



Appendix D – Community Survey Accessibility Report

01.18.2022



Prepared by  benesch



Town of Apex

COMMUNITY ACCESSIBILITY SURVEY REPORT

Final

01.18.2022

Prepared by





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1.0 Introduction

The Town of Apex is developing an ADA Transition Plan with the goal of prioritizing opportunities to improve the safety, security, and accessibility of Town facilities, programs, and right-of-way. The Americans with Disabilities Act (ADA) of 1990 is a civil rights statute that prohibits discrimination against people with disabilities. The ADA states that by designing and constructing facilities for public use that are not accessible to people with disabilities could constitute discrimination. The ADA applies to all facilities, including those built before and after 1990, and local governments are required to perform a self-evaluation of their infrastructure and identify all barriers to accessibility. The Town's accessibility consultants, Tindale Oliver, has assessed a total of sixteen Town-owned buildings, eleven parks, over 200 miles of sidewalk and greenways, as well as the Town's policies and programs to identify any issues with accessibility. ADA Transition reports have been developed for each facility to provide the Town with a roadmap to ADA accessibility.

The purpose of the ADA Transition Plan is to:

- Identify physical barriers that limit the accessibility of the facility to individuals with disabilities,
- Describe the methods to be used to make the facility accessible,
- Provide a schedule for removing the barriers to accessibility, and
- Identify the name of the official responsible for the plan's implementation.

The transition plan development process includes assessments, public outreach, data analysis, and plan drafting. On October 1, 2021, a Community Accessibility Survey was published to capture the public's input on how to create a more accessible Town for residents, visitors, and stakeholders. The survey was posted on the Town of Apex's website and social media pages until November 18th, 2021.

The Community Accessibility Survey received responses from 254 participants (a copy of the online survey is included in Appendix A and the responses are included throughout this report). Most of the participants are Apex residents followed by persons who have, or a member of their family has, a disability, as seen in Figure 1.1. In Figure 1.2, those who responded that they have/a family member has a disability, the top four forms of disabilities were orthopedic impairment, autism spectrum disorder (ASD), a hearing impairment, and intellectual disability.

As shown in Figure 1.3 a large majority of those who responded to the survey are retired individuals. The Town of Apex will be hosting public participation events and One-on-One sessions targeting those age groups to gain their feedback regarding the Transition Plan and other Town issues. In Figure 1.4, most respondents indicated that they feel positively about the Town's accessibility while a smaller percentage feels neutral or negative about the Town's accessibility. The Town of Apex should continue working with stakeholders, citizens, and local disability groups to address accessibility issues moving forward. This shall include maintaining the Town of Apex ADA Transition Plan as it serves as a living document outlining the Town's intentions to remain an accessible and inclusive municipality in the state of North Carolina.

Figure 1.1. Respondents' Description

[Please select all that apply to you (247 respondents)]

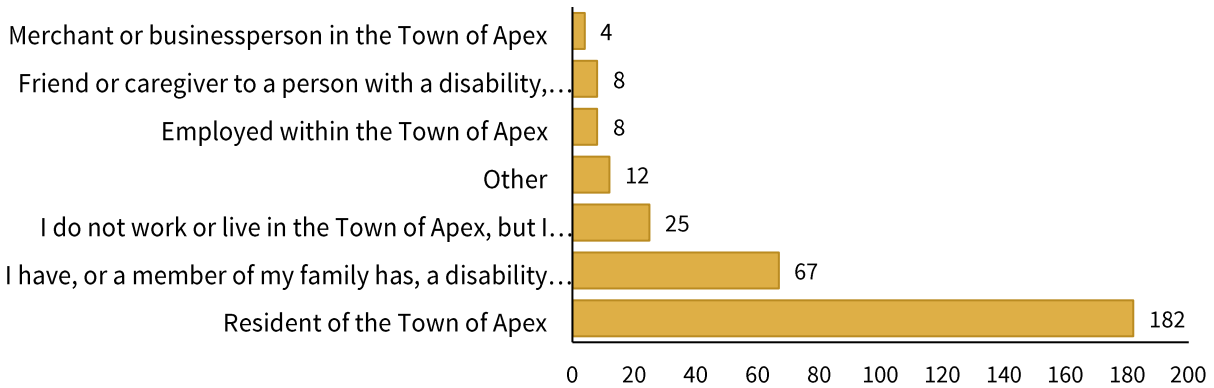


Figure 1.2 Type of Disability

[If applicable, please describe which type of disabilities you personally have, those of local family member, or person you help care of. (Please check all that apply) (193 respondents)]

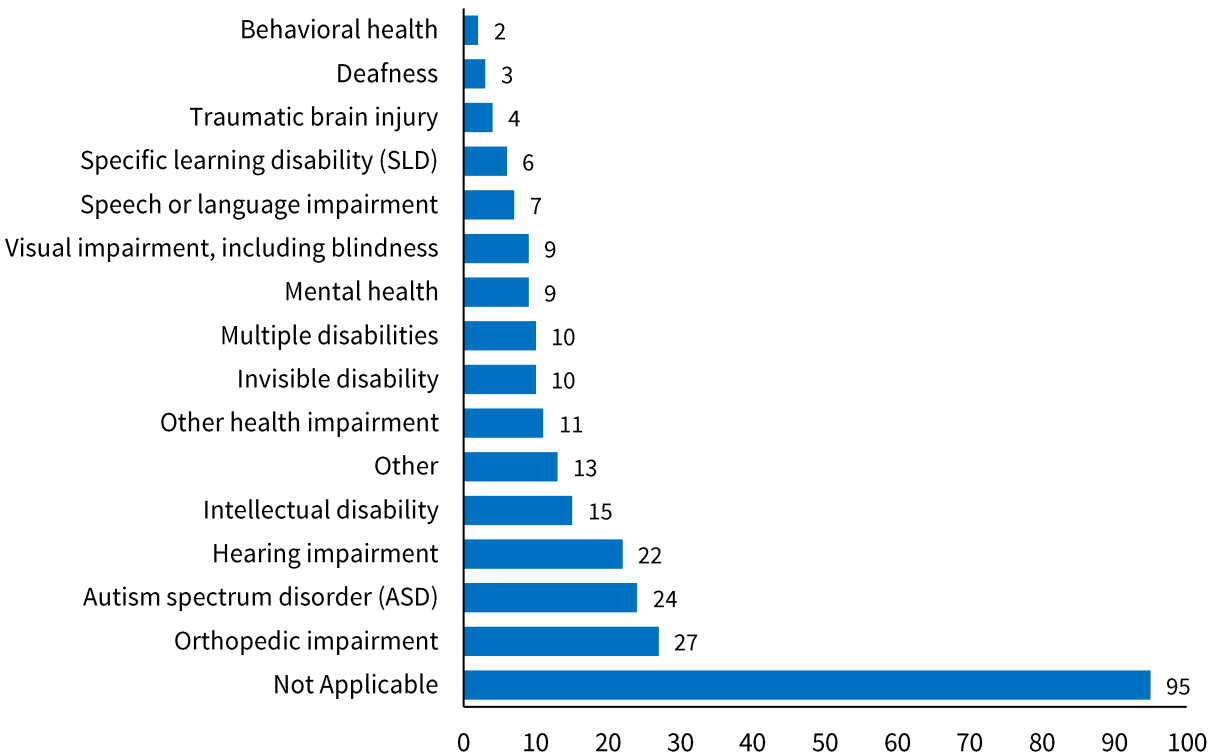


Figure 1.3 Employment Status

[The Town of Apex is dedicated to providing equal access to employment. Please provide your employment status. (228 respondents)]

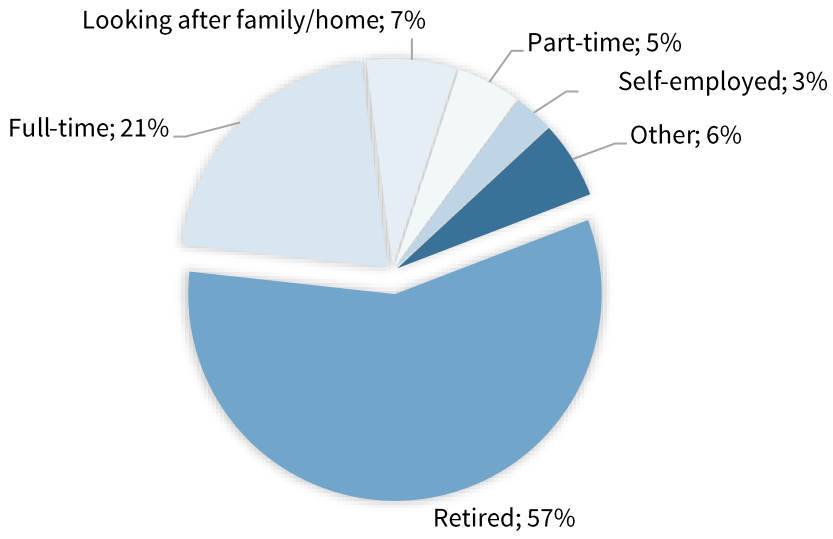
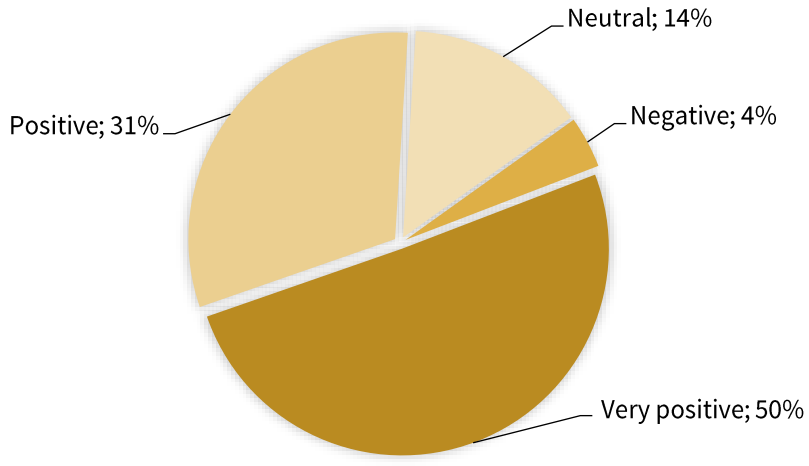


Figure 1.4 Overall Town Accessibility
 [Regarding accessibility, how do you feel about living and/or working in Apex, NC? (217 respondents)]



2.0 Facilities

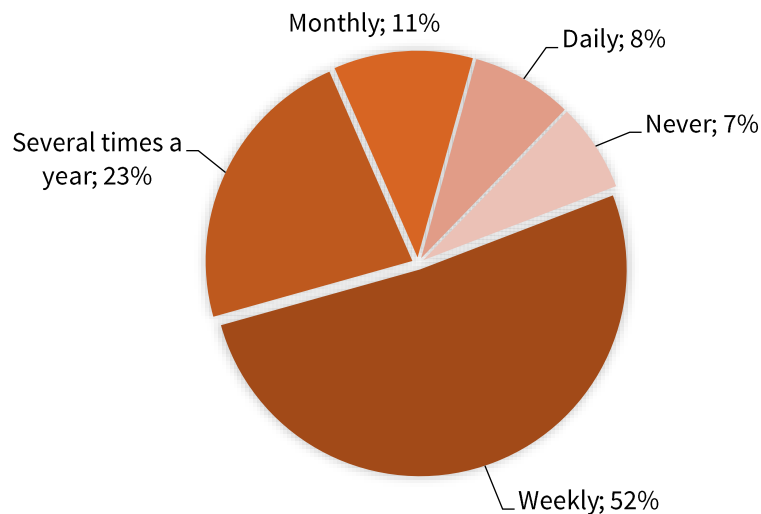
A large part of this project involved physically assessments of the Town’s infrastructure including facilities ranging from public safety stations to the Apex Community Center and Halle Cultural Arts Center. The assessment of building elements for compliance with applicable accessibility standards was conducted starting on April 21, 2020, through June 25, 2020. They included a comprehensive inventory of the conditions of Town buildings and identified and prioritized improvements to address the barriers to accessibility. The purpose of this community survey report is to complement the on-site assessment and Transition Plan report with the public’s voice. This report adds a user perspective which is critical to understanding the full accessibility picture and prioritizing implementation.

While the facility survey consisted of non-intrusive visual observations, which allowed for a readily accessible and easily visible components and systems assessment of the facility, the Community Accessibility Survey gathered more in-depth data regarding the citizens perceptions of accessibility in Town facilities and programs. In Figure 2.1, approximately 52%, of respondents indicated that they use Town facilities weekly, demonstrating that the accessibility of the facilities is very important in granting access to all Town services and programs. Further expanding upon the notion that facilities are heavily used, respondents were asked which facilities they believed to be the most important to improve for increased accessibility. The most common response was parks and community centers with 90 respondents indicating that those facilities are the most important as seen in Survey respondents *indicated that at the police station, accessible parking spaces are located too far from the building entrance. Residents indicated that the long walk is an impediment to their attendance of police events such as pancake breakfast. Another challenging facility that was mentioned in the comments is the Senior Center. Residents indicated locating the main entrance is a challenge and that it can be remedied through installation of signs. Lastly, a respondent who is hard of hearing mentioned that they had difficulty hearing at various events hosted by the Community Center and Halle Arts Cultural Center. The respondent suggested activating close captioning when applicable or providing wireless headphones or T-coil.*

Figure 2.2.

Figure 2.1 Town-Owned Facility Usage

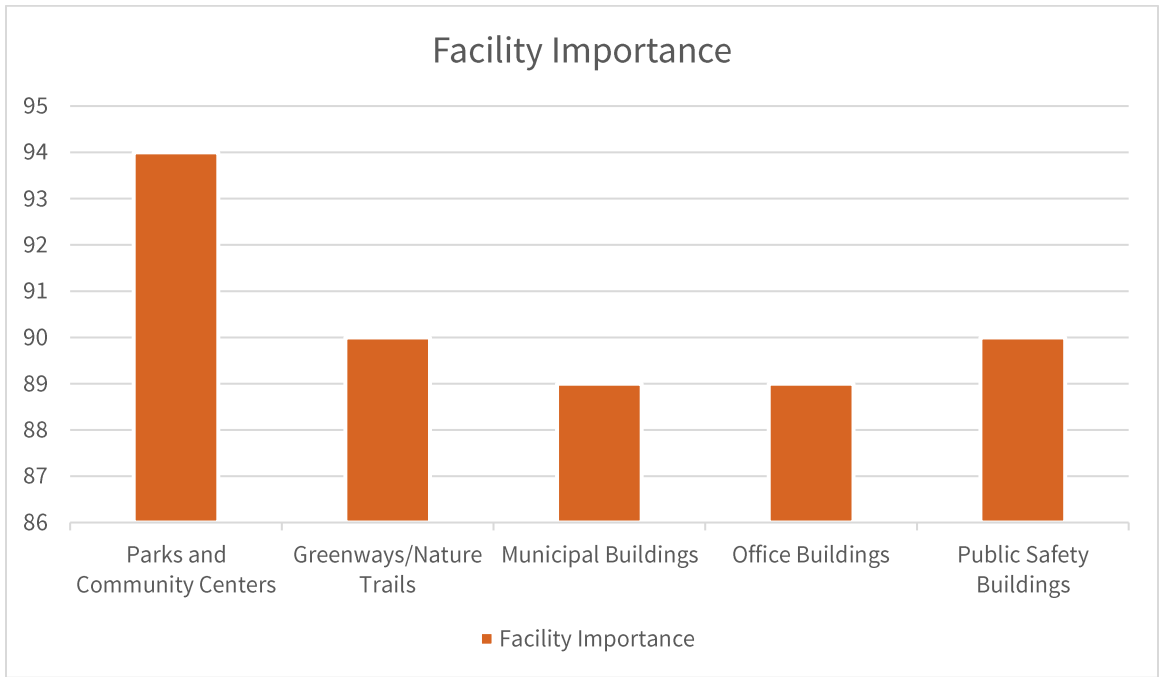
[How often do you visit or access any Town-Owned facility or building (Hunter Street Park, Apex Town Hall, etc.)? (220 respondents)]



Survey respondents indicated that at the police station, accessible parking spaces are located too far from the building entrance. Residents indicated that the long walk is an impediment to their attendance of police events such as pancake breakfast. Another challenging facility that was mentioned in the comments is the Senior Center. Residents indicated locating the main entrance is a challenge and that it can be remedied through installation of signs. Lastly, a respondent who is hard of hearing mentioned that they had difficulty hearing at various events hosted by the Community Center and Halle Arts Cultural Center. The respondent suggested activating close captioning when applicable or providing wireless headphones or T-coil.

Figure 2.2 Destination Accessibility

[Which of the destinations below are most important to improve for increased accessibility? Rank from highest to lowest. (96 respondents)]



3.0 Sidewalks and Curb Ramps

Following the conclusion of the facility assessments, a field survey of more than 183 miles of sidewalks and over 8 miles of greenways were conducted via electric bike the week of June 6, 2021. During the same period, a field survey of Town crosswalks and curb ramps was conducted. A total of 451 curb ramps were assessed, and recommendations were developed. The following questions asked respondents about the quality and accessibility of the right-of-way and how frequently they use it. Almost half of the respondents indicated that they use the Town of Apex sidewalks daily, while a quarter of respondents indicated using the sidewalks a couple of times a week, or a few times a month, at 24% each in Figure 3.1. Out of 175 respondents, 46% feel that the Town’s sidewalks and curb ramps are accessible as indicated in Figure 3.2. The situations that make it the most difficult for citizens to navigate the sidewalks and curb ramps include gaps in the sidewalk infrastructure, cracks in the pavement, and lack of a curb ramp where one is needed.

Figure 3.1 Sidewalk Utilization

[On average, how frequently do you utilize the sidewalks within Apex? (177 respondents)]

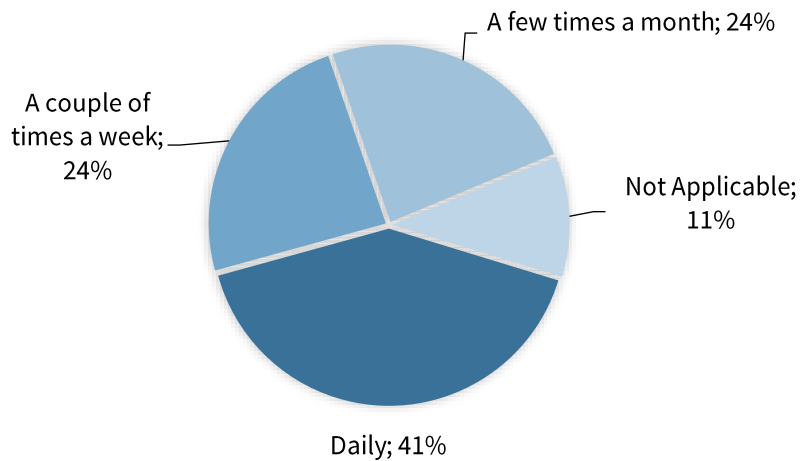
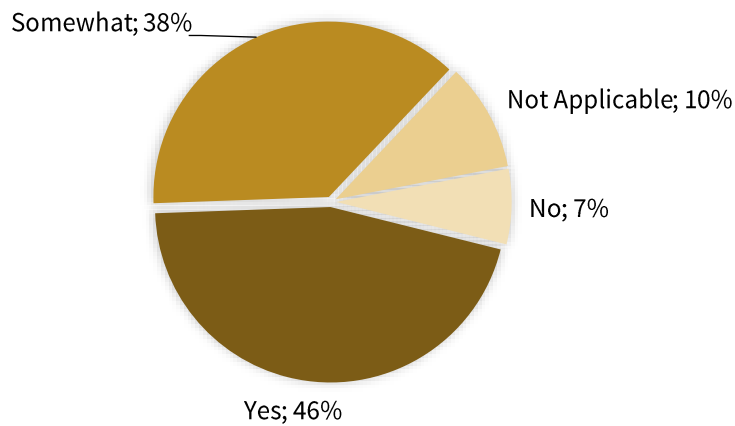


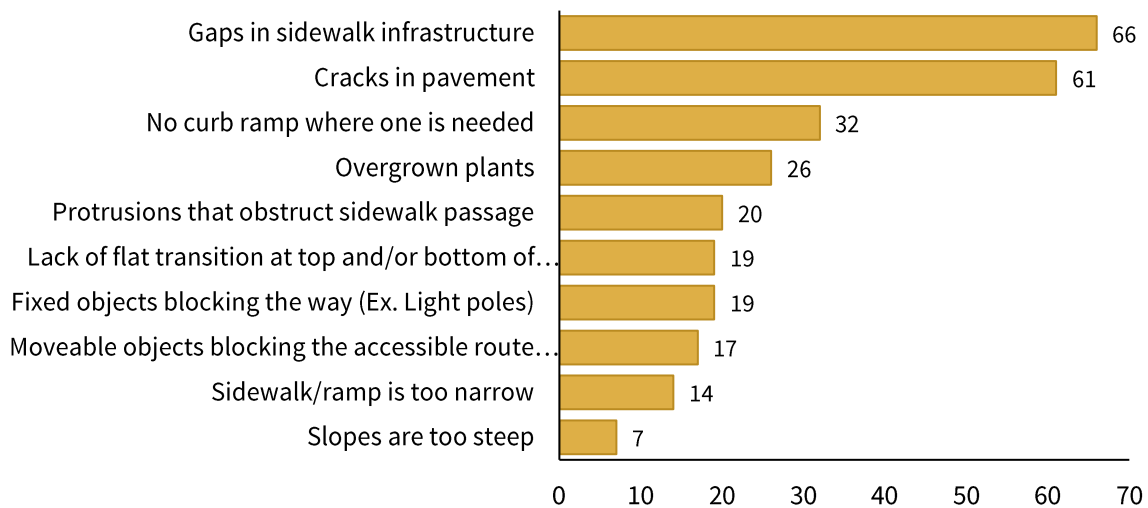
Figure 3.2 Sidewalk and Curb Ramp Accessibility

[In general, do you feel that the Town’s sidewalks and curb ramps are accessible? (175 respondents)]



Example locations that were mentioned in the comment section were the right-of-way on Ten Ten Road and near Target in Beaver Creek. Ten-Ten Road from Kiftgate Lane to Kildaire Farm Road was mentioned to having partially paved sidewalks. Ten-Ten Road and Center Street has overgrown foliage which can act tripping hazards. One respondent mentioned that the high traffic near Target in Beaver Creek make it impossible to safely cross. The side parking at the Target does not have a connecting sidewalk which would allow users to avoid traffic and safely get to the store.

Figure 3.3 Sidewalk and Curb Ramp Navigation
 [Which of the situations listed below make it most difficult for you to navigate a sidewalk or curb ramp? Select your top 3 choices. (123 respondents)]



4.0 Policies, Programs, and Activities

The department policy, procedure, and documentation review was completed on April 16, 2020. Tindale Oliver has reviewed the requirements for programs and policies necessary for the Town to be compliant with the requirements of the ADA. Town programs and activities are heavily participated in at a rate of 73% among 150 respondents as seen in Figure 4.1. This result demonstrates the importance of the accessibility review of policies, procedures, and documentation for the Town. The survey also asked what would prevent the respondent from participating in activities and programs in Town. Respondents largely indicated that they do not know when those activities and programs are taking place. Other respondents expressed that program fees are high for participants that are outside city limits. Other obstacles were parking and transportation. Many written comments expressed not having reliable transportation to the events, and those who could drive, their issue was availability of accessible parking.

During the same review period in April of 2020, Tindale Oliver reviewed the Town’s website and online information services including the Geographic Information System (GIS) viewer, Assessor’s information, and online permitting for ADA compliance. Of those who responded, 64% indicated that they use the website and online information services a few times a month in Figure 4.4. One respondent indicated that meeting and event information is usually hidden or published in a way that is not easily consumable.

Figure 4.1 Town Programs and Activities Participation

[Do you participate in any Town programs or activities (Town Hall meetings, special events, etc.)? (150 respondents)]

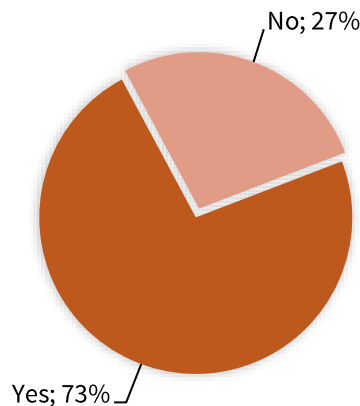


Figure 4.2 Town Program and Activities Obstacles

[Have you encountered any obstacles to participating in a Town program or activity? (141 respondents)]

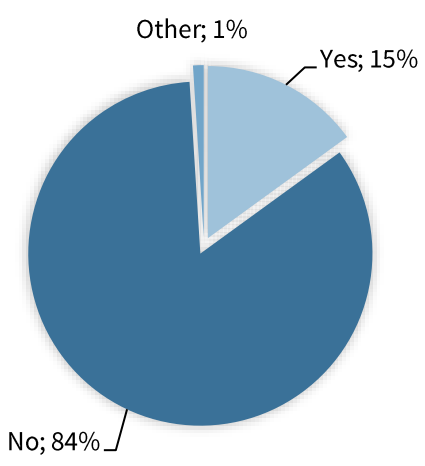


Figure 4.3 Town Program and Activities Follow-Up
 [What might prevent you from taking part in activities and events around the Town? (Select all that apply) (100 respondents)]

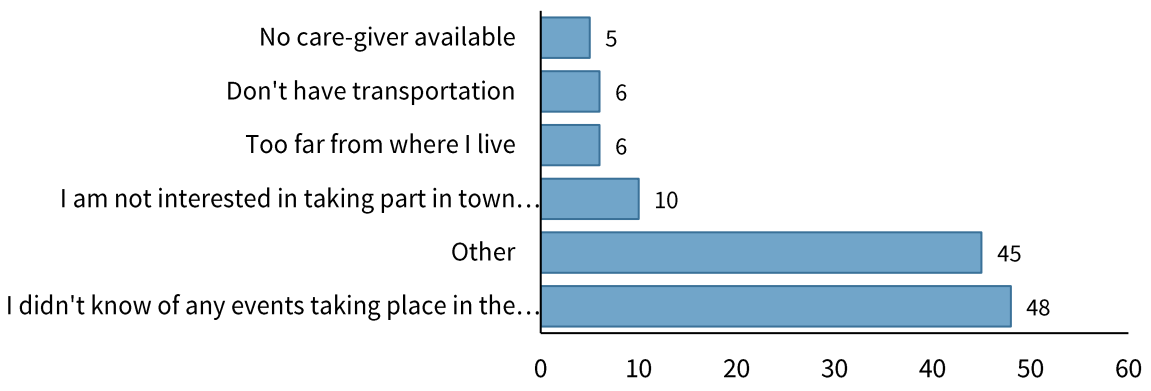
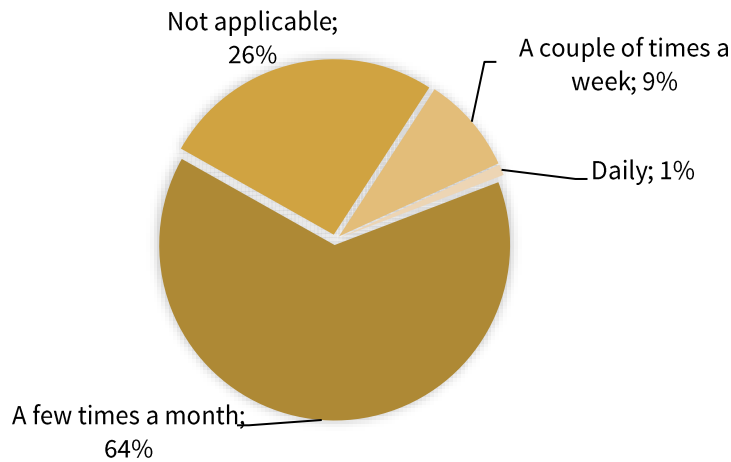


Figure 4.4 Town Website Use
 [On average, how frequently do you utilize the Town of Apex website and online information services including the Geographic Information System (GIS) viewer, Assessor's information, and online permitting?]

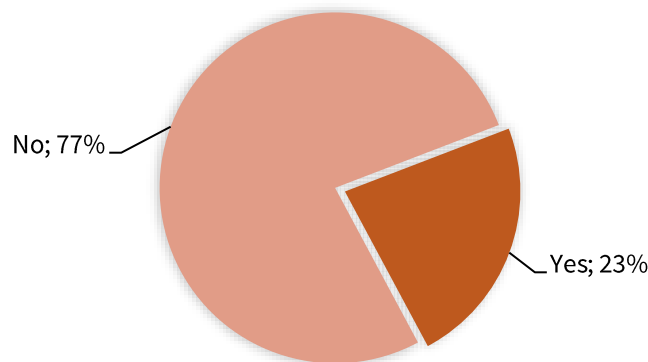


5.0 Conclusion

A large majority of those surveyed did not know how to get in touch with the Town’s ADA coordinator if an accessibility issue with a Town facility, sidewalk, or program was encountered. This finding indicates that contact information for the ADA Coordinator should be placed on the Town website in an accessible and intuitive manner. The Town should consider the ability of citizens to express their concerns through various channels such as website, mail, comment boxes in public facilities, email, and phone. This can be achieved by creating an ADA Grievance Procedure and posting it on the Town website. Furthermore, it is important for the ADA Coordinator to continue public involvement efforts surrounding accessibility to ensure that the Town addresses all concerns.

Figure 5.1 ADA Coordinator

[Prior to this survey, if you had an accessibility issue with a Town facility, sidewalk, or program, did you know who to contact to have this issue resolved (119 respondents)]





Appendix A. Survey Questionnaire

TOWN OF APEX, NC COMMUNITY SURVEY

We need your assistance to make your Town a more accessible place for everyone!

The purpose of this survey is to offer citizens the opportunity to record your experience using Town facilities. The Town of Apex (Town) is in the process of evaluating Town-Owned Facilities, Parks, Programs, and Services to ensure compliance with the Americans with Disabilities Act (ADA), build an ADA Transition Plan, and become barrier free. This survey seeks to gather input from the community on the level of accessibility of these facilities and will also assist in the prioritizing and implementation of the improvements.

This survey is voluntary and confidential, and it is intended solely to inform the Transition Plan. Responses will not be identified by individual, all responses will be compiled together and analyzed as a group.

Responses will be collected until 11/18/2021 to be analyzed as a means of providing information to assist the ADA Transition Plan Team. For questions, accommodations, or a paper version of this survey, please contact the interim-Town's ADA Coordinator, Shawn Purvis at 919-249-3302 or shawn.purvis@apexnc.org.

1. Please check all that applies to you.
 - Either I or a member of my family has a disability
 - Friend or caregiver to a person with a disability
 - Merchant or businessperson in the Town of Apex
 - Resident of the Town of Apex
 - Employed within the Town of Apex
 - I do not work or live in the Town of Apex, but I visit sometimes to see friends or family
 - Other (Please specify):

2. If applicable, please describe which types of disabilities you have personal experience with. Please check all that apply.
 - Specific learning disability (SLD)
 - Autism spectrum disorder (ASD)
 - Speech or language impairment
 - Visual impairment, including blindness
 - Deafness
 - Hearing impairment
 - Orthopedic impairment
 - Intellectual disability
 - Traumatic brain injury
 - Multiple disabilities
 - Invisible disability
 - Mental health



- Behavior health
 - Other health impairment
 - Not Applicable
 - If you use an alternative term, please describe:

3. The Town of Apex is dedicated to providing equal access to employment. Please provide your employment status.
- Full-time
 - Part-time
 - Volunteering/interning
 - Student
 - Looking after family/home
 - Not working because of illness/health/disability
 - Retired
 - Unemployed
 - Self-employed
 - Other (Please specify): _____
4. Regarding accessibility, how do you feel about living and/or working in Apex, NC?
- Very positive
 - Positive
 - Neutral
 - Negative
 - Very negative

Buildings

5. How often do you visit or access any Town-Owned facility or building (Hunter Street Park, Apex Town Hall, etc.)?
- Daily
 - Weekly
 - Monthly
 - Several times a year
 - Never
6. How accessible would you rate these Apex facilities?

FACILITY NAME	Very Accessible	Somewhat Accessible	Not Accessible	No Opinion
BUILDINGS				
Apex Town Hall				
Public Works Operations Building				
Purchasing and Inventory Building				
Public Works Administrative Building				
Halle Cultural Arts Center				



Apex Historic Depot Chamber of Commerce				
Apex Community Center				
Apex Police Station				
PARKS				
Apex Community Park				
Clairmont Park				
Kelly Road Park				
Kelly Glen Park				
Jaycee Park				
Nature Park				
Sue Helton Park				
West Street Park				
Salem Pond Park				
Hunter Street Park				
Seagroves Farm Park				
GREENWAYS				
Beaver Creek				
Community Park Lake Trail				
Haddon Hall				
Apex Nature Park Paved Trails				
White Oak				

7. Which of the destinations below are most important to improve for increased accessibility? Select your top 3 choices.

- Public Safety Buildings
- Office buildings and other places where people work
- Municipal buildings (Town Hall, Public Works)
- Parks and community centers
- Greenways/nature trails

8. Have you encountered any obstacles to accessing any Town-Owned facilities? If so, please describe the situation below.

Sidewalks

9. On average, how frequently do you utilize the sidewalks within Apex?

- Daily
- A couple of times a week
- A few times a month
- Not Applicable



10. In general, do you feel that the Town’s sidewalks and curb ramps are accessible?
- Yes
 - Somewhat
 - No
 - Not Applicable
11. Which of the situations listed below make it most difficult for you to navigate a sidewalk or curb ramp? Select your top 3 choices.
- Sidewalk/ramp is too narrow
 - No curb ramp where one is needed
 - Slopes are too steep
 - Cracks in pavement
 - Gaps in sidewalk infrastructure
 - Overgrown plants
 - Moveable objects blocking the accessible route (Ex. Trash can, car, bike rack)
 - Fixed objects blocking the way (Ex. Light poles)
 - Lack of flat transition at top and/or bottom of curb ramp
 - Protrusions that obstruct sidewalk passage
12. Have you encountered any obstacles on any Town sidewalk or curb ramps? If so, please describe the situation below.

Programs & Services

13. Do you participate in any Town programs or activities (Town Council meetings, special events, etc.)?
- Yes
 - No
14. Have you encountered any obstacles to participating in a Town program or activity? If so, please describe the situation in the box below.
- Yes
 - No
 - Other (Please specify):

15. How accessible to persons with disabilities are events and activities in the town, such as:

TOWN PROGRAMS AND EVENTS	Very Accessible	Somewhat Accessible	Not Accessible	No Opinion
Town Council Meetings				
Community Center events				
Park events				

Music/Festival events				
Easter Egg Hunt				
Egg-citing Easter Egg Hunt (for kids with disabilities)				
Think Apex Day				
Special Needs Fishing Derby				
Peak Fest				
Touch-a-Truck				
Apex Latino Arts Festival				
Peak City Pig Fest				
Olde Fashioned Fourth of July				
55+ Health and Wellness Fair				
Apex Night Out				
Trick or Treat on Salem				
Turkey Trot 5k				
Christmas on Salem				
Family Basketball Ham Toss				

16. What might prevent you from taking part in activities and events around the Town?

- I didn't know of any events taking place in the Town
- I am not interested in taking part in town activities
- No care-giver available
- Too far from where I live
- Don't have transportation
- Other (please specify): _____

17. Are you a member of any disability specific groups, networks, or services?

This could be a club, a reading group, a support group, an online discussion, or anything provided specifically for people with disabilities. The intent is to gather direct feedback from Town residents that are impacted by infrastructure that is not accessible and use this feedback to develop an improvement plan that is reflective of the Town's needs.

- Yes
- No
- To gather direct feedback on the Transition Plan, please let us know the name and contact information of the organization/group/network:

18. Prior to this survey, if you had an accessibility issue with a Town facility, sidewalk, or program, did you know who to contact to have this issue resolved?

- Yes
- No

Communications



19. On average, how frequently do you utilize the Town of Apex website and online information services including the Geographic Information System (GIS) viewer, Assessor's information, and online permitting?
- Daily
 - A couple of times a week
 - A few times a month
 - Not Applicable
20. In general, do you feel that the Town's website and online information services are accessible?
- Yes
 - Somewhat
 - No
 - Not Applicable
21. Which of the situations listed below make it most difficult for you to navigate the Town's website and online information services? Select your top 3 choices.
- Lack of alternative text on images and other graphics
 - Lack of closed captioning or ability to control the audio
 - Colors are not high contrast and hard to read
 - Unable to fill out forms due to lack of associated text labels
 - Unable to resize text
 - Keyboard does not have all functionality
 - Lack of section headings and titles
 - Content is unclear
 - Not compatible with screen reading software and other assistive technologies

20. Do you have other ADA accessibility concerns?

21. Please leave your contact information below if you would like to be kept updated on the progress of the Town's ADA Transition Plan.

Appendix B. Survey Comments

Table 1. Facilities Comments

<p><i>Have you encountered any obstacles to accessing any Town-Owned facilities? If so, please describe the situation below.</i></p>
<p>Some trails/greenways are definitely not wheelchair friendly. It would be great to have at least one fully accessible playground.</p>
<p>Transportation is the biggest issue. We need a free ride program or extensive shuttle service. There are no options for low-income people with vision problems, limitations due to age, or other disabilities that make driving risky or impossible.</p>
<p>Sidewalks and roads in the area are confusing and inadequate, they end abruptly, many are too close to roads to feel safe. accessibility is low for those without vehicles</p>
<p>Need more bike paths and parking close to greenways trails. More sidewalks preferred. Need more green ways and better approach to main trails. Better accessibility to convenient store and more options</p>
<p>It will be great to have sidewalk access to the tobacco trail entry points from the many communities around.</p>
<p>As part of the rehab for my brain injury, I was told to jog on trails rather than paved greenways. Being unable to find any, I made my own, and have been improving it to the point that it is bikeable and able to take a stroller. Now there is a proposal to cut down the trees and widen and pave my path. My neighbors and I are very upset about this faux accessibility for one type of disability (wheelchairs) and the ignoring of others (balance issues)</p>
<p>We need more crosswalks with stoplights near downtown. Good luck having a disability and getting across the Peakway near Villages of Apex or Lidl.</p>
<p>I would like there to be signage at each property and online about accessibility metrics for that given property. E.g.: X Greenway: Is it wheelchair- & stroller-friendly? Etc.</p>
<p>Bathrooms at some parks are completely inaccessible. Some are too small, have no automatic door opening, too-heavy doors, pathway is deteriorating/bumpy, sometimes all of the above.</p>
<p>Sometimes parking is a challenge, but I understand the limitations to improvement in that regard</p>
<p>Transportation from Cary</p>
<p>All of my above answers are based on the lack or location of handicap parking</p>
<p>Yes, not enough parking for people with disabilities.</p>
<p>Parks: walking distance from parking to recreation area. More handicap parking spaces. As senior population grows so does this need.</p>
<p>I have not encountered any obstacles, but I am surprised that the new senior enter has such an elaborate staircase which many seniors are unable to use. There are elevators, but still.</p>
<p>Particularly at Kelly Rd Park, the restrooms are a long walk from the tennis/pickleball courts</p>
<p>Walk to far to access the senior center</p>
<p>Rental fees for park pavilions/shelters are way too high. I cannot plan any events because the cost is prohibitive. If they were more reasonably priced, they would be rented out.</p>
<p>Cost of renting pavilion/shelters is too high</p>
<p>We need more tennis courts. The ones in place needs to be repaved and refurbished - courts are not flat, nets are deteriorating, no score boards.</p>
<p>The stationery picnic benches in the rentable shelters at the Apex parks are difficult for older/senior citizens to climb in and out. The shelters are accessible to walk to, but the immovable picnic benches make it</p>

difficult. Likewise, the Nature Park band/movie viewing area is not always accessible for older or disabled citizens.
Police station is hard for me to get to - handicap parking is across the street and it is a long walk to the building . Seems plug in cars are more important than handicap. I used to go to the Halle building but with the new building going up I won't be able to go there. I used to attend the pancake breakfasts at Station 1 but with all the town changes on Salem Street I won't be able to go there anymore. About all that is left is the community center and the senior center which are made for the handicap residents.
Senior Center Parking is the worst I have seen, and you were fully aware of it. Full so we all have to back up, and cars behind us. It is a mess. Who thought of this?
Being hard of hearing, I have had difficulty hearing at various events in the Community Center and Halle . Activating close captioning when applicable or providing wireless headphones or T-coil would be helpful.
Locating the main entrance at the new Senior Center is a challenge that could easily be remedied by a few well-placed signs.

Table 2. Curb Ramp Comments

<i>Have you encountered any obstacles on any Town sidewalk or curb ramps? If so, please describe the situation below.</i>
Cracks, bumps, and lack of sidewalks on both sides of the road.
Yes. Another problem is that it can be dangerous to move off sidewalk onto a side street that does not have sidewalks . Drivers in Apex do not watch for pedestrians and do not expect to see many pedestrians. Getting across major intersections or into a shopping area is dangerous for pedestrians, because of heavy traffic racing to turn right and left without watching for people on foot.
Apex is a healthy community with lots of walkers and lots of dogs. There are almost no safe cycling lanes for those who prefer to do so. Sidewalks are inadequate, confusing, changing, and end abruptly. Right hand traffic lanes, also.
No obstacles, but the Town needs more sidewalks .
Horrendous bollards indicating that fiber internet has been buried under North Salem Street impede bike access. It also is infuriating that there are advertisements for fiber every 100 feet passing my house, but I can't get fiber internet.
Weeds.
At the Target in Beaver Creek , you can theoretically walk from the greenway to the sidewalk to get to Target, but in reality, the traffic is too heavy to cross the street safely and you have to walk all the way to the middle to get a sidewalk up to the stores. There is no sidewalk up to Target on the right side of the parking lot, which would make it faster to walk to the store, and would help avoid the traffic affecting pedestrians.
Personally no, but I'm conveying some feelings from a resident who uses a motorized scooter in our neighborhood and ran into specific issues
Constantly seeing cars parked at the end of their driveway where one needs to reverse course, go back to a previous driveway, exit onto the road, then take the road around the obstructed driveway, and come back up onto the sidewalk at the next open driveway. This is a matter of educating private residents about the need to keep the sidewalk clear even though they 'own' the driveway. This is a major safety issue in our neighborhood.
Gaps where sidewalk ends for many feet along major roadways (Green Level Church R, Roberts Rd, Green Level West).
Overgrowth on sidewalk heading east from Walgreens at corner of Old Jenks and Hwy 55.
Trees and shrubs hang over the sidewalk , which requires stepping off the sidewalk to pass.

The sidewalk along Olive Chapel between Hwy 55 and Kelly Rd frequently has overgrown plants.
Marking curbs or lack of a curb with a different or contrasting color, especially in handicapped parking areas. This would help the visually impaired.
Overgrowth of foliage
I have fallen several times on different sidewalks due to uneven cracks.
I had a trip and fall on an uneven sidewalk with a minor injury last year. I was impressed with how quickly the sidewalk was leveled once it was reported. However, other sidewalk trip hazards exist in the neighborhood and there does not seem to be a proactive approach to catching these before someone trips. I would like to know if such a program exists.
I have trouble stepping on and off curbs. So many of them do not have a flat section, which makes it so easy to get up on a curb.
There are only partial sidewalks on Ten Ten Road from Kiftsgate Lane to Kildaire Farm Road.
Not in my area but I live in a new subdivision. I use downtown Apex sidewalks , which are fine. Can't speak for other neighborhoods.
All the tables, plants, and signs make things impossible so I have just stopped going downtown. The other parts of Town that I go are usually around Beaver Creek shopping area .
Some parts of the sidewalks are not flat and easy to trip over. Cement to add or what you use to prevent people from tripping.
Sidewalks are too narrow.
This may apply more to merchants than town, but sometimes curb ramps are distant from the handicap parking places or are blocked by vehicles. It's often hard to find a van-accessible space, requiring unloading from the traffic lane before parking the vehicle. Sidewalks on only one side of the street requires crossing traffic.
For elderly persons crossing on foot, walk lights sometimes did not allow time to cross the street, (e.g. W Williams at Hunter before the Eckerds/Rite Aid closed).
Sections on Ten Ten Rd/Center St that are not mowed and edged regularly such that grass grows into the sidewalk . Neighborhoods routinely have vehicles in driveways parked across the sidewalk blocking pedestrians.
Yes. Dangerous while walking with falling.

Table 3. Policies, Programs, and Activities Comments

<i>What might prevent you from taking part in activities and events around the Town? (Select all that apply)</i>
Access to Town of Apex sports seems to fill up very quickly so I was unable to register my child.
Cost.
Distance to walk to reach activity.
Don't feel like she fits in.
Encountering what could be a curb only to discover its flat or curved. Because of visual impairment, I am unable to identify the situation or identify the possibility because the entire area is the same color.
Had issue doing early voting in October. Blocked area for parking for handicapped and it was blocked off so I had to find another space to park. Apparently, folks don't understand voters wanting to be early for voting - some of us like to be first and done.
I cannot always hear everything.

I live in New Hill, roughly 7 miles from the community center. New Hill is an unincorporated area. I have to pay higher fees to participate in fee-based programs because I don't live within the city limits of Apex which I think is unfair. Also, there are some programs that have very limited openings for participation. Because Apex residents are given priority in registration, I miss out on these small classes every time.
Largely pandemic-related with having a family member at high risk unable to join in indoor activities without a mask mandate and other precautions
No transportation to event location. Especially at night when less safe for someone at my age and circumstances to be walking.
Not enough information out there and information isn't consistent.
Not enough accessible parking spaces.
Not enough awareness of all events occurring.
Not enough or timely information . It would be nice to have a publication sent to all residents with the Town events.
Not enough parking spaces for people with disabilities.
Parking.
Parking in or around downtown is a problem when any event is occurring.
Parking vs walking distance.
Poor parking .
Poor parking accessibility.
Program/classes closed due to COVID that have not reopened since end of 2019.
Ramps are too steep.
Senior classes; Nature walks, Tai Chi.
Senior parking in front poorly done for a one-way entrance.
Senior center. I saw a woman walk into one of the glass long windows, what looked like an entrance. So clean she thought it was an open door. Maybe a cute sticker on the side of the window. Remember Seniors some have vision problems.
Taking place during work hours.
The information for these meetings is hidden away and not published in an easily consumable way. Segmentation of classes also leads to cancellations. I was very excited for the improv class, and they had multiple sections based on age. Rather than combining these classes when there were not enough for 3 sections, all three were cancelled.
There are some young adults who fall between the cracks. They are not severely disabled to require services for autism, MS, etc. but they also do not fit in with typically developing young adults. This is a very lonely group that could use some activities.
They are limited to Apex city residents.
Too large of a crowd - stopped going years ago. Did not feel safe if there was an incident.
Too many people and too hard to navigate.
Town of Apex has a very limited choice of activities in their specialized recreation. Because of this, there is limited opportunity for my young adult daughter to participate fully in Town of Apex programs. As Apex grows in population, it would be great to see more activities, classes, clubs specifically for young adults via specialized recreation.
When Salem St is closed for special events, they often block the curb ramp with the barriers.

Table 4. Other ADA Accessibility Concerns

<p><i>Do you have other ADA accessibility concerns?</i></p> <p>I was hoping there would be some questions about transportation. We don't have issue with the inclusivity of Apex itself but my adult son who has IDD and does not drive needs transportation within Apex and between Apex and surrounding communities. Thanks</p> <p>Being ADA compliant is one thing-- going Above and Beyond ADA compliance is what I would like to see from the town of Apex. Let's focus on making sure sidewalks and other infrastructure is accessible and safe. Let's also focus on making the town website and other information accessible to those with intellectual disabilities. There are ways to make language accessible: plain language. I can't emphasize enough the importance of accessible documents, websites etc. for people with intellectual disability.</p> <p>Standards should be set for responsiveness. Very hard to get an answer from town employees via email. Social media comments and questions rarely get a response.</p> <p>There are limited accessible parking spaces and they're often taken by drivers without a placard or special license plate</p> <p>Parking near downtown</p> <p>Not at this time, very encouraged by the survey alone that others are listening to those of who can't always navigate in our community independently.</p> <p>I would encourage the Town to train anyone who presents communications to the public in accessibility. I realize when you have multiple people contributing content it is hard to make sure everyone is following best practices, but it's important and I would highly encourage you to spend some of your training budget on courses that provide ADA instruction. That actually applies to digital, print, video, audio, experiential and in-person communications as well. I've seen many posters and graphics that have multiple accessibility 'faux pas' that could be easily remedied with some education. It is really a case of not knowing what you don't know. Once you know, you think about it more and eventually it's just second nature.</p> <p>There are so many free tools available to help become more accessible communicators, as well. For example, checking Flesch-Kincaid reading scores. You can do this online in 10 seconds with a simple copy and paste. Checking a random page on the Town's site puts the language at a level of 16 which is considered college graduate level. Way too high. It should be over 50 (higher number indicates a lower reading level which is silly I agree). But when you are speaking to the masses you really need to make sure you are accounting for all levels of understanding. Content can always be too confusing, but I'd argue it can never be explained too simply.</p> <p>Things like this just needs to be made a part of the process. You could see huge improvements over time if you could get all of the town's communicators mindful of these things.</p> <p>There are a lot of opportunities county wide for young adults with severe disabilities or no disabilities. Hardly any for those who don't fit into either category. Young adults with educational and social challenges.</p> <p>I have little or no contact with town accessibility even though I live here.</p> <p>Re the survey: the least frequent option for some usage questions was "several times a month." For some services, my usage is less than that--a few times a year-- but not "never".</p>
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