

City of Dubuque

Community Engagement on: ADA Infrastructure & Transportation

Community Engagement Design & Implementation team:

Gary Blosch

Nikola Pavelic

Crenna Brumwell

Jane Smith

Candace Eudaley

Marie Ware

Report prepared by: Nikola Pavelic, Community Engagement Coordinator

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Background/context

The city wants to address ADA needs within the context of city property/areas focusing first on access of buildings/areas and transportation infrastructure. In order to allocate resources in a way that is the most of help to our community members, city staff engaged the public to identify and prioritize transportation needs and building/area access. This public input will be shared with the City Manager and department managers in order to see which input is already planned and which needs to be planned (this will be translated into department budget requests and action plans.) Future ADA needs around programming, services, etc. will be addressed in the next phase.

Participation rate:

An **online and printed survey** was made available to the public 9/29/2015 to 10/19/2015. By October 19th, 49 surveys were taken. Of those, 44 were taken online and 5 were taken with printed surveys. The focus of the survey was the same as in person meetings (transportation and facilities).

After reviewing the data, staff noticed that this group of responders used the Carnegie-Stout Public Library the most on weekly basis. On a monthly basis this group of responders used the Eagle Point park followed by the Federal Building, Five Flags Event Center and Carnegie-Stout Public Library.

In addition to the survey, **one in-person meeting** was organized as well. There were 11 community members who attended the meeting. They were broken into 2 groups. Each group was given a map to have conversation around and once ready each group was asked to put down their collective needs around park/facility and transportation access categories. After the specific needs were identified by the groups each person was given 3 voting dot for each section. This means that each person was able to cast a total of 6 votes which means that as an entire group they were able to cast 33 votes per category..

During the “facilities” category, the voting participation rate was 70% which translates to 23 casted votes which is around 8

people who participated in the voting process for this category.

During the “transportation” category, the voting participation rate was 82% which translates to 27 casted votes which is around 9 people who participated in the voting process for this category.

Staff meetings:

- Planning:
 - June 11th: 1hr initial meeting
 - June 17th: 30 minutes to organize
 - June 24th: 2hrs planning
 - July 14th: 2hrs planning
 - July 21st: 1hr planning
 - September 8th: 1hr MVM approval
 - September 15th: 1.5hrs adjust based on MVM input
 - September 17th: 1hr finish planning
- Marketing
 - September 25th: 1.5 develop marketing and survey
- Implementation
 - October 15th: 1hr public input meeting
- Evaluation
 - November 5th: 1.5hrs evaluation of CE plan

■ **Total:** ~14hrs

Cost:

- Budgeted- \$0
- Spent- \$0

- Not able to tell the number of people who voted for each item for the in-person meeting

Limitations:

- Not everyone filled out all the survey questions
- Not everyone voted and/or not everyone used all of their votes

Demographics

- Please see page 12

Marketing

Staff created a flier which was distributed to different community contacts.

Locations	Asked to distribute flier	Asked to post flier	Asked to put on SM
1. Therapeutic programming (Leisure Services)	X	X	X
2. City of Dubuque clerical staff	X	X	
3. MFC	X	X	X
4. Leisure services	X	X	X
5. Hills and Dales		X	
6. Stone Hill	X		
7. Housing Department	X	X	
8. Project Concern	X	X	
9. NICC	X		
10. Area Residential Care	X		
11. Goodwill	X		
12. Tir-State Blind Society	X		
13. Building Services, city	X	X	
14. NAMI	X		

15. Heritage Manor	X		
16. St. Mary's apartment	X		
17. Luther Manor	X		
18. Ennable Manor	X		
19. Theresa Shelter	X		
20. Operation New View	X		
21. InclusiveDubuque	X		
22. Public Library	X	X	
23. Developing Alternative Choices	X		
24. Crescent	X		
25. Scenic Valley	X		
26. Mannor Care	X		
27. Dubuque Nursing and Rehab	X		
28. Transit Advisory Board	X		
29. Tri-State Polio Syndrome Support group	X		
30. Community members who gave us pre-input	X		

	Appearances
1. TH	
2. Voices of Tristate	X
3. Other radio spots (2 times)	X
4. City news release	X
5. City Facebook (HR, City)	X

Findings

"Facilities" category	
Topic trends	Topic
Door width related	<ul style="list-style-type: none"> • Doors 32 inches is just not big enough • In general things are more accessible as years go by but doors still need to be wider to accommodate larger wheelchairs or scooters. • the small doors
Pool related	<ul style="list-style-type: none"> • It would be nice if Flora/Sutton pool had lift • It would be nice if Flora/Sutton pools had lifts (may be a double) • Pools need improvement-family restrooms
Signage related	<ul style="list-style-type: none"> • Not enough directive signs in the city annex or the courthouse. • Rest rooms are very hard to find in most of our parks. Better signage would be beneficial
Height related	<ul style="list-style-type: none"> • at the city park bathrooms wheel chair people can't reach sink faucets.
Dog related	<ul style="list-style-type: none"> • more need to be accessible to dogs • They don't let me bring my dog. It's a crying shame, and it's ridiculous that the city hasn't addressed it.
Playground	<ul style="list-style-type: none"> • Accessible playgrounds <ul style="list-style-type: none"> ◦ Arboretum only swing ◦ East Dubuque had one-no longer ◦ Incorporating into existing parks • Accessible swings/play equipment
Building	<p>Five flags</p> <ul style="list-style-type: none"> • Accessible seating not near regular seats and when others are standing around can't see
Park	<ul style="list-style-type: none"> • Eagle Point <ul style="list-style-type: none"> ◦ More restrooms ◦ Access to pond limited ◦ Lots of steps and no ramps • Parks need tables on cement pads for wheelchair access • Bathrooms in Parks accessibly (A.Y. Macdonald) with push buttons or door weight • More paved paths for wheelchair at Eagle Point • No access to water at Miller RV and need paved path for fishing

The following comments did not have enough detail in order to include in the above table:

- Things could still be lower for individuals in chairs (what “things”)

"Transportation" category	
Topic trends	Topic
Lighting	<ol style="list-style-type: none"> 1. parts of Asbury Road b/w Hillcrest and Carter can be dark 2. The lighting is terrible on the walk against the river by the area downtown. 3. Glenwood ct. Very dark at night 4. Dodge St below Hill is so dark. Also highway 151/61 as it comes into Dubuque between Murphy Park and Arby's. At least put reflective markers if not lighting. 5. Very low lighting on w 3rd street between bluff and hill 6. the lighting seems dim by Washington park (my neighborhood) 7. Most areas with poor lighting is down town area but some back roads as well. Ex: carter Road and 32nd in general.
Parking	<ol style="list-style-type: none"> 1. Parking around town clock area during lunch is difficult 2. When going to Iowa Works a person is supposed to be able to access IW via the top floor of the parking ramp but now the top floor is all assigned parking. It would be nice if there were more 10 hour meters, maybe along W. 5th Street. 3. Most parking at Flora Park is only in the lower area. Of the 3 pavilions only one has parking near it 4. Parking is limited around the library. Sometimes have to drive around a bit to find a parking place. Other areas and parks have plenty of parking. I have my own vehicle and do drive but this would certainly be a barrier for others. 5. Federal Building area is always congested. Removing parking spaces for the crosswalk that is never used is upsetting 6. Cost related: <ul style="list-style-type: none"> o Paying for parking o Parking. Needs to be more affordable. o Downtown all meters, which is expensive
Curb ramps	<ol style="list-style-type: none"> 1. Many of the curb ramps are uneven with the curb at the base in the Lower Main Street area where there are several residents that require the use of wheelchairs for daily living. The uneven terrain is very hard on their bodies. 2. I see many people who use wheelchairs using the street instead of the sidewalks and curb cuts on

	<p>Rhomberg and Iowa St. I am curious as to why they choose to travel in the street. There must be something wrong with the access to the sidewalks.</p> <ol style="list-style-type: none"> 3. Ramp on the SE corner of Grant and Hillcrest is not level to the street. 4. no curb ramp on the west side of main in the 600 block - I have to go to 5 th St or Town Clock to cross the street 5. The newer curb ramps are great for my wheel chair but all the old ones have "too much slope to them" so as you can please upgrade them.
Jule hours	<ol style="list-style-type: none"> 1. It would be nice to go to appointments around appointment time rather than 30 minutes to an hour early- better scheduling for Jule. 2. It would be nice if the Jule was more timely. I sometimes wait hours to and from a 30 minute appointment. Maybe more buses. 3. Overnight hour expansion (Only available if college in session?) 4. Jule pick up (at times arrives 1hr before or after scheduled time) 5. Takes 2-3hrs to get to work
Bus stop	<ol style="list-style-type: none"> 1. not any bus stops nearby home (Nikola has address) 2. more locations in Keywest area 3. more stops near mall area (crossing lot at night not well lit) 4. No stop right at library
Sidewalks	<ol style="list-style-type: none"> 1. Several places with uneven and no sidewalk on Rockdale 2. Walks on the west side of Locust Street approximately from US Cellular to the Knights of Columbus hall could be inspected for being uneven. 3. We could use a sidewalk on Peru Road
Hard surfaces	<ol style="list-style-type: none"> 1. The parks that have handicapped tables do not have flat areas near the table for a wheelchair. 2. And also its hard to get to some of the pavilions that are surrounded by just grass.
Crosswalk	<ol style="list-style-type: none"> 1. I would love to see a pedestrian bridge from Best Buy/Kennedy Mall to HyVee/Target area as well as ShopKo area.
Bathrooms	<ol style="list-style-type: none"> 1. Need to have more handicap bathrooms at the parks that are close to the pavilions.
Handicap ramp	<ol style="list-style-type: none"> 1. city hall needs handicap ramps
Plowing	<ol style="list-style-type: none"> 1. 6 th St in front of Ecumenical Tower is never plowed like it is in front of the post office (also 6 th street) I called last year and they made one swipe --- that was not enough . The alley behind Ecumenical Tower needs snow removal as many people go to Mc Donalds daily

Health	1. they spray dangerous pesticides I'm the public spaces and I have a chemical sensitivity and get sick. the parks are not inclusive for the ill.
Bus names	1. I wish buses were named as they were in the 60's so I knew which streets to which they are headed.
Customer service	1. Lack of help from bus drivers

The following comments did not have enough detail or did not receive any community member votes in order to be included in the above table:

1. Lighting:

- o not enough lighting down town parking lots or west end parking lots
- o Quite a few areas in town with poor lighting
- o Many streets outside of the target area could use better street lighting.
- o There are many places that could use additional lighting. High crime areas should be the first to get more lights.
- o Lighting in the blocks (residential) can be a little lacking
- o More lights
- o Ok
- o Good

2. Curb ramps

- o Some ramps are not wide enough and are crumbling and falling apart
- o a lot of ramps are cracked and crumbling- electric chair gets stuck; I don't not get over them well
- o The curb tip outs are too difficult to navigate if turning
- o All of the rough dots on the curb ramps are impossible to navigate over.
- o Some seem misplaced
- o Some don't make sense
- o No problem

3. Parking

- o Not enough van spots to assist wheelchair off vehicles
- o Parking ramps are great for people who do NOT suffer from anxiety disorders. More on street parking would be nice.

- some parking spaces are far from curb ramps
- Enforcement only present where taxpayers park. The rest of the city and do town area are ignored.
- Clarke University, Downtown areas
- Ok
- Occasionally downtown on lower Main

4. Sidewalks

- Quality of sidewalks without location
 - A lot of sidewalks are cracked and very bumpy
 - a lot are uneven or cracked
 - Sidewalk construction seems super inconsistent in a lot of city neighborhoods, where I'm constantly being forced to walk in the street, then back on a sidewalk, then back in a street.
 - sidewalks broken and cracked, making it impossible to maneuver
- Singular properties where sidewalks are not installed create gaps in neighborhood routes. Ice clearance in winter is often an issue.
- The lack of sidewalks make using a mobility aid impossible
- All of the rough dots on the sidewalks and curb areas are impossible to navigate over.
- Good

5. Crosswalk

- Duration of crossing light without location
 - would be nice if the light stayed greener a few seconds longer
 - need to make cross walk signs longer
- in general let's get more of the auditory crosswalk systems
- A lot of crosswalks are poorly marked and vehicles pull into the areas
- All of the rough dots on the sidewalks and curb areas are impossible to navigate over.
- not enforced by Police Dept.
- No enforcement for vehicles or pedestrian traffic downtown.
- Good

6. Bus stop

- make more easier for handicap people to get to the buses
- Without transportation availability, cannot visit sites w/o someone available to drive me. I don't drive so can't go.
- Limited availability of bus routes to all locations
- Don't use
- Taxpayer funded, taxpayers don't need it

7. Jule hours

- More frequent route times and extended hours for the Jule.
- Expand Jule hours to fit needs of people working ALL shifts!!!! Have police monitor for cars harassing people on bikes
- Limited availability of bus times

8. Hard surface

- need hard surface paths to get to some things trying to get to in parks

9. Pool accessibility

- Transfer chair
- One on one care to get
- Lifts

10. Dog park

- Street ramp
- Street designated spot

11. Getting onto trolley not possible if using wheelchair (it was explained that the city trolleys are different from the other company and that the city trolleys are accessible by wheelchairs)

12. Timeframes of operation

13. More direct routes

14. Bus environment

- Large bus can pose issues for mentally ill (too much going on)
- Smaller buses more idea for those individuals
- Availability of mini buses limited

15. Four people added “motor-scooter” or “bike riding” as a form of transportation

16. General comments:

- Enforce the laws or abolish them.
- I feel it was a mistake to cut back on some bus service just when we're finally having enough improvements to get more people to ride.
- People running rampant across the street downtown
- Enforce the laws in place or abolish them. Can't park in your own driveway for more than 48 hours? What a joke.
- With the aging population, stairs can be a huge barrier for individuals

- Positive comments:
 - Generally, sidewalks, curb ramps, and crosswalks in Dubuque are very good!
 - Although I don't use public transit, I realize its importance for others
 - Was in a group last week - person had a walker and liked the curb ramps on the corners of sidewalks
 - Much better signage than years past.
 - I am glad that the city is working on this issue. It is a barrier to employment and quality of life. It will also impact businesses because of employees and customers who have transportation challenges

Demographics

Basic information on participants

49 took the survey but out of those 14-16 skipped the questions below. If the 15 people who skipped per category are taken out then the response rate is around 69%. The error rate here is a few % points up or down.

6 out of 11 filled out demographic information during the in-person meeting. This is a response rate of 54%

Total number who provided demographic information: ~40 (67% response rate overall)

How get around town

	Responses
I drive only	34
I take the bus and I use a mobility device	4
I take the bus only	5

Disability status

I do not have a disability	20
I have a mental disability	4
I have a physical disability	11
I have a mental and physical disability	2

Demographics

	Responses
# Male	10
# Female	30
Did not complete High School	0
HS graduate	10
College graduate	20

MA degree or equivalent	9
MD, Ph.D. or equivalent	0
Other	0
18-20 years of age	1
21-29 years of age	5
30-39 years of age	12
40-49 years of age	3
50-59 years of age	13
60 & over years of age	6

Participant self-disclosed ethnicity

	Responses
Black/AA	2
White	37
Asian	
American Indian/ Alaskan Native	
Native Hawaiian/ Other Pacific Islander	
Asian & White	
Black/AA and White	
American Indian/Alaskan Native & Black/AA	
Other Multi-racial	
Asian/Pacific Islander	
Other	

Area of town

	Responses
Downtown (Generally that is Dodge St to 20th; bluff to Mississippi River)	3
Point Area (Rhomberg Ave, Lincoln St, Garfield Ave, Shiras, Ave, Kerper Blvd.)	4

North End (Generally that is 20th to city Limits North; N. Grandview to Elm St; Windsor Ave; Peru Road; Kaufmann Ave)	4
South End (South of Doge Street.)	4
Hill/college/hospital area (Generally that is Bluff Street to Asbury Road; Dodge Street to W. Locust)	8
West End (Generally that is Grandview Avenue to western city limits; Dodge Street to 32nd Street or Northern City limits)	12
I work in Dubuque but live outside of Dubuque	5

Evaluation

Only from public input meeting at which 6 out of 11 took the time to fill out an evaluation.

CATEGORY 1: PREPARATION	
1. The notice, advertisement and/or invitation to participate was clear and welcoming.	3.333333
2. Information about the meeting topic, provided to me before or at the meeting, helped prepare me to participate more effectively.	3.0
3. The purpose of the meeting was clear to me.	3.333333
4. Before the meeting, I believed that my views would be taken seriously by policymakers.	3.2
5. Before the meeting, I believed that our collective views or recommendations would be seriously considered by policymakers.	3.2
CATEGORY 2: PARTICIPANTS	
6. The participants in the meeting reflected the diversity of our people and views of the community	3.333333
7. The mix of participants was appropriate for the subject matter of the meeting	3.5
8. Participants felt comfortable with each other.	3.166667
9. Participants treated each other respectfully.	3.3
10. I believe that other participants were constructive in their comments.	3.5
CATEGORY 3: PROCESS	
11. The agenda and process for the meeting were appropriate for the topic and helped make the meeting productive.	3.5
12. There was sufficient opportunity for me to express my views about what I thought was important.	3.2
13. There was sufficient opportunity for me to exchange views and learn from others.	3.166667
14. There was sufficient opportunity for me to develop joint views and/or recommendations with others.	3.5
15. The facilitator(s) provided a safe and well-managed environment for participants	3.5
CATEGORY 4: RESULTS	
16. I believe that this meeting will result in better decisions on the topic discussed.	3.166667
17. It was clear to me how decision makers will use the results of this meeting.	3.5
18. I would participate in meetings like this again.	2.8
19. I would encourage other residents to participate in similar public engagement processes on this or other appropriate topics.	3.0
0-1 (strongly disagree) 1.1-2 (somewhat disagree) 2.1-3 (somewhat agree) 3.1-4 (strongly agree)	