

## ACF - Accessible Parking Survey Results

### General Summary: 97 responses on the survey

#### 1) Audience

- Roughly 63% have a visible disability and 24% have an invisible disability
- Primary care aid for PwD 12%
- I am the primary care for a person with disability 12%
- I am a healthcare professional 1%
- I prefer not to say 0%
- other 8%

#### 2) Location

- i. North Vancouver 1%
- ii. Grand Forks 1%
- iii. Maple Ridge 2%
- iv. New Westminister 2%
- v. Vancouver 20%
- vi. Delta 4%
- vii. White Rock 2%
- viii. Port Coquitlam 2%
- ix. Port Alberni 1%
- x. Surrey 13%
- xi. West Vancouver 1%

#### 3) Most Common types of disabilities

- i. **Mobility impairment 89%**
- ii. Hearing impairment 9%
- iii. Visual impairment 6%
- iv. Intellectual/learning impairment 6%
- v. Memory impairment 11%
- vi. Communication impairment 17%
- vii. Degenerative disease 16%
- viii. Mental- health 11%
- ix. do not have a disability 3%
- x. Other 4%

#### 4) Most regularly used mobility Aids

- i. Cane/Walker/Crutches 30%
- ii. **Electric or Manual Wheelchair 66%**
- iii. White cane or hearing aid(s) 2%
- iv. Prosthetic(s) 11%
- v. With human help 11%
- vi. Other 9%

5) Questions regarding Driver status

- i. A primary driver with a disability 50%
- ii. A primary driver with a disability who needs personal care and assistance 12%
- iii. A passenger with a disability who doesn't need assistance 12%
- iv. A passenger with a disability who does need assistance 27%
- v. A Personal care attendant or who provides transportation to PwD 12%

6) BC License Questions

- i. Yes 75%
- ii. Expired 3%
- iii. No 19%

7) How often do you drive?

- i. Daily 47%
- ii. Weekly 19%
- iii. A few times a month 5%
- iv. Rarely 5%
- v. Never 2%
- vi. Do not drive 19%

8) Type of vehicles driven mostly

- i. Adapted Car or truck 17%
- ii. Van with side lift or ramp 24%
- iii. Van with rear lift or ramp 5%
- iv. Non- adapted Car, Van or truck 31%
- v. Do not drive 16%
- vi. Other 6%

9) How often do you require transportation?

- i. Daily 23%
- ii. Weekly 27%
- iii. A few times a month 11%
- iv. Rarely 30%
- v. Never 6%

10) Valid Accessible parking permit?

- i. Yes 90%
- ii. Expired 2%
- iii. Another country 1%
- iv. No 4%

11) Reasons for no accessible parking permit in BC

- i. Not Eligible 0%

- ii. Not sure how to apply 1%
  - iii. Forgot 0%
  - iv. No longer require 1%
  - v. Never Required 1%
  - vi. Other 4%
- 12) Awareness on hoe to apply for permit
- i. Yes 93%
  - ii. No 4%
- 13) Time spent searching for accessible parking spot
- i. Less than 2 mins 5%
  - ii. 2-5 mins 42%
  - iii. 5-10 mins 37%
  - iv. 10-20 mins 9%
  - v. More than 20 mins 4%
- 14) How often is accessible parking spots unavailable?
- i. Very often 29%
  - ii. Often 33%
  - iii. Sometimes 30%
  - iv. Rarely 2%
  - v. Never 3%
- 15) What are you most likely to do when there is no parking space?
- i. Wait until accessible parking spot is available first choice 48.5%, second choice 15.5%, third choice 10.3%, food choice 13.4%, fifth choice 8.2%, sixth choice 4.1%
  - ii. Park further away first choice 19.6%, second choice 18.6%, third choice 44.3%, food choice 13.4%, fifth choice 4.1%
  - iii. Park in two regular spots first choice 9.3%, second choice 42.3%, third choice 14.4%, Ford choice 9.3%, fifth choice 12.4%, sixth choice 12.4%
  - iv. Leave and go somewhere else first choice 13.4%, second choice 10.3%, the choice to 18.6%, four choice 19.6%, fifth choice 5.2%, 6th choice 35.1%
  - v. Ask driver to drop you off first choice 8.2%, second choice 10.3%, third choice 10.3%, fourth choice 12.4%, fifth choice 38.1%, 6th choice 19.6%
  - vi. Use valet first choice 4.1%, second choice 3.1%, third choice 2.1%, fourth choice 32%, fifth choice 32 %, sixth choice 28.9%
- 16) Options missed in Question 15?
- i. Park 27%
  - ii. Regular spot 13%
  - iii. Street parking 3%
  - iv. Sidewalk spot 3%
  - v. Wheelchair 10%
  - vi. Parking Spots 7%
  - vii. If i have a passenger who drives, i park half way into a regular accessible spot or a regular spot, i put the ramp down and unload. Then they park the van properly. Regular accessible spots don't with my side entry van. I've also made arrangements

when meeting friends. We find two regular spots side by side. I park and unload. They then park in the spot on my ramp side so when we leave we guarantee I can get out. I also look for regular spots with 'cheats' where the ramp can be deployed because of a corner or lane. Finding parking is stressful especially when on my own or when transporting my young family members who don't drive (therefore can't help us to park!)

- 17) What difficulty do you encounter most often when trying to find accessible parking?
- All available accessible spots are filled 85%
  - There are no van accessible spaces with isles 36%
  - The van accessible space or access isle is blocked 38%
  - Someone has parked their vehicle and obstructed 50%
  - Accessible parking space blocked 56%
  - The path of travel from the accessible space to my destination is blocked 46%
  - The parking meter or pay station is obstructed 30%
  - I do not encounter any trouble 1%
  - other 17%
- 18) how often do you encounter insufficient or poorly designed accessible parking in BC?
- Every time 15%
  - often 60%
  - Sometimes 18%
  - Rarely 3%
  - never 1%
- 19) How often do you encounter insufficient accessible parking at private business or lots in the city centres?
- Every time you visit 22%
  - often 54%
  - sometimes 17%
  - Rarely 2%
  - never 2%
- 20) how often do you encounter insufficient accessible parking at private business or lots outside of city centres?
- every time you visit 12%
  - often 53%
  - sometimes 21%
  - Rarely 9%
  - never 2%
- 21) how often do you encounter insufficient accessible parking at government buildings and offices, including federal, provincial, and local agencies?
- every time you visit 9%
  - often 44%
  - sometimes 29%
  - rarely 11%
  - never 4%
- 22) how often do you encounter poorly designed accessible parking at the above-mentioned locations?

- i. every time you visit 10%
- ii. often 49%
- iii. sometimes 30%
- iv. rarely 5%
- v. never 3%

23) in your opinion how effective would the following options be in addressing issues of availability and poor accessible parking design?

- i. increase the standard size regulations for accessible parking spots across the province-very effective 53.6%, effective 26.8%, somewhat effectively 11.3%, not effective 4.1%, unsure 4.1%
- ii. require more designated accessible parking spaces in parking lots-very effective 68%, effective 20.6%, somewhat effective 10.3%, not effective 1%
- iii. mark some spaces as van accessible only-very effective 44.3%, effective 21.6%, somewhat effective 21.6%, not effective 6.2%, unsure 6.2%
- iv. increase fines associated with breaking of accessible parking laws for parking lot owners-very effective 54.6%, effective 20.6%, somewhat effective 18.6%, not effective 5.2%, unsure 1%
- v. better educate the public on why accessible parking is important-very effective 41.2%, effectively 18.6%, somewhat effective 27.8%, not effective 12.4%
- vi. require all accessible parking spots to include an appropriately sized access aisle-very effective 55.7%, effective 25.8%, somewhat effective 12.4% not effective 4.1%, unsure 2.1%
- vii. require path of travel regulations inaccessible parking legislation-very effective 51.5%, effective 28.9%, somewhat effective 9.3%, not effective 2.1%, unsure 8.2%
- viii. require all parking meters/pay stations meet accessible standards -very effective 59.8%, effective 26.8%, somewhat effective 10.3%, not effective 1%, unsure 2.1%.

24) do you have any other comments, personal experiences or questions you would like to share about current accessible parking availability or design in British Columbia

- i. accessible parking 22%
- ii. disabled parking 4%
- iii. accessible spots 8%
- iv. parking stalls 8%
- v. when accessible handicap parking 4%
- vi. disabled parking 4%
- vii. parking spots 11%

25) have you encountered an instance where you suspected someone without a valid permit has parked in an accessible parking space?

- i. yes 87%
- ii. no 2%
- iii. not sure 8%

26) why did you suspect they were parking illegally in the accessible parking space?

- i. I did not see a valid parking permit on their car 44%

- ii. they did not look like they need accessible parking 16%
- iii. they told me they were parking illegally but it will only be a minute 19%
- iv. other 18%

27) how did you feel when you suspected someone had parked illegally in an accessible parking space?

- i. angry 61%
- ii. sad 26%
- iii. confused 3%
- iv. annoyed 73%
- v. anxious/stressed 34%
- vi. indifferent 1%
- vii. I have not experienced this scenario 2%
- viii. other 9%

28) what did you do?

- i. I talked to them and let them know they were parking illegally 43%
- ii. I called SPARK BC's enforcement line 5%
- iii. I called to notify the police 6%
- iv. I called to notify the business responsible for parking 21%
- v. I waited for the space to become available 21%
- vi. I parked elsewhere in the parking lot 65%
- vii. I left the parking lot 30%
- viii. I have not encountered this instance 2%
- ix. other 15%

29) did you feel safe or supported in the action you chose?

- i. Yes 29%
- ii. no 44%
- iii. not sure 19%
- iv. I have not encountered this scenario 5%

30) are there any other details so outcomes from the above you would like to share?

- i. 36% of people mentioned that it is the fault of those without disabilities that use accessible parking spaces

31) on average how often do you encounter suspect a person illegally parked in an accessible parking spot (without a valid permit?)

- i. very often 16%
- ii. often 30%
- iii. sometimes 35%
- iv. rarely 16%

32) Are you aware of the current accessible parking and enforcement laws in BC?

- i. yes 29%
- ii. no 35%
- iii. not sure 33%

33) how would you rate the clarity of current accessible parking enforcement practices by law enforcement?

- i. very clear 1%

- ii. clear 8%
- iii. somewhat clear 22%
- iv. unclear 50%
- v. unsure 16%

34) how would you rate the responsiveness of current accessible parking enforcement practices by law enforcement?

- i. very responsive 0%
- ii. responsive 2%
- iii. somewhat responsive 11%
- iv. not responsive 53%
- v. unsure 31%

35) how would you rate the effectiveness of current accessible parking enforcement practices by law enforcement?

- i. very effective 1%
- ii. effective 1%
- iii. somewhat effective 12%
- iv. not effective 55%
- v. unsure 28%

36) do you agree with the following statement-“accessible parking misuse by non permit holders is widespread in British Columbia”

- i. strongly agree 29%
- ii. agree 40%
- iii. neutral 24%
- iv. disagree 4%
- v. strongly disagree 0%

37) Do you agree with the following statement-“fines alone will solve accessible parking misuse by non permit holders”

- i. Strongly agree 8%
- ii. agree 18%
- iii. neutral 19%
- iv. disagree 43%
- v. strongly disagree 9%

38) what range of fines do you think is best as a consequence of misuse and abuse of accessible parking spaces?

- i. under \$100 7%
- ii. 100 to \$200 25 %
- iii. 200 to \$400 23%
- iv. 500 to \$700 18%
- v. 700 to \$1000 12%
- vi. Other 12%

39) in your opinion how effective do you think the following options would be to address and enforce instances of accessible parking spot and permit misuse?

- i. quote signed offenders education program for accessible parking violators-very effective 18.6%, effective 30.9%, somewhat effective 29.9%, not effective 17.5%, unsure 3.1%
- ii. mandatory driving training on accessible parking requirements and fines-very effective 25.8%, effective 37.1%, somewhat effective 22.7%, not effective 9.3%, untrue 5.2%
- iii. Provincial public information/awareness campaigns on accessible parking misuse and enforcement- very effective 21.6%, effective 42.3%, somewhat effective 28.9%, not effective 5.2%, unsure 2.1%
- iv. clear information on fines for violations placed on accessible parking signs-very effective 38.1%, effective 36.1%, somewhat effective 19.6%, not effective 4.1%, unsure 2.1%
- v. clear information on who to call about accessible parking violations on accessible parking signs-very effective 38.1%, effective 43.3%, somewhat effective 12.4%, not effective 3.1%, unsure 3.1%
- vi. regular accessible parking assessments/audits on public and private parking lots-very effective 35.1%, effective 42.3%, somewhat effective 20.6%, not effective 1%, unsure 1%
- vii. use trained community volunteer programs to enforce accessible parking laws-very effective 22.7%, effective 28.9%, somewhat effective 21.6%, not effective 18.6%, unsure 8.2%
- viii. include image of permit holder on the permit to prevent sharing/abuse-they are effective 18.6%, effective 15.5%, somewhat effective 23.7%, not effective 28.9%, unsure 13.4%
- ix. a collaborative approach consisting of information sharing and partnership on public, semipublic and private spaces-very effective 17.5%, effective 28.9%, somewhat effective 25.8%, not effective 9.3%, unsure 18.6%

40) do you have any other comments, personal experiences, or questions you would like to share about accessible parking misuse all current enforcement practices in British Columbia?

- i. "I am concerned that this focus leads to 'disability policing' where people who don't look disabled according to the myths (not grey haired, not with a visible disability etc.) are abused."
- ii. "Need photo on placard and wallet card."

41) If you have a valid accessible parking permit how often do you use it?

- i. daily 49%
- ii. weekly 34%
- iii. monthly 6%
- iv. rarely 2%
- v. never 0%
- vi. I do not have a valid accessible parking permit 6%

42) what are some reasons if any that you would not use accessible parking permit?

- i. my need for accessible parking varies with my disability 16%
- ii. I do not want to take the spot away from another who may need it more 25%
- iii. I'm afraid of being confronted for using my accessible parking permit 7%



- iv. the accessible parking spaces available do not meet my needs 30%
- v. I feel embarrassed or ashamed using accessible parking 2%
- vi. I do not know how to use my permit 0%
- vii. I always use accessible parking 46%
- viii. I do not have a valid accessible parking permit 4%
- ix. other 8%

43) have you ever been in a situation where someone wrongfully accused you of misusing an accessible parking space?

- i. yes 38%
- ii. no 55%
- iii. I'm not a valid accessible parking permit holder 4%

44) if yes how did you respond?

- i. I showed them my valid accessible parking permit 18%
- ii. I showed them a spark BC hidden disability card 1%
- iii. I let them know I was parking legally 18%
- iv. I showed them my disability 9%
- v. I ignored them 4%
- vi. I moved spaces or otherwise left the situation 1%
- vii. I have not been in this situation 58%
- viii. other 11%

45) what was the outcome?

- i. they agreed and left me alone 21%
- ii. the organization or business responsible for the parking lot was contacted 0%
- iii. the police were called or otherwise contacted 0%
- iv. SPARK BC'S access ability and enforcement line was called 1%
- v. a verbal argument occurred 12%
- vi. a physical altercation occurred 3%
- vii. I moved faces or otherwise left the situation 3%
- viii. I have not been in this situation 58%
- ix. other 5%

46) how did you feel in this situation?

- i. angry 16%
- ii. sad 12%
- iii. confuse 3%
- iv. annoyed 22%
- v. anxious/stressed 22%
- vi. scared 9%
- vii. indifferent 4%
- viii. I have not been in this situation 57%
- ix. other 4%

47) Are there any other details or information about this situation you would like to share?

- i. "The complainer was using their wife's accessible parking permit without her exiting the vehicle. Identified it to them as a violation of the permit program requirements."

- ii. "This was (2 times) a parking enforcement officer who was not well-trained to do their job, resulting in a lot of frustration and lost time for me"
  - iii. "Again too many to count as I because disabled as a teen was assumed I was using someone else's permit until I showed them my disability."
  - iv. "I once was in a grocery store checkout lane for handicapped and one person was complaining that non handicapped people were using that lane and thereby slowing down the line. I explained that not all handicaps are visible."
- 48) Do you think that there is enough public education around invisible disabilities that may require an accessible parking permit?
- i. yes 5%
  - ii. no 78%
  - iii. not sure 14%
- 49) in your opinion how effective do you think the following options would be in reducing stigma and confrontation surrounding accessible parking?
- i. Adding more information about accessible parking to the BC driver's education curriculum- very effective 35.1%, effective 45.4%, somewhat effective 14.4%, not effective 3.1%, unsure 2.1%
  - ii. Including more accessible parking information in driver handbooks- very effective 30.9%, effective 41.2%, somewhat effective 22.7%, not effective 3.1%, unsure 2.1%
  - iii. Including accessible parking information in high school education-very effective 30.9%, effective 33%, somewhat effective 26.8%, not effective 6.2%, unsure 3.1%
  - iv. Provincial public information/awareness campaigns on invisible/hidden disabilities- very effective 29.9%, effective 38.1%, somewhat effective 24.7%, not effective 5.2%, unsure 2.1%
  - v. Including more information on the impact of accessible parking on government websites-very effective 17.5%, effective 33%, somewhat effective 32%, not effective 12.4%, unsure 5.2%
  - vi. Increase partnerships between organizations and SPARC BC- very effective 33%, effective 34%, somewhat effective 16.5%, not effective 2.1%, unsure 14.4%
- 50) is there other strategy that you think would be effective in addressing accessible parking stigma?
- i. "People are too politically afraid to address real issue."
  - ii. "Broken record here, but the ONLY effective thing is ENFORCEMENT. If someone harasses a person about using an accessible parking space, the harasser should suffer the consequences of their actions - criminal harassment charges. Police and courts won't enforce that though, so people are emboldened"
  - iii. "Building codes and public education."
  - iv. "Educational and awareness is always key"
  - v. "Having a different colored permit or additional sticker to indicate a disability may be invisible"
  - vi. "People who need to park close to the facility but don't necessarily need a wide parking spot (example someone who can't walk long distance due surgery etc).

Can they be assigned a regular size parking spot with a different colored parking permit? Is this something can be considered?"

- vii. "Cameras mounted. Then those who have parked without a valid permit can be tracked down by their license plate."

51) Do you have any other comments, personal experiences, all questions you would like to share about accessible parking stigma in British Columbia?

- i. "NO" 50 %
- ii. "I would like to see more accessible parking along the seawall and at most parks around the province. I have unsuccessfully tried to get the City of Burnaby to open up the parking lot again at Barnet Marine Park as the new spaces are up a hill and we have to cross train tracks. It is no longer possible for me to go that beach."
- iii. " Hopefully, changes can be made as there is little enforcement of people misusing accessible parking."

52) Are there any other questions or concerns relating to accessible parking in British Columbia that you believe should be discussed during our Accessible Community Forum on December 3rd, 2021?

- i. "Need for **provincial standards in design and regulation** - update to Motor Vehicle Act Regulations"
- ii. Out District Hall in North Vancouver has "accessible" parking stalls that are on a slope. Does this contravene regulations of any sort? It is difficult to hold my van door open to get out when I park there.
- iii. "Need for mandatory provincial standards for disabled parking that is actually accessible."
- iv. "There is a movement now to include van only parking because of side lifts. I would suggest there is a need to change it to "user's of wheelchair or mobility device". People who drive a car, who use a chair need more than a regular sized parking spot to get their chair out of the vehicle also."
- v. Adapted vans are very expensive. That means that some wheelchair users make do with other vehicles. Those vehicles still need enough room to get out of in a wheelchair. Maybe some spots should be designated specifically for wheelchair or walker users who need the wider width to get in and out of a vehicle safely, and some spots designated for people who just need a spot close to the entrance.
- vi. 13 % answers related to parking spots
- vii. How to address decades of grandfathered deficient parking (too small and too few). New standards only apply to new-builds. Is there a non-profit org that helps private sector upgrade or any successful model for addressing this?
- viii. How are the technology devices for parking payment stalls being addressed for accessibility for Deaf and Hard of Hearing people? Currently majority of the parking payment or exit stalls when you push the help button, it is only voice support.

53) Are you interested in attending our Accessible Community Forum on Dec 3rd, 2021? Register today at <https://acfparking.eventbrite.ca>

- i. yes 26%

- ii. no 34%
- iii. not sure 37%

54) if you indicated "no" or "not sure" what is your reason?

- i. I'm not available during the scheduled time 32%
- ii. I'm not interested in sharing or hearing opinions on this topic 1%
- iii. I don't want to commit until I know who the panelist will be 1%
- iv. I have attended accessibility community forums in the past and did not enjoy them 1% I feel as though my survey answers are sufficient and communicating my needs 23%
- v. this topic does not apply to me 2%
- vi. other 15%

55) would you like to be included in future connectra email communications including accessible community forum updates, upcoming connect together events, news, and more

- i. yes 46%
- ii. no 24%
- iii. I'm already subscribed to the connectra email list 27%