care

Challenging: 25.24%

Okay: 44.66%

Good: 30.10%

Get where I need to go for leisure

Challenging: 29.1%

Okay: 42.72%

Good: 28.16%

Use city streets and paths

Challenging: 37.25%

Okay: 40.20%

Good: 22.55%

Take part in city events or activities

Challenging: 49.50%

Okay: 30.69%

Good: 19.8%

Question 13: How would you rate the accessibility of city programs, services, and activities for people with disabilities?

Accessible: 15.3%

Somewhat accessible: 77.05%

Not accessible: 7.65%

Question 14: How would you rate the accessibility of city facilities for people with disabilities?

Accessible: 20.56

Somewhat accessible: 71.67%

Not accessible: 7.78%

Question 15: Overall, what grade would you give the city regarding accessibility within its programs and services? A is the highest and F is the lowest.

A (highest): 5.03%

B: 39.11%

C: 41.34%

D: 11.17%

F (lowest): 3.35%

Question 16: What are the biggest challenges the city has about accessibility?

- Inclusion
- It is not a challenge for me but for my friends with additional disabilities, they experience transportation challenges. They need support with transportation and I am seeing that Minneapolis is not helping much so I ended up having to drive for some of them.
- I do not see posters inside the buildings referring where to locate interpreter services for Deaf/HOH/DB
- Some of the biggest challenges the city faces regarding accessibility include the availability of bilingual staff fluent in sign language, the ability to communicate via videophone with individuals who also sign, and the lack of readily available methods for requesting interpreters and reporting when interpreters or other accessibility accommodations are not provided as scheduled.
- Sidewalks that aren't smooth,
- If there is a tornado warning or weather how will I know since I can't hear if I am outside?
- city bus but i don't use them. I have heard about others.... who are unhappy with the drivers.
- Providing interpreters
- N/A

- i use my wheelchair all the time but when it is winter time it is very hard to use the streets because it is very crowded. one side has too many cars or bikes that dont watch were the are going. the other side has snow everywhere. it is very dangerous for me an my friends in the winter.
- ADA Parking ADA Entrances Door Opener
- better plowing, wider/less cluttered sidewalks, clearly marked and easily accessible wide entrances
- Lack or parking, distances that have to be walked.
- Broken and damaged sidewalks and streets. Much of the city's infrastructure is in dire need of repair
- lack of handicapped parking spaces and handicapped spaces that are not close enough to the building I need to enter.
- Snow on side walks
- More help
- Lack of parking, lack of seats at bus stops, prohibitions against drive through pick ups, especially at pharmacies
- certain public areas are inaccessible--ex. much of Cedar Lake
- Door entrances can be hard to find and manage
- Access, parking proximity, restroom functionality
- Parking !!!!!
- Construction
- Streets and sidewalks are unsafe and often impassible. Nothing is done to enforce noise laws. There is no traffic enforcement any longer. It is simply dangerous to move around this city for everyone, which has disproportionately negative impacts for people with disabilities. I hate living here with what it has become.
- Old buildings, snow removal from curb cuts, lack of ASL interpreters??
- residential city sidewalks
- better public transportation options! more trains! plow the sidewalks! (and alleys, but that's second to sidewalks) on existing light rail: better directionality and guardrails (which direction is this train going? which one will take me to the airport -- if i have no idea if the airport is north or south of me? how will visually impaired riders not fall into the pit of doom?)
- quality of services
- The wait music when you call them is extremely loud, static & distorted. Very hard for someone like me who has a brain injury.
- Not getting information to people who do not or can't use the internet. Not having assistance programs to help people who can't use the internet. Not offering paper sign ups or in person meetings for people who cannot use the internet.

- Bathrooms
- lack of parking
- greatly concerned about the city council's plan to eliminate ride share services from the city.
- The city needs to get more involved with the skyways. I'm aware that they are private, but there is so much more that the city can do here.
- places to sit and more bathrooms
- Uneven pavement, snow blocking cut curbs and bus stops
- Buildings and especially parts of the skyway without powered doors or accessible ramps, and (2) in winter time too many snowy/icy sidewalks, snow piles left on/across the cut curb ramps, etc. making it impossible to traverse safely with any kind of mobility issues (not just wheelchairs or walkers, but also those of us with unstable joints)
- City's walkability, Employees knowledge of available accommodations and providing them. Masks not being enforced in high density buildings (thus putting everyone at risk of COVID and then being disabled, not just those who are immuno compromised)
- A fascist government isn't interested in providing accessibility to the very disabled people it seeks to exterminate
- Not shoveling city sidewalks, proactively after snow storms.
- Inattentive driving and uneven surfaces make it dangerous. Lack of places to sit to rest. Communication about availability of services to assist.
- ADA in the city is mostly about physical disabilities and does not include cognitive disabilities or the immunocompromised. You can't say you care about disabled people and then get rid of every single mitigation measure. Also- CLEAN, SAFE SIDEWALKS! The city provides NO effort in winters to clear the sidewalks. It is insanely, terribly dangerous for people with disabilities. And your aging population as well. It's clear that you only care about clearing roads in the winter.
- Despite ASL being the second/third most popular language in America (With English first and Spanish being second/third), ASL and Deaf-based quality services are still lagging behind Hearing services. Example: This survey is translated into 4 other languages, but NO ONE is translating this into ASL. Why? The other 3 languages (excluding Spanish) have LESS users for those languages yet they still get support because it is an "Audio" language. See the fixation on audio things, creating disabilities within the hearing community's mentality?
- Again, poor sidewalks, uneven curbs and parking which is harder to find every year.
- accessible low income housing for disabled people

- Snow
- The failure to understand degrees of accessibility. The city is equipped for only worst case conditions. It offers no dignity.
- Having accessible, clean, available bathrooms at all city functions and events.
- Parking- there is NONE. I live next to the Basilica and aside from their private handicapped parking, there are no spots within 2 blocks of my apartment, yet there's is an empty parking lot attached to my apartment. There is no parking allowed in front of my home, but there is for the rest of both sides of the street. My landlord refuses to acknowledge or work with me regarding reasonable accommodations, and I'm honestly appalled that I live in Minneapolis but have almost no way to access it.
- Snow removal and inadequate public transportation that can take 45 minutes to travel what would have been a 10-minute drive
- NO PUBLIC RESTROOMS and many skyway closed on weekends.
- Ride share leaving, uncleared sidewalks.
- The public right of way remains inaccessible for many citizens including sidewalks, pedestrian ramps, street crossings and traffic signals. The ADA Transition Plan is insufficient in identifying and creating a plan to remove the accessibility barriers 34 years after the ADA law was approved. Shameful!
- Unwilling to actually commit to public transportation on the scale it needs to be.
- Lack of commitment, resources
- Lack of disability parking near business, lack of seating at bus stops, decreasing number of businesses providing drive through access (especially pharmacies)
- Transportation safety
- Equitable snow removal, curb cut outs, Metro mobility wait times
 - You are neglecting to consider the broad range of mobility issues. It's about those in wheel chairs needing special transport all the way to those have mobility issues brought on by age or falls or temporary conditions. City has narrow view of mobility that ignores the continuum and ignores aging. 2. 2040 plan is not age friendly. Not senior friendly. 3. City ignores seniors.
- Lack of cohesion. I think there needs to be more unified information and support. We have to stumble upon just the right person who knows what we need and even then it can take entirely too much effort. I sometimes am too exhausted to leave the house because transit is difficult and point-to-point transportation is expensive or unreliable. With uber/lyft leaving I'm not sure what I'll do.
- Handicap Parking, no enforcement of Handicap parking. Too many cars with no Handicap plates/hangers
- Bumpy sidewalks

- Planning done by people without significant mobility or cognitive issues.
- Ice and snow at bus stops and intersections. Very poorly marked lane markings on busy arterials (31st & Nicollet, 35th and 2nd Ave S—we're talking about you!)
- people smoking at entrances, lack of mask wearing
- Even this survey has a somewhat narrow lens of what a disability is.... seems like you're largely focused on folks with a physical disability where folks utilize a mobility device or folks who are deaf/blind
- Accessibility to events. Not all parks and recreational spots are accessible. For example, I went to the flower park by Lake Harriet, and it was VERY difficult to get around and even to get in.
- Explaining things fully. Conveying enough information for people to be able to become more self sufficient. More often than not, when I have called for assistance or to get questions answered, I'm told that I'm not calling the correct area. I'm never told who the right area is, or if they do answer my questions, they use jargon or very vague descriptors. My favorite is "you need to call your case worker." Um... I don't know if I have one, and if I do, it could be in one of three or four areas in three or four levels of government. Not helpful.
- Too much attention given to "alternative" methods of transportation. I can no longer ride a bike, have difficulty walking long distances. But, getting around by car is becoming more and more difficult - parking, walking distances, road designs. ALL of it is designed for younger, healthier, stronger people.
- There is little to no respect given to the disabled pedestrian in downtown Minneapolis. Constantly, scooters, bicycles, runners, etc. either rush up behind and expect a disabled person to move out of their way, or they scream and tell you to move over - from a public sidewalk, mind you.
- Programs and policies are often created WITHOUT the input of those who live with disabilities. It is important to obtain perspectives of how such programs/policies might affect the disability community. Often times this is not a consideration thought about and city staff make decisions about us without us! It is usually after the fact that anyone reaches out to get feedback, which can be too little too late. This action harkens back to the idea that people with disabilities need to be taken care of and they may not know how to speak for themselves. This thinking is NOT current with today's world. "Nothing about us without us!" The City has a disability advisory committee that can be better utilized for this exact situation that would enhance outcomes.
- The bus service has slowly deteriorated. In particular, on Marquette and 2nd Avenue between first and Washington.
- Unshoveled and icy sidewalks, bus stops, intersections with piles of snow that are not cleared
- too many to cover.

- following thru on what services you say are there without attitude or delay or forgetting. not plowing sidewalks (not even plowing the roads well since Frey). making access an afterthought or an obligatory check box
- Sidewalks are broken or uneven and not plowed by the city. Homeowners can't be expected to sufficiently clear snow.
- The condition of sidewalks and proximity of parking to events
- smoke free entrances, icy/slippery winter sidewalks
- Dear god, the curb cuts. not always safe and/or easily used, always rendered inaccessible in the winter, when they are blocked with snow by the plows. I suspect the bollards on the corners will make it worse.
- Icy and snowy sidewalks in winter
- Maintaining side walks and roads to make them useable for people with walking aids; increase in accessible parks for children with physical aids

Question 17: How can the city improve access for people with disabilities?

- Equity
- provide ease of getting transportation for deafblind individuals.
- Post information on posters and flyers for all city events on how to request an interpreter for Deaf/HOH/DB
- The city can improve access for people with disabilities by transitioning from closed captions to open captions, employing multiple vendors to provide various accessibility services, prioritizing the recruitment and retention of bilingual staff, especially those with disabilities themselves, and implementing services like ASL Now, which allows deaf individuals to access customer service in American Sign Language. For more information, please visit www.aslnow.com.
- Fix all bad sidewalks
- Interpreters and/or captioning for all cities sponsored activities/events
- Find a technology to warn ppl abt tornado or weather warning when I am outside
- i cant think of
- N/A
- every year there is a new place for bikes. there's bike places everywhere on the street but nobody ever makes a lane for people on wheelchairs.
- demand business owner have more ADA accessibility street level entrance add more parking spaces
- Repairing sidewalks and streets and crosswalks
- level side walks and snow removal at corners.
- Listen to us

- Allow new drive throughs, improve parking availability, improve searing at bus stops
- Better paths around the lakes and better public restroom facilities
- Increase ADA parking and ramps, utilize power door openers in restrooms
- Quit replacing parking with bike lanes. Enforce handicap parking laws and regulations.
- I think that the city should use more ramps.
- Proactively find sidewalk violations and enforce them. Don't wait for people to report them. Set up an entirely new system for reporting noise violations, like amplified music, car mufflers, and other un-permitted noise pollution. Our current system is completely broken and inadequate and delivers zero results. Start a new law enforcement division that only enforces traffic laws. Right now it is a dangerous free for all because the police do absolutely nothing about traffic safety.
- Include as many "helps" as possible
- smooth the residential sidewalks
- plow the sidewalks so that we don't slip and die on the compacted snow that becomes death ice! more trains into the suburbs in the south (NORTHFIELD), plus around the city. more intra-city east-west public transit options. wayfinding options for visually impaired light rail riders. More FULLY accessible hotels within the city! (when my elderly mom visits, I don't want her having to stay far away from me in St Louis Park or Edina) Rentable mobility devices in larger parks like Minnehaha.
- stop worrying about things like Uber and Lyft and focus on quality execution of basic services
- Working with entities to improve transit options; improving walkability of the city. making it easier to get social services
- Old fashioned mail to the homes for information. Give people alternatives aside from the internet to sign up for programs/services. Offer help to ppl who can't use the internet. More friendly people on the phone when asking for help.
- Bathrooms
- more parking
- maintain ride share services, not pretend 'new companies will come' services but what we have today via Lyft & Uber.
- The city needs to get more involved with the skyways. I'm aware that they are private, but there is so much more that the city can do here.
- Make sure ALL Skyway doors have working open buttons, fill in the sidewalk cracks & potholes, shovel all cut curbs, bus stops & sidewalks!

- Fix the skyway! Make sure EVERY SINGLE DOOR has a power opener (the push button, the wave sensor, or the automatic slier kind) and that there is a phone number to call for help if one of the openers doesn't work. In the few places without ramps, make sure the platform lifts are operable and don't depend on some security person showing up with a key ten minutes later just to turn it on. Just as it only takes one non-cut curb for a person in a wheelchair to get stuck somewhere, it takes only one non-openable door or one flight of stairs for an entire skyway route to become useless. Given that the sidewalks are often not safe for these same people in winter, the skyway is a lifeline for us downtown, and if you "just can't get there from here" that way either, it often means staying home and missing out on important things. It's extremely isolating.
- Text/email/through an app options for those who are HOH or deaf. Mandated masking in high risk areas (clinics, bars, concert venues)
- Not in order of importance, just random order:
 - 1)Require masking in publicly funded buildings and provide free high quality masks to employees
 - 2)order covid-safe clear masks (NOT CLEAR SHIELDS) for employees to wear to assist lipreaders, and then store those clear masks in an accessible place where ALL employees can easily find them
 - 3)add online chat or message options for people with communication disabilities EVERYWHERE that phone options are given. On every single form, on every single sign. Train employees to offer all options and to not assume people can call on the phone.
 - 4)install and maintain HEPA air purifiers in ALL public buildings
 - 5)hire agencies specifically run by disabled people to train city employees, especially the security employees
 - 6)hire agencies specifically run by trans people to train city employees, especially the security employees (yes, being transgender is protected under the ADA as well as HIPAA, so it falls under disability rights)
 - 7)raise employee pay and hire more staff, so that employees won't be overworked, which is a problem that directly leads to disabled people being put in harm's way. We are seen as a disturbance, because we interrupt the flow of daily life by needing accommodations, and overly stressed, undertrained employees frequently respond by calling security, leading to violence against vulnerable disabled bodies
 - 8) specifically set aside more funding for disaster prep aimed at the specific needs of disabled people, including trans people, and develop comprehensive plans
 - 9) fully fund the shoveling of sidewalks so that disabled people can have be granted the right to leave our houses during the winter
 - 10) bring back the free covid test program and expand it immediately
 - 11) fully fund tools like wastewater monitoring and PCR testing that we require for public health
 - 12) require hospitals to continue reporting their covid data
 - 13) install and maintain UV light systems in public buildings for the elimination of viruses
 - 14) offer virtual options for meetings that would otherwise be in person
 - 15)require the court system to follow the ADA and

provide disabled people their accommodations. Hennepin County is especially bad, Ramsey doesn't have as many issues, Hennepin courts view accommodations as optional 16) fund programs giving high quality masks to people who can't afford them, especially homeless people 17) require psych wards (really hospitals in general) to follow the ADA and provide accommodations to disabled patients 18) require police to carry high quality masks with them and to put them on when requested 19) require EMTs and other medical professionals to wear high quality masks, and allow them to take sick time when they are ill so they don't spread disease to their patients 20) require city buildings with overhead speaker systems to utilize closed captioning as well 21) stop the evictions of the encampments. Quickly, before people get fed up with your nonsense and handle it themselves. And there are so many more to list, but I'll stop there

- Regularly shoveling city sidewalks after snow storms.
- Virtual/remote options
- Clarify COVID protocols and continue to encourage. I understand you can't change Covid policy anymore but please try to encourage or offer a space, programs, or events for Covid cautious people only. For example, as a requirement to entry of a space or event, must be wearing a mask, and limit capacity for safe distancing. Then PLEASE SALT/CLEAR SIDEWALKS just as much as you do for roads. It shouldn't be a lot to ask of this- safe sidewalks should be the norm year round, no exceptions point blank period.
- Start incorporating 100% ASL into 100% everything, side by side with the English language. No more excuses. On top of that, stop allowing people to practice the medical model of disability such as thinking Deaf people are the problem when in reality it is the environment that is the problem.
- As above, do a better job on sidewalks and curbs. Stop decreasing parking.
- Please work to keep Uber
- more low income accessible housing opportunities
- Plow the snow
- See above
- Acknowledge the law! Housing providers AND businesses have done less than the bare minimum to comply with the ADA and have shown they have no incentive to bother trying.
- less stairs
- Clear the sidewalks. Clear corners instead of actively blocking them. Fully staff and outfit Metro Mobility.
- Bathrooms, accessible Bathrooms. Do something, please!
- Clear sidewalks.

- Actually create an ADA Transition Plan that is comprehensive and robust. Public Works still hasn't assessed the sidewalk network and therefore doesn't have a plan to remove barriers along the network, for example. Public Works told the City Council in 2022 that they would hire staff to manage the Transition Plan, but it appears this was not done. Despite language in these documents, it is clear that Public Works does not prioritize removing accessibility barriers in the City and continues a haphazard and unorganized effort to address them.
- More bus routes more often. Extend public transportation into suburbs on large scale. Maintain and clear city sidewalks. Eliminate stroads.
- Ensure all city-operated websites, platforms, and digital services adhere to the latest WCAG standards to make digital content accessible to people with various disabilities. Offer training sessions and resources for web developers, content creators, and businesses on how to create and maintain accessible digital content. This could include workshops, online tutorials, and accessibility toolkits. Conduct regular accessibility audits of public digital services to identify and rectify barriers that prevent people with disabilities from accessing information and services. Create a feedback mechanism that allows users with disabilities to report accessibility issues directly to the relevant departments or businesses. Use this feedback to continuously improve digital accessibility. Ensure that all digital communications, including social media posts, PDF documents, and video content, are accessible. This includes providing text alternatives for images, captions and transcripts for videos, and ensuring documents are navigable and readable by screen readers.
- A study, committee of stakeholders ending in plan-like what was done with vision zero
- See 16 above
- Transportation safety
- Include people with a wide variety of disabilities on planning committees.
- Better senior resources, like for keeping property in shape or rides. Support for active senior programs throughout the city. Support programs aimed at healthy aging and aging in place. We don't all want to or need to move to assisted living. Better parking. Citywide staff work on not being ageist. 2040 Plan is ageist. Reassess your use of the word "disabilities ". Train city council on ageism!
- Create more awareness and connection. Bring transportation options and opportunities to engage without us needing to dig for information.
- More parking. Enforcement of Handicap parking rules
- Make sidewalks smoother and clear snow from sidewalks
- Better sidewalks Enforce snow shoveling ordinances Make more accessible playgrounds
- Finish upgrading corner intersections

- enforce non smoking at entrances to buildings and in bus shelters
- Think about disability more broadly. Have a scent neutral policy at the city for employees- a friend who is scent sensitive and works at the city have found that to be really challenging. Scent neutrality is cornerstone to trauma informed care as well
- Better Communication. Less jargon. Ask people more than once or twice if they understand. Actually, DON'T EVER ask if we understand. (I know, it sounds harsh, but hear me out.) Instead, ask "what questions do you have?" and "tell me what isn't clear" and maybe even take the time to ask the person to tell you, in their words, what steps are needed to be taken.
- Pay attention to those of us who are less able.
- Get anything that's not a pedestrian off of the sidewalk. Start handing out tickets to renegade bicyclists who do not pay attention to traffic laws. I have lost count of the number of times a bicycle downtown has disregarded a traffic signal downtown and nearly run me over.
- Nothing about us without us! Seek feedback from people with disabilities whenever planning for a new program or policy. Just as the City reviews racial equity for new programs and policies, so too should the City be using people with disabilities to ensure full inclusion and equity.!
- Shovel & remove ice from 1. Sidewalks next to bus routes, 2. Bus stops, 3. Intersections pedestrians need to use
- listen to what people say.
- move around the city with disabled people and learn what it is like. try to access stuff in the city without all the able bodied and neurotypical privilege. without financial privilege. pretend you don't know what services there are and try to figure out how to access them. try to figure out how they are provided. involve disabled folks in your work (for pay). plow the roads better. plow the sidewalks & bike lanes. repair sidewalks and roads. put accessible entrances on all sides of all buildings.
- Fix and plow sidewalks and paths.
- City staff need to know ADA laws, open a form for folks to easily report violations such as broken sidewalks or things blocking pathways, and to designate temporary accessible parking around events like Pride and the Basillica rock party.
- enforce smoke free zones, keep sidewalks clear, add automatic door openings
- See #16
- City-coordinated sidewalk clearing (snow/ice)

Question 18: Do you want to tell us anything else about accessibility in Minneapolis?

- I think I covered it all
- I encourage the city to continue its efforts in improving accessibility in Minneapolis. There are always opportunities for enhancements and advancements to be made, and I appreciate the commitment to ongoing improvement.
- No
- No
- no
- None at this time
- no
- no
- That the scooters have become a menace. Oftentimes they block sidewalks or crosswalks or are lying across the sidewalk, or are left near the curb and a crosswalk. Those things are a menace to the city
- no
- No
- Yeah. Not everybody can walk or bike. Stopping planning only these options!
- Sidewalks are narrow, bumpy, often in poor condition. It is also nearly impossible to get in and out of a restroom in a wheelchair without human assistance, which is not always available.
- Pay Lyft and Uber drivers a fair living wage! Don't pit disabled people against rideshare drivers! Make it easier for temporarily disabled people to use Metro Mobility.
- The crime rate is driving me out of Minneapolis after 30 years, not accessibility issues
- For me with a TBI, it has been impossible to feel included as a valued member of society. I have no way to connect to community resources without help from someone to access the internet for me. My grandchildren are missing out on park programs, community opportunities ect as everything is done online. Also the sidewalks are usually uneven/cracked, or you have others using motorized vehicles on them, making it difficult to a walker.
- Mayoral endorsement of city council members that won't do what our current council is doing would be welcomed. Accessibility is fairly good, but between the DA not prosecuting criminals and the city council doing everything possible to prevent events/conventions coming to the city along with limiting transportation options for those that need them most the future is concerning.

- The city needs to get more involved with the skyways. I am aware that they are private, but they have such great potential to be of benefit to people with disabilities, and the city needs to get more involved and do more here. I would be happy to be part of this, please get in contact with me. Eric Shotwell, eric@ericshotwell.com, 612-283-0753
- Accessibility applies to more than just the disabled. It is also needed for parents/caregivers pushing strollers, shoppers who have their hands full, visitors dealing with luggage, etc. Accessibility is crucial for all everyone in this beautiful city & state!
- I appreciate that most city, county, and state events/meetings/webinars/etc. I've seen include an online option (a godsend for those of us who sometimes physically don't have the ability to get there in person for various reasons) and actively invite people to request accommodations if needed. It feels like offering your pronouns even if you're cis — it normalizes accommodations as something we should talk about freely, rather than putting the burden on the person with a disability to know help is available and then figure out how to go ask for it. Thank you for setting that positive example!
- Covid information is not being widely shared and available despite how debilitating and how prevalent it still is. More and more people are becoming disabled through Covid. Using preventative measures will help ease multiple concerns about this.
- Minneapolis has eugenics as city policy and a reckoning is coming. You can either provide us our disability rights out of your own volition, or we will come and liberate ourselves. We will not allow any more generations of disabled people to languish in Minneapolis under the leadership of able-bodied eugenicists.
- The winter of 2022-23 was extremely stressful for me as a pedestrian navigating sidewalks in downtown Minneapolis. My visual impairment prevent me from safely judging snow depth. When sidewalks are not shoveled after a snowfall, it is impossible for me to see the curb, and know how to step safely up to or down from the sidewalk, resulting in slips and falls. Snow can melt and freeze, and when sidewalks are not regularly shoveled can result in icy patches. Visually impaired people cannot discern these icy patches, and can result in debilitating injuries.
- Need well-paid jobs that can be done from home. Employers are shifting away from offering work from home as an option which makes it difficult to find employment.
- Less talk more action. Don't just do the things that are already status quo here and in other cities that won't rock the boat or frustrate the electeds. Actually listen to what your communities say- make the hard choices and the hard changes.

Otherwise I don't believe a word you say about caring about accessibility outside of preventing lawsuits. None of us do

- Stop being afraid of the Deaf world and fully embrace our Deaf culture, Deaf ways of life, and all of our visual contributions that will benefit everyone. But at the same time, allow us Deaf people to lead, to decide our fates, knowing that we have 100% full support of the Minneapolis government that won't allow Hearing people to act like they know better about our needs. Thank you.
- I live in a neighborhood where very little has been done. Poor sidewalks, streets with lots potholes (hard to cross when you have to be looking down the whole time and cars don't stop for signs. Street parking is disappearing. Paths in parks are dangerously uneven.
- Braille blocks could be in more locations. Research how Nagasaki Japan does it. You will be surprised!!!
- Yes, the city council has made the single most disrespectful action for those who need the service by making uber and lyft leave.
- I'm so disappointed by the fact that we claim to be an inclusive, diverse and progressive state but that is absolutely the opposite when it comes to follow through.
- The broken, crumbling and cracked sidewalks in my neighborhood make the warmer months difficult as well. Lack of accessible affordable or Section 8 housing is downright criminal.
- Good job clearing sidewalks quickly after snow. Thank you !
- The city talks a lot about disparities but does not seem to track disparities for those with disabilities, and does not appear to track or provide information on the city's workforce that live with disabilities.
- Public Works has failed to produce a meaningful ADA Transition Plan, and it appears they will be allowed to continue avoiding addressing accessibility barriers. It's been 34 years, but the department still hasn't assessed sidewalk condition, sidewalk gaps or how to remove barriers.
- Make the city walkable.
- Remember that making things easier for those with barriers makes it easier for everyone
- Yeah. Not everyone can ride a bike.
- The rideshare wage requirements worry me. With uber and lyft threatening to leave, I will lose a primary transportation option. Plus, the drivers I've spoken to are not happy about it, either.
- See above. Too many people move out of Minneapolis as they age and flee to the suburbs.

- Ice. No one told me when I moved here how difficult it is to navigate with ice. Sidewalks need to be better maintained.
- It would be nice if the city passed a regulation to make cart returns close to handicap parking
- fear of crime as well as bikes and scooters operating on sidewalks is also a big problem.
- Kinda bummed to not even be represented in the criteria at all when my disability is incredibly impactful on my life and my ability to contribute to the tax basis in Minneapolis
- It's good but not great. (Better than St. Paul)
- I think I've complained enough, and I'm being a little sarcastic here, but I do truly believe these seemingly small changes could have a great benefit. They will take longer than not, but I think I'm worth it, and so is she and him and they...
- Pay attention to income limits.
- With everything narrowly tailored to benefit bicyclists, it seems the benefits of shared infrastructure are lost, especially downtown. A person can no longer stroll and enjoy downtown Minneapolis.
- Accessibility is getting better in some areas and still stagnate in others. It is important for the City of Minneapolis to hire people with disabilities in all programming and services. Having staff that are a part of the City infrastructure can go a long way to help build in reminders that citizens come in all shapes and kinds and these need to be taken into account when any planning is being done. It would be good to know exactly how many employees the City has who identify living with a disability but this information is n o where to be found on the City web site.
- I have given up going places. I hate to go there and have to turn around and go home.
- yes, but this survey is annoying and i feel kind of done... i doubt the city will change anything anyway when we can't even get them to do the same things they are supposed to already or say they do/will.
- Hire more disabled staff members! It would also be great if staff from different departments could be "disabled for a day" in these categories to see what we go through every day, in order to create change based on their. experience.
- bring back masking requirements to protect at risk groups

Question 19: What is your race/ethnicity? Please select the ethnicities that apply

American Indian/Alaskan Native: 2.41%

Asian: 3.01%

Black/African American: 5.42%

Hispanic or Latino origin: 2.41%

Native Hawaiian or other Pacific Islander: 0.60%

White or Caucasian: 87.95%

Other: 3.61%

- Mexicano
- I am white but not Caucasian. Caucasian derives from a group of people in Eurasia who did not support people of color. Consider dropping Caucasian from all forms. White and Caucasia are redundant anyway.
- Prefer not to answer
- SWANA
- European

Question 24: How do you identify your gender? Select all that apply

Woman: 68.48%

Man: 26.06%

Trans: 4.24%

Non-binary: 5.45%

Fluid: 3.64%

Other: 4.24%

- Human
- Prefer not to answer
- Are you actually going to use these for demographic breakdowns? If not there's no need to ask
- Off white
- None of your business
- Bigender, trans, masculine-of-center, butch
- Genderqueer

Question 25: How do you describe your sexual identity? Select all that apply.

Asexual: 5.23%

Bisexual: 15.03%

Gay: 5.23%

Heterosexual/Straight: 69.28%

Lesbian: 4.58%

Other: 7.84%

- Pride
- See above
- Queer
- Passive heterosexual
- Queer
- How is this relevant to the city or the cities business?
- Tbiq
- Queer
- None of your business
- Queer
- Queer
- Queer