

Appendix M – Public Participation Comments

Public Comments Obtained through the Public Feedback Form

The ADA Transition Plan Public Feedback Form was posted along with the Draft Copy of the ADA Transition Plan as a mechanism to obtain public comments. The City made a concerted effort to obtain both on-line responses and in-person responses (42 paper survey responses were received) which were distributed to our recreation centers with senior programs. A total of 97 responses were received via the online survey and paper surveys. A summary of the responses received for each of the 12 questions on the Survey is provided below.

1. Are you completing this survey on behalf of an organization?

Yes – 9 responses, No – 88 responses

2. What is the name of your organization?

LYNX, Magnify of Central Florida, Church In The Son. Cypress Creek Village Phase 2

3. What is your Zip Code?

City Zip Code	Survey Responses
32789	0
32801	4
32803	6
32804	1
32805	13
32806	1
32807	0
32808	7
32809	0
32810	1
32811	12
32812	0
32814	0
32819	0
32822	0
32824	1
32827	11
32829	0
32832	0
32835	1
32839	0

Responses were received from residents in 11 of Orlando's 21 Zip Codes (52%). Two additional responses were provided for Zip Code 32818 outside of the City limits.

4. Does a health problem, disability or condition make it difficult to walk or navigate streets within the City?

Yes – 57 responses, No – 31 responses

5. Please share any kind of difficulties you experience while navigating the City of Orlando.

- *Uneven sidewalk cost me my job.*
- *Walking, trees hiding the street sign, potholes in the street, and trees hanging over the sidewalk.*
- *Cracked sidewalk, tree growing on sidewalk makes it difficult to navigate scooter, wheelchair*
- *Ground surface curb ramp*
- *I have seen where the sidewalk stops.*
- *Cracked sidewalk*
- *Sidewalks are uneven*
- *Sidewalk is uneven.*
- *Cars parked on the side of the road.*
- *We need speed bumps on King Cole Blvd. They speed through all the time.*
- *People would speed while the bumps were put down.*
- *People will speed while the bumps were in use.*
- *Cracked sidewalks, no bus sidewalk, street is rocky, can't see bus side, no respecting sidewalk.*
- *Driveway cross slopes*
- *Age*
- *Walking on the Sidewalks*
- *Speed limit*
- *I'm slower than normal*
- *No bus stop tops*
- *Broken sidewalk at Colonial Street/Washington Street, bad light or no light at bus stop, need to sit where bus is located for disabled seniors.*
- *Use of a stroller with my child: Missing curb ramps, sidewalks that end midblock, curb radius at major*
- *Intersections that make the curb ramp narrow. Temporary sidewalk closures that last up to a year or more. Sand and dirt from construction accumulating on sidewalks.*
- *The problem is that I am not a car and it's incredibly dangerous to not be a car and move about this City. Not to mention, the oil and run off from cars pollutes our water with a foul stench. Only a matter of time until I'm drinking it.*
- *Many street crossings have sidewalks that go down to street level. This allows cars to frequently stop in the middle of crosswalks.*
- *Blocked sidewalks and lack of enforcement of blockages. Missing curb cuts and crosswalks.*
- *City sidewalks that are not well maintained or that have things such as scooters or bikes that have been left on them can make it difficult for individuals who depend on wheelchairs for mobility.*
- *Individuals with intellectual and developmental disabilities can have difficulties in navigating city bus routes and those who depend on paratransit services are frequently faced with significant wait and drop off windows that make transportation extremely difficult (including potential no-shows of drivers).*

- *I myself have a visual disability (double vision all the time) and 2 of the senior ladies that I attend water aerobics classes with on Tuesday's & Thursday's also have visual issues. They require the aid of their dogs to get them around. They both comment to me as to how scary it is to walk across Edgewater Drive.*
- *Cars parked across sidewalks. Cars not stopping at stop signs, lights, or cross walks. Handicapped spots used by people without placards or not enough handicapped parking.*
- *We are senior (very senior) citizens who live downtown and love downtown. But crossing any of the brick streets is dangerous as the brick streets are all in deplorable condition and getting worse every day.*
- *Inadequate sidewalk access. Poor sidewalk conditions throughout city. Lack of pedestrian crosswalks and safe crosswalks within busy streets. Overall lack of prioritizing pedestrian safety.*
- *When I come to a cross walk on Laureate Blvd and Briand the cars do not stop. Walking in the street is dangerous so something needs to be done to make people adhere to the crosswalk laws.*
- *In Lake Nona, Narcoossee Road has become a primary road. While commercial/subdivision density and population density have increased exponentially, the speed limit and number of cross walks stays the same. There are many home and multi-family residential communities on either side of Narcoossee, with many businesses/schools/medical facilities to access, with many pedestrians and bikers needing to cross. This is a hazard, it's extremely dangerous for able-bodied persons let alone persons with different abilities, and cross-over bridges are needed before someone gets killed.*
- *My cousin is disabled, using a motorized wheelchair and always has issues in getting disabled parking because it is always full, or not available, and we always notice that some of the people getting in to the cars or out of them have no disabilities at all. It's a shame.*
- *I live in the Laureate Park section and improper drainage of the sidewalks makes them frequently impossible as well as bushes blocking them. Another issue is failure of vehicles to stop at Crosswalks. All crosswalks need to be raised and have signs informing drivers that it is the state law to stop.*
- *Many of the sidewalks are too narrow for a wheelchair or an accessible tandem bike. For example, the sidewalks on Mills 50 are not only narrow but the utilities poles also decrease the amount of space to safely pass. Navigating these sidewalks increase the chance for someone on a wheelchair to fall off the curb if someone is not pushing them. Train track crossings along shopping and restaurant areas also have challenging passage. The number of safe street crossings is also limited around Mills 50 and Ivanhoe Village. It is not uncommon to see seniors and kids crossing the busy roads on Mills 50 and Ivanhoe Village because the safer intersections are too far.*
- *Lack of pedestrian safety barriers between traffic lanes and bike trails*

6. What barriers in the right-of-way do you encounter when walking in Orlando?

Sidewalk cross slope – 33 responses
Utility pole obstruction - 15 responses
Moveable obstruction - 13 responses
Curb ramp - 12 responses
Change in level - 23 responses
Encroaching vegetation - 18 responses
Narrow sidewalk - 21 responses
Driveway cross slopes - 7 responses
Ground surface - 9 responses

7. How familiar are you with the City of Orlando's 2021 ADA Transition Plan Update draft?

Not familiar at all - 25 responses
Slightly familiar - 29 responses
Moderately familiar - 8 responses
Very familiar - 7 responses
Extremely familiar - 1 responses

8. How satisfied or dissatisfied are you with the city's new ADA efforts in its streets infrastructure?

Extremely dissatisfied - 3
Somewhat dissatisfied - 19
Neither satisfied nor dissatisfied - 4
Somewhat satisfied - 8
Extremely satisfied - 3

9. Please provide any comments or feedback you may have regarding the draft City of Orlando 2021 ADA Transition Plan Update for consideration by the City of Orlando.

- *Don't understand, reopen some stops.*
- *I have not read yet*
- *Just by inspecting and driving around Orlando, FL you'll notice the amount of infrastructure and lack of sidewalks & bicycle lanes accessible for pedestrians it's very unfortunate because this city has what it takes to become the next metropolis within time. many miles and miles of sidewalks/bicycle lanes that abruptly become nonexistent making the pedestrian have to walk onto traffic putting their life at risk. For example, on Boggy Creek Rd ahead of Amazon's distribution center you will see that the sidewalk merely disappears into thin air. Another example is also on 13962 Boggy Creek Rd further down by Wendy's the same situation I just hope the City of Orlando bumps up their walkability/bicycle score because it desperately needs it. No city could remotely compare if this were the case. City beautiful please become beautiful.*
- *I would recommend prioritizing new curb ramps on existing sidewalks over upgrading existing curb ramps to current standards. Similarly, I would prioritize completing sidewalks that end mid-block even if these are difficult or expensive over adding new sidewalks.*
- *Should have been done. Go get the money from Disney*

- *All the crossings from local to collector roads should be raised. This makes cars stop and slow down well before the crosswalk and greatly reduces the chances of someone being hit while trying to cross.*
- *Why don't you make this place better for the people who live here and walk or bike, just copy Amsterdam*
- *Don't know it.*
- *Devise a better idea of how to keep rented electric scooters and bikes from blocking sidewalks.*
- *I would like for all Cross Walks to Chirp in order to help the visual impaired, but I would also like to see all the improvements that need to happen for the disabled.*
- *Add a pedestrian light and crosswalk at corner of Broadway Ave. and Robinson St. Very difficult / dangerous to cross from Lake Eola Heights Neighborhood to Lake Eola Park.*
- *Please, fix the brick streets. Patching in spots with asphalt (like on Eola Drive) looks terrible and is no big help.*
- *N/A; not aware.*
- *City of Orlando is a lot different from where I grew up in Europe. Everybody walked or took the bus in England and getting a car was a decision made once you had the right job and income. Here in the States its much different, most 16-year old's have cars here and have no idea on how to best save money. Most households have a minimum of two cars and that is also a problem that leads to mass autos on the roads. Living here in Orlando comes with no state tax but plenty of road tax paid in full by the tolls. We have to pay each day to go to work. The money being created has to be spent better and instead of widening all the roads (which is needed) ensure that public transportation is upgraded, and people have other opportunities to get out and travel around Central Florida.*
- *Pedestrian flashing lights at Tavistock and Sachs Ave. Most drivers won't wait until the pedestrian finishes walking across the street before driving forward. About half of them don't even stop at a 4 way stop.*
- *The Crosswalks in the Laureate Park neighborhood need to all be raised as well as signs reminding drivers it the State law to stop for pedestrians. Vegetation and improper drainage make the sidewalks impassible.*
- *Don't know nothing about it*
- *The City of Orlando cracked my sprinklers and cut back the roots of large trees to change the slope of our sidewalks for no reason costing us the loss of our beautiful, shaded walkway, requiring extensive time to water and clean up the mess the City made. This did not make our area safer. It made a big mess that we now have to fix. I am very unhappy with this sloppy plan that destroyed our walkways and value.*
- *From quickly going through it, the oversight that stands out to me most is not addressing stormwater. That is, when a puddle collects at a curb ramp, making conditions impassible for someone in a wheelchair.*
- *With COVID-19, you should also consider making sidewalks 10' wide whenever possible.*
- *You address most other sidewalk issues. Next, would love to see maps of what segments you plan on fixing. The problem of deficient pedestrian conditions is pervasive throughout the City! Communities would love to see how you plan to address their own sidewalk deficiencies.*

10. What is your experience with the accessibility with Orlando's rail stations?

- *No, Not easy.*
- *None*
- *Do not need it.*
- *Never rode on it.*
- *The experience was good. I did notice the ramps for wheelchairs, etc. The distance for residents on the west side is a problem.*
- *Good*
- *N/A - Haven't traveled on it.*
- *Monorail nice ride*
- *None*
- *Station needs to be closer.*
- *Not much*
- *Closer stations*
- *We need something closer.*
- *Sun rail is fine. I enjoyed the ride.*
- *Everything is fine.*
- *None*
- *Needs to be closer to me*
- *Put in a station near me.*
- *Put one closer*
- *Closer in our area*
- *Never been on it*
- *Excellent*
- *Good*
- *Yes*
- *A ride to Sanford*
- *I will go back.*
- *I with go back*
- *Yes*
- *I will go back on rail station*
- *Don't have none*
- *It was very good. I would take it if I had to.*
- *I think Orlando's rail station is really impressive honestly only thing I would consider is the frequency maybe take a closer look at the major leading cities in that aspect copy and paste and adjust it to Orlando's standards for example if the rail ran 24/7 it would be more convenient for everyone and expanding it through the city would be very impressive it only covers a small portion.*
- *Doesn't matter if you can access them, when they close early, go nowhere and are inconveniently located*
- *Rail stations have good accessibility*
- *I am not going to take something that's slow, out of the way and doesn't run when or where I need to go*
- *N/A*
- *None*

- *Never used.*
- *N/A*
- *Orlando Amtrak station needs automatic access doors.*
- *N/A*
- *N/A; not aware.*
- *Horrible, nowhere close to one.*
- *N/A*
- *None*
- *Not using*
- *Difficult to cross and the ramps leading to the rail crossings are too steep for a person in a wheel chair to cross. My son is wheelchair bound and without our help he does not have the strength independently cross.*
- *Works fine*
- *In need of improvement. Specifically, I can think of the following: Princeton St under I-4 - I haven't been there in a while. Maybe it got fixed with I-4 being complete. However, last time I was there, the sidewalk conditions were substandard. Hinders accessibility to Advent Health Station. Reconnect Amelia St at Magnolia Ave and add a crosswalk on the northern leg. There are other ways of traffic calming besides disconnecting streets. Regarding the LYMMO Grapefruit Line, get LYNX to move the terminus to either Summerlin Ave or Westmoreland Dr. Those of us in South Eola who have tried taking LYMMO to the Sunrail have been unsatisfied, as the bus stops for about 10 minutes at Church & Magnolia.*

11. What is your experience with accessibility with Orlando's bus stops?

- *Bad. Bus stops are not treated equal.*
- *I take the bus every day and I do walk every day.*
- *Never use it.*
- *Good*
- *N/A*
- *Good*
- *Where the bus stop is located, it has no bench or covering from the elements.*
- *Need to know if there is protection at the bus stop.*
- *Is there protection at the bus stops.*
- *Good*
- *Close - but I do not use.*
- *Good*
- *Never ride. No bench covering from weather.*
- *Yes, the bus is close - but no covers.*
- *Everything is fine. I don't have to be on the bus long, and I enjoy the ride.*
- *Everything is fine.*
- *None*
- *Cover for bus stops and seats, closer stops, later transportation at night for your job, safer.*
- *I always want to know if there is protection from the weather at the bus stops.*
- *There isn't one close to my house.*
- *Not familiar with*
- *None*

- *Take the bus all the time.*
- *I do take the bus. I love the bus.*
- *Not familiar with*
- *Some buses are not on time. The stops need a cover and a place to sit the bus stop. I depend on public bus.*
- *It could use some upgrades.*
- *I have not ridden the bus with a stroller, but many stops are just a pole in the dirt and would clearly pose a challenge.*
- *See past remarks about rails*
- *Not much shade and infrequent stops.*
- *N/A*
- *I see them around. When I am not focusing on my driving.*
- *Never used*
- *N/A*
- *Do not use. Too dirty and too many problem homeless, inebriated, and mentally ill on buses.*
- *Increased efforts to provide sun protection and adequate seating are needed.*
- *N/A; not aware.*
- *Not good and not that interested due to the current system in place.*
- *N/A*
- *None*
- *Used before, not using now*
- *Works fine leave it alone*
- *Works for me but could always use improvements. Speed up the implementation of your plan for Robinson St, as it currently is difficult to cross the street to and from bus stops.*

12. How much trust or distrust do you have in the City of Orlando when it comes to handling local problems?

A lot of distrust – 5 responses

Some distrust - 12 responses

Neither trust nor distrust - 17 responses

Some trust - 30 responses

A lot of trust - 2 responses

Lighthouse Central Florida Public Meeting on 6/8/2022

Lighthouse is Central Florida's only private, non-profit agency offering a comprehensive range of services to people living with sight impairment in Central Florida and the City of Orlando is a Community Partner with Lighthouse Central Florida.

On 6/8/2022, a public meeting was held at Lighthouse's office at 215 East New Hampshire Street in Orlando. Attendees from the City of Orlando included Mr. Charles Ramdatt, Coordinator of Smart Cities and Special Projects, Mr. Howard Elkin, Division Manager, for the City's Streets and Stormwater Division and Ms. Gedline Lincifort, Neighborhood Relations Coordinator for the City's Communications & Neighborhood Relations Office. Also representing the City was Brian Garvey, Vice President of Southeastern Surveying and Mapping Corporation. Approximately 50 public attendees included staff members and volunteers from Lighthouse Central Florida as well as their clients who are blind or visually impaired.

The meeting began with an introductory presentation about the ADA Transition Plan, an overview of the City's role in improving the pedestrian access routes and continued with an in-depth question and answer period followed by an open discussion about challenges that the visually impaired community faces when navigating within the City of Orlando and around Central Florida. A summary of the discussion topics and comments provided are listed below.

- Can the City install Accessible Pedestrian signals that work off Bluetooth such as products from <https://polara.com/products> ?
- Some Lymmo bus shelters have audible messages. Will that be done in the City?
- Other than the survey on the City website, what are other methods are there to discuss issues?
- How can we access the FAQ on City website to access ADA Transition Plan?
- How often is the plan updated?
- How is information relayed to tourists and out of town people?
- Is there a standard width for sidewalk?
- What happens when City sidewalks meet up with Orange County?
- What does the City do to coordinate with Orange County?
- What is being done about scooters , bicycles & shopping carts that are left on the sidewalk?
- What other groups are we discussing or coordinating with... Lynx, Metroplan, Veterans, Elderly, Schools
- Can the City provide links to Other Agencies ADA Transition Plans - Orange County, FDOT, Lynx, Winter Park, etc.
- There is a greater need to educate drivers on the rights of pedestrians such as stopping or yielding to pedestrians in crosswalks.
- Can a guide be prepared to help educate disabled residents on how to access and travel around Orlando without a vehicle. This would be for disabled residents who are new to the area or newly disabled.
- Virginia/Loch Haven/Mills Ave repairs. There needs to be a connection to Loch Haven Park
- A specific request to be forwarded to FDOT about closing a sidewalk gap on the west side of OBT (U.S. 441) between Country Club Drive and Colonial Dr (S.R. 50) (Insufficient R/W)
- Is there a contact for the City Transportation Engineer? Transportation issues can be reported at 407-246-2020
- Can the City provide Lighthouse with Traffic Studies phone # and email
- What work has been done since the beginning of the original plan?
- Of the \$34M to make repairs - how much do we have every year to spend?

L. Claudia Allen Senior Center Public Meeting on 10/17/2022 and follow-up meeting on 10/18/2022

The City of Orlando has community programs at eight Neighborhood Centers and two Senior Centers. On 10/17/2022, a public meeting was held at the L. Claudia Allen Senior Center at 1840 Mable Butler Avenue in Orlando. Attendees from the City of Orlando included Mr. Charles Ramdatt, Coordinator of Smart Cities and Special Projects and Ms. Gedline Lincifort, Neighborhood Relations Coordinator for the City's Communications & Neighborhood Relations Office. Also representing the City was Brian Garvey, Vice President of Southeastern Surveying and Mapping Corporation.

Approximately 80 public attendees included Senior Center staff members and volunteers as well as Senior Citizens and local residents. The meeting began with an introductory presentation about the ADA Transition Plan, an overview of the City's role in improving the pedestrian access routes, a discussion of the division of responsibilities between the City of Orlando and Orange County and continued with an in-depth question and answer period. A summary of the discussion topics and comments provided can be found below.

- There was a concern about Hankins Park in the Richmond Heights Neighborhood. The Park does not feel safe and deters seniors from using the park for exercise, etc. This concern was shared with Jason Henry, Commissioner Burns' aide and will also be shared with District 6 OPD Liaison.
- In the Ivey Lane Neighborhood at Olivia Street & Fanfair Avenue, there is a hole near the curb, that has been there for over a year. There is a city barricade over the hole, but grass is growing out of the hole.
- A concern was raised about tree limbs covering street signs. Attendees were provided with the Transportation Engineering contact phone number 407-246-2020 to report issues such as this.
- A question was raised about the installation of street signage warning of a hearing-impaired resident. The home next door to 2014 Fiesta Court, houses a young woman who is hearing impaired and non-verbal. The resident would like a street sign to inform commuters.
- The resident at 4634 Stargell Place reports that her driveway and the right-of-way is sinking and cracking likely due to city water line that services Hankins Park. Resident fears this will cause a sinkhole.
- A resident requested specific information on what types of improvements have occurred in Districts 5 & 6.
- A question was asked about other ways to report a problem to the City besides Orlando.gov since they are seniors and some are not tech savvy.
- Residents inquired about available services to assist seniors with repairs to improve condition of deteriorating homes. Information about the City's Housing Rehabilitation Program was provided.

On 10/18/2022 Ms. Gedline Lincifort, Neighborhood Relations Coordinator for the City's Communications & Neighborhood Relations Office returned to the Senior Center in a follow-up visit and distributed paper copies of the ADA Transition Plan Public Feedback Form Surveys. Gedline was able to obtain an additional 42 responses to the survey.

Additional feedback comments received from the attendees included the following.

- Sidewalks stop randomly at certain bus stops. You also have to stand in dirt or trash to wait for bus
- Sidewalks are uneven and makes it hard to use motorized chairs
- Some Sidewalks are not wide enough to fit the walker and wheelchair, forcing them to the street
- Illegally parked cars sometimes force residents to walk further into the street to get around if something is blocking the sidewalk. Cars parked past the driveway stick out onto the sidewalk. Multiple cars are simultaneously parked in a driveway, at the end of the driveway and street can block the sidewalk.
- Bus stops are not the same around the City and some don't look the same and are not clean and nice like other places
- Bus stops are not safe and are in remote/unsafe areas. Bus stops also lack proper lighting
- Some bus stops offer no shelter from natural elements-sun/rain and have no seating option
- King Cole Blvd need a speed bump because people "fly through there"
- Speed limits are too high and are causing speeding in neighborhoods. Speed humps are not deterring speeding on neighborhood streets
- Drivers do not respect crosswalks and will almost hit you when you try to cross the street
- Drivers speed through school zones