

HOLIDAY MALL SURVEY RESULTS
12 SURVEYS COMPLETED (averages reported)

Very Inadequate	Somewhat Inadequate	Somewhat Adequate	Very Adequate	Not Applicable
1	2	3	4	□

A. ENTRY AND PARKING LOT

- | | | |
|---|-----|-------|
| 1. The number of handicap parking spaces was: | 2.9 | 1 n/a |
| 2. The space for a van lift was: | 2.7 | 6 n/a |
| 3. The pavement surfaces around the entry were in good condition: | 3.1 | |
| 4. The distance from parking to the Mall was: | 2.6 | 1 n/a |

B. GETTING AROUND

- | | | |
|---|-----|-------|
| 5. The availability of ramps was: | 2.9 | |
| 6. The elevator was: | 3.6 | 5 n/a |
| 7. The size of the elevator was appropriate: | 3.9 | 4 n/a |
| 8. The elevator was _____ to find: | 3.0 | 4 n/a |
| 9. The location of the buttons in the elevator was: | 3.4 | 4 n/a |

C. BATHROOM FACILITIES

- | | | |
|--|-----|-------|
| 10. The number of facilities provided was: | 2.7 | 8 n/a |
| 11. The number of stalls available was: | 2.7 | 7 n/a |
| 12. The access to the facility was: | 3.0 | 8 n/a |
| 13. The room to park a wheelchair was: | 3.1 | 8 n/a |
| 14. The sinks were arranged in such a manner that it was _____ to use: | 2.5 | 8 n/a |
| 15. The towel racks were _____ to use: | 2.3 | 7 n/a |
| 16. The doors to the toilets were _____ to access the room: | 2.8 | 7 n/a |
| 17. The proximity of the sinks to the toilets was: | 3.2 | 8 n/a |
| 18. The type of toilet paper dispenser was: | 3.3 | 7 n/a |

D. PUBLIC TRANSPORTATION

- | | | |
|--|-----|------------|
| 19. Public Transportation to the facility was: | 3.6 | 7 n/a |
| 20. Public Transportation is: | | |
| Available | 58% | N/A |
| | | 42% |
| | | Don't know |

E. STORES

- | | |
|--|-----|
| 21. The size of the doors to the stores was _____: | |
| | 3.6 |

22. The door was automatic:
 YES **22%** NO **78%** N/A
23. Someone needed to help me:
 YES **45%** NO **55%** N/A
24. The aisles were: **3.0**
25. Availability of merchandise was: **3.0**
26. Access to merchandise was: **2.7**
27. The fitting rooms were: **3.0**
28. Clerks tended to be _____ when waiting on you:
3.5 **1 n/a**
29. Money was carried by:
 Me **100%** Parent/Other
30. Merchandise was paid for by:
 Me **92%** Parent/Other **8%**
31. Merchandise was paid for with:
 Cash **59%** Credit **35%** Other **6%**
32. I shopped for:
 Me **13%** Parent **29%** Sibling **26%** Friend **32%**
33. Generally, other patrons were _____ with me:
3.2 **1 n/a**

F. FOOD COURT

34. Access to the food court was: **3.0** **5 n/a**
35. The space for seating was _____ safe: **2.6** **5 n/a**
36. Access to the menu at the food court was: **2.8** **6 n/a**
37. Giving the food order was: **3.0** **5 n/a**
38. Servers tended to be _____ when taking the order:
3.0 **5 n/a**
39. Getting the food order was: **2.6** **7 n/a**
40. Access to condiments, straws, and napkins was:
2.6 **7 n/a**
41. Taking food back to the seat was: **1.4** **7 n/a**
42. Generally, servers were _____ with serving me:
3.3 **7 n/a**
43. Generally, other patrons were _____ with me:
3.7 **7 n/a**

G. SECURITY

44. Did you set off any security alarms?
 YES **17%** NO **83%** N/A
45. Did security come?
 YES NO **100%** N/A
46. Security tended to be _____ when responding to the alarm?
 N/A **12**
47. Security asked for an explanation?
 YES NO N/A **100**
48. If there was a problem, what was the outcome? N/A **12**