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## ***CITY OF ST. PETERSBURG***

### **ADA SELF-EVALUATION AND TRANSITION PLAN UPDATE**

**2016**



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**AMERICANS WITH DISABILITIES ACT  
TRANSITION PLAN**

**Final Plan Adopted \_\_\_\_\_**

**Mayor - Rick Kriseman**

**City Councilmembers**

**Charlie Gerdes - District 1**

**Jim Kennedy - District 2**

**Ed Montanari - District 3**

**Darden Rice, Council Vice Chair - District 4**

**Steve Kornell - District 5**

**Karl Nurse - District 6**

**Lisa Wheeler-Brown - District 7**

**Amy Foster, Council Chair - District 8**

**Americans With Disabilities Act (ADA) Coordinator  
Lendel Bright, PA, CPO**

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## **SUMMARY**

The Americans with Disabilities Act of 1990 (ADA) is a comprehensive civil rights law enacted to prohibit discrimination and ensure equal opportunities for individuals with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. This Self-Evaluation and Transition Plan (Plan) was prepared in accordance with Title II of the ADA, which prohibits discrimination against individuals with disabilities in the provision of State and local government services or activities.

Title II requires that public entities identify and evaluate all programs, activities, and services and review all policies, practices, and procedures governing their administration.

The Plan describes the process the City of St. Petersburg (City) used to evaluate its services, facilities, programs, and public rights-of-way in order to develop policy recommendations necessary to ensure and improve accessibility.

The Plan will assist the City in identifying policy, programmatic, and physical barriers to accessibility and in developing solutions for their removal. The Plan will guide the planning and implementation of necessary program and facility modifications over the next three (3) years.

# **SECTION I-A CITY OF ST PETERSBURG AND THE ADA**

## **LEGISLATIVE MANDATE**

### **TITLE II: STATE & LOCAL GOVERNMENT PROGRAMS & SERVICES**

***Requires full access to state and local government services and activities for individuals with disabilities.***

The goal of providing equal opportunities to all individuals underlies the requirements of the ADA. The ADA does not require equal treatment, which can in fact lead to discrimination against individuals with disabilities, but instead requires modifications to ensure individuals with disabilities enjoy equal access to programs and facilities. Title II covers programs, activities, and services of public entities, including the City.

Title II is based on four principles:

- 1. Policy and Operations** - Make reasonable modifications and accommodations to policies and practices.
- 2. Communication** - Ensure effective communication with individuals with disabilities affecting hearing, vision, or speech, including through the provision of auxiliary aids and services.
- 3. Integration** - Offer services in the most integrated setting appropriate to the needs of individuals with disabilities.
- 4. Physical Access** - Meet accessibility standards for new and altered buildings and ensure that programs are accessible as a whole.

Title II provides that the City may not, either directly or through contractual arrangements, do any of the following:

Deny individuals with disabilities the opportunity to participate as members of advisory boards and commissions.

Deny individuals with disabilities the opportunity to participate in services, programs, or activities that are offered to others, even if the City offers permissibly separate or different activities.

In determining the location of facilities, make selections that have the effect of excluding or discriminating against individuals with disabilities.

Title II requires the City to undertake five action steps:

1. Designate an official responsible for coordinating all compliance activities.
2. Provide notice to the public and employees of their rights and protections under the ADA and how the City complies.
3. Adopt and administer a grievance procedure for resolving ADA-related grievances and complaints from the public and employees.

4. Conduct a comprehensive review of policies and procedures (or Self-Evaluation) in four areas: equal employment opportunity, nondiscriminatory operation of programs and services, effective communication, and program and facility accessibility.
5. Prepare and carry out a Transition Plan of structural modifications needed to remove barriers limiting access to programs, including installation of curb-ramps on walks and pedestrian ways.

## **SECTION I-B CITY OF ST. PETERSBURG AND THE ADA** **ADA SELF-EVALUATION AND TRANSITION PLAN PROCEDURE**

The City's ADA Self-Evaluation was organized into three main phases that incorporated the five action steps required by Title II.

*Phase I: Planning and Self-Evaluation*– The first phase involved planning and assessment, including formation of the ADA Task Force, identification of Accessibility Liaisons, facility inventory, creation of questionnaires, assigning of staff and subsequent data collection.

*Phase II: Recommendations and Prioritization* - Phase II included the following activities:

- Data analysis.
- Development of recommendations associated with the policies and procedures survey.
- Development of recommendations associated with the communications survey.
- Development of program/facility recommendations and priority system.
- Creation of database and internal website.
- Review of streets, sidewalks, and traffic signals compliance.
- Community involvement and outreach.

*Phase III: Adoption and Implementation* - Phase III includes the approval of recommended actions by the Mayor and City Council and implementation of the Plan.

### **ADA EVALUATION TASK FORCE**

The Task Force provided oversight and helped to establish roles of all participants, assisted with authorizing information for the process, assembled a final report and transition plan, and prepared recommended guidelines to carry out necessary changes. The Task Force included the City's ADA Coordinator, its ADA Consultant, at least one member of the Committee to Advocate for Persons with Impairments (CAPI), and a manager from the following City departments/administrations: Mayor's Office, Facilities Management, Budget, Public Works, Leisure Services, Human Resources, Marketing, Police, and Fire. The City's Legal Department serves the Task Force in an advisory capacity.

### **ADA SELF-EVALUATION ACCESSIBILITY LIAISONS**

One accessibility liaison was assigned from each City department and directed by the ADA Coordinator to assist in the Self-Evaluation process and other compliance activities. Information collected during the Self-Evaluation process was reported via the accessibility liaisons and public input through CAPI. The following provides an overall summary of findings and recommendations.

## METHODOLOGY FOR THE SELF-EVALUATION

To provide comprehensive input regarding the public's accessibility to programs, services, and activities offered by the City, the Self-Evaluation included:

- a. Review of policies, procedures, and other documents;
- b. Surveys of departments;
- c. Staff interviews;
- d. Visits to selected sites;
- e. Inspections of selected sites for audit purposes;
- f. Surveys of facility users;
- g. Public postings and notices requesting input;
- h. Presentations and collaboration with the Task Force Members, Accessibility Liaisons and CAPI; and
- i. A final report and Transition Plan

## ADA SELF-EVALUATION QUESTIONNAIRE TOOLS

Facility Questionnaires and site visits were used to identify barriers and recommend alterations in order to meet accessibility standards. The list of facilities surveyed included:

- a. City-Owned Parks;
- b. City-Owned Buildings; and
- c. City Programs Housed in Leased Facilities

The Facility Questionnaires were divided into three broad categories:

- **Exterior Accessibility:** Individuals with disabilities should be able to approach and enter a building as freely as everyone else. For instance, at least one accessible route must be provided within the boundary of the site connecting elements such as accessible parking, sidewalks and or public transportation stops, to an accessible building entrance.
- **Interior Accessibility:** The interior accessible route connects the accessible entrance with the program and services area. Typically, interior accessible routes are made up of hallways, corridors, and interior rooms and spaces. The accessible route is essential for people who have difficulty walking or who use wheelchairs or other mobility aids to access the services and programs areas.

Additionally, blind individuals or those with low vision may walk along any route to access the programs and services areas, not just the accessible routes. As such, routes open to or leading to the service area, such as hallways, corridors, and service and program spaces must be free of objects that cannot be detected by a person who is blind or visually impaired.

- **Program Accessibility:** The City's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. This standard, known as "program accessibility," applies to all existing City facilities. Questionnaire results form the basis of this Plan and strategy for remediation or resolution of identified barriers.

Specific Questionnaires were also created for program, policy/procedure, and communication compliance. These questionnaires solicited information on how City departments communicate with the public, and how policies and procedures might adversely affect the disabled community, or provide for their inclusion in City programs and services as required under the ADA. These questionnaires also enabled the city to identify the differences among City departments.

### **COMMUNITY INVOLVEMENT AND PUBLIC OUTREACH**

A key element of the Self-Evaluation Process has been and remains participation of the public. Participation from disabled individuals in the community helped identify key issues that may not be readily apparent to City staff. Their perspectives on the impact of barriers to program access are essential to the accuracy of our findings.

The City's Committee to Advocate for Persons with Impairment (CAPI) took the lead role on the public outreach portion of this Plan. The Public Input Questionnaire was placed on the City's website, and two public meetings were held in April and May of 2015. City staff and CAPI members facilitated the Public meetings.

Public participation included individuals with disabilities, their parents, Community Disability Partner agencies, and senior citizens. The format and content of the Plan was discussed. Questions and comments were received regarding specific facilities, parks, programs, sidewalks, curb cuts, traffic calming, accessible transportation issues, City maintenance issues, staff training, communication between City departments, and ADA code questions such as parking spaces and building standards.

### **CITY OF ST. PETERSBURG PRIORITY SYSTEM FOR ADA COMPLIANCE**

The Department of Justice (DOJ) recommended priority system was used to implement recommendation(s) for ADA barrier removal. The primary prioritization system, meaning criteria by which recommendations are ordered, **is at the discretion of the City.**

As part of Phase II, recognizing that the City has limited funds and cannot immediately make all programs, services, buildings, and facilities fully accessible, the following primary criteria were used as the basis for prioritizing removal of identified barriers:

- Priority One: Critical nature of the facilities hosting essential services related to health and safety and programs that are unique to a location.
- Priority Two: Facilities that receive a high level of public use.
- Priority Three: Geographic distribution - facilities that are distributed throughout the city can ensure maximum access for all residents.

A secondary prioritization system for program-based barrier removal actions was used to prioritize any remedial actions if needed.

The Department of Justice criteria listed below was used to assist in the determination of specific program-based barrier removal actions within a building or facility, on a secondary basis to the primary criteria noted above.

- **Priority One:** The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place (e.g., parking, walks, ramps, stairs, doors, corridors, etc.).
- **Priority Two:** A second level priority is placed on those barrier removal items that improve or enhance access to program use areas (e.g. transaction counters, conference rooms, public offices, restrooms, etc.).
- **Priority Three:** A third level priority is placed on those barrier removal items that improve access to amenities serving program areas (e.g., drinking fountains, telephones, site furnishings, vending machines).

### OUTCOME OF THE ADA TRANSITION PLAN UPDATE PROCESS

The Mayor, City Council and City staff are demonstrating, through this Plan, their commitment to inclusion in public programs and facilities, as well as a dedication to transparency in government and to sustaining a high quality of life for City residents and visitors. The use of an ongoing ADA compliance monitoring system, coupled with increased community outreach and involvement, will ensure that the City will be a leader in the effort to comply with the ADA.





**TIME FRAME FOR SELF-EVALUATION PROCESS**

<b>Actions</b>	<b>Steps</b>	<b>Responsible Individual / Department</b>	<b>Target Start Date</b>	<b>Completion Date</b>
City's ADA Self-Evaluation planning process beginning.	1	ADA Coordinator/ CAPI	August 8, 2014	September 1, 2014
Gather resources and information to determine scope of ADA Self-Evaluation Process.	2	ADA Coordinator/ CAPI	October 1, 2014	September 21, 2014
ADA Self-Evaluation process presentation to City Management Team and formation of City ADA Task Force Committee.	3	ADA Coordinator/ City Staff / City ADA Consultant / CAPI Member	October 29, 2014	October 30, 2014
ADA Self-Evaluation memorandum sent out from Mayor's Office requesting department contacts for Task Force and Accessibility Liaisons.	4A	Mayor's Office	October 2014	October 27, 2014
Public announcement about starting City's ADA Self-Evaluation Process.	4A	Mayor's Office	November – December 2014	December 22, 2014
ADA Self-Evaluation process team formation.	4B	ADA Coordinator	December 2014	December 1, 2014
ADA Self-Evaluation training meetings on ADA and process.	4C	ADA Coordinator/ ADA Consultant/ CAPI	December 2014	December, 2, 9, and 16, 2014
ADA Self-Evaluation intranet website development with ICS.	4D	ICS / Human Resources Departments	January 2015	January 15, 2015
ADA Self-Evaluation Questionnaires/ Checklists distributed.	4E	ADA Coordinator/ Accessibility Liaisons	March 23, 2015	April 6, 2015

**TIME FRAME FOR SELF-EVALUATION PROCESS – CONTINUED**

<b>Actions</b>	<b>Steps</b>	<b>Responsible Individual / Department</b>	<b>Target Start Date</b>	<b>Completion Date</b>
Return Completed Self-Evaluation from departments / programs.	4F	ADA Coordinator/ Accessibility Liaisons	May 15, 2015	June 5, 2015
Department site visit & interview Mayor and Cabinet Members.	4F	ADA Coordinator	April 2015	June 26, 2015
Complete Self-Evaluation Audit of returned Questionnaires.	5	ADA Self-Evaluation Task Force	June 5, 2015	July 17, 2015
Public Input - Advocacy groups, Disability Agencies, General Public, etc.	5	ADA Coordinator/ CAPI	April 28, 2015	July 17, 2015
Establish list of ADA compliance projects and prioritize each project needing corrective action.	6	ADA Self-Evaluation Task Force	October 23, 2015	January 24, 2016
Work on final report and Transition Plan and get public input.	7	ADA Self-Evaluation Task Force / CAPI	February 1 thru April 30, 2016	August 30, 2016
Mayor review and approval.	8	Mayor's Office	August, 2016	September, 2016
City Council review and approval & adoption.	9	City Council Office	October, 2016	November, 2016
Public release of final report and transition plan.	10	Mayor's Office	November, 2016	December, 2016

## **SECTION I-C CITY OF ST. PETERSBURG AND THE ADA**

### **ADA DEFINITIONS**

The following is a summary of many definitions found in the ADA and implementing regulations. Please refer to the Americans with Disabilities Act for the full text of definitions and explanations.

#### **DISABILITY**

The term *disability* means, with respect to an individual:

1. A physical or mental impairment that substantially limits one or more of the major life activities.
2. A record of such impairment.
3. Being regarded as having such impairment.

#### **QUALIFIED INDIVIDUAL WITH A DISABILITY**

A *qualified individual with a disability* means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the City.

#### **DISCRIMINATION ON THE BASIS OF DISABILITY**

*Discrimination on the basis of disability* means to:

- Limit, segregate, or classify an individual in a way that may adversely affect opportunities or status because of the individual's disability.
- Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability.
- Participate in a contract that could subject a qualified individual with a disability to discrimination.
- Use standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability.
- Deny equal benefits because of a disability.
- Fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the City's operations.
- Use selection criteria that exclude otherwise qualified individuals with disabilities from participating in the programs or activities offered to the public.
- Fail to use tests, including eligibility tests, in a manner that ensures the test results accurately reflect the qualified applicants skills or aptitude to participate in a program or activity.

## **PHYSICAL OR MENTAL IMPAIRMENTS**

*Physical or mental impairments* may include, but are not limited to: vision, speech, and hearing impairments; emotional disturbance and mental illness; seizure disorders; cognitive illness; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; hepatitis B; HIV infection (HIV condition); and drug addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

## **SUBSTANTIAL LIMITATION OF MAJOR LIFE ACTIVITIES**

An individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity, or (b) substantially limits the condition, manner, or duration under which she or he can perform a particular major life activity in comparison to other people.

*Major life activities* are functions such as walking, seeing, hearing, speaking, breathing, learning, performing manual tasks, or caring for oneself. In determining whether a physical or mental impairment substantially limits the condition, manner, or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:

1. The nature and severity of the impairment.
2. The duration or expected duration of the impairment.
3. The permanent or long-term impact (or expected impact) of or resulting from the impairment.

## **HAVING A RECORD OF IMPAIRMENT**

An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity; or has been diagnosed, correctly or incorrectly, as having such impairment.

## **REGARDED AS HAVING A DISABILITY**

An individual is *disabled* if she or he is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists.

## **REASONABLE PROGRAM MODIFICATIONS**

If the individuals' disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable these individuals to perform the essential functions of the program or activity.

A reasonable program modification is any change in program or activity or in the way things are customarily done that enables an individual with a disability to enjoy equal program opportunities. Accommodation means modifications or adjustments:

- To a registration or application process to enable an individual with a disability to be considered for the program or activity.
- To the program or activity environment in which the duties of a position are performed so that an individual with a disability can perform the essential functions of the program or activity.
- That enable individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

Modification includes making existing facilities and equipment used by individuals readily accessible and usable by individuals with disabilities.

Modification applies to:

- All decisions and to the application or registration process.
- All services provided in connection with the program or activity; and known disabilities only.

Modification is not required if:

- It changes the essential nature of a program or activity of the individual with a disability.
- It creates a hazardous situation.
- Adjustments or modifications requested are primarily for the personal benefit of the individual with a disability; or it poses an undue burden on the City.

### **UNDUE BURDEN**

The City need not provide an accommodation that imposes an undue burden on the operation of its business. *Undue burden* means significant difficulty or expense incurred in the provision of accommodation. Undue burden includes, but is not limited to, financial difficulty and refers to any modification that would be unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature of City operations. Whether a particular accommodation will impose an undue hardship is determined on a case-by-case basis. If a particular modification is determined to cause an undue burden the City shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the City must consider whether funding for the modification is available from an outside source. If no such funding is available, the City must give the individual with a disability the opportunity to provide the modification or to pay for that portion of the modification that constitutes an undue burden.

### **AUXILIARY AIDS AND SERVICES**

The term auxiliary aids and services includes:

1. Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments.
2. Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments.
3. Acquisition or modification of equipment or devices; and other similar services and actions.

## **SECTION II-A CITY OF ST. PETERSBURG AND THE ADA**

### **CITY OF ST. PETERSBURG COMMITTEE TO ADVOCATE FOR PERSONS WITH IMPAIRMENTS (CAPI)**

CAPI comprises a group of residents appointed by the Mayor with advice and consent of City Council. The function of CAPI is to advise City Council on issues and advocate on behalf of individuals with disabilities. Since its inception in 1972, CAPI has provided and advised the City on many issues concerning the needs and rights of individuals with disabilities to ensure their full participation in and enjoyment of the City's facilities, programs and services.

The primary areas CAPI addresses are:

#### **COMPLIANCE**

CAPI provides guidance to the City when implementing laws and regulations affecting individuals with disabilities, including the ADA and related legislation.

#### **AWARENESS**

CAPI assists residents and community groups to raise awareness of the opportunities in the City available to disabled residents and visitors.

#### **HOUSING**

CAPI works with the City on housing issues, including modifications and reasonable accommodations for accessible living.

#### **TRANSPORTATION AND PARKING**

CAPI addresses the concerns of residents who use downtown transit and parking on an ongoing basis. Members work with City government on issues related to transportation for our residents and visitors.

#### **LEISURE AND FITNESS**

The City offers excellent leisure, fitness, sports and recreational opportunities for residents and visitors. CAPI works to ensure the accessibility of these functions and facilities, and counsels on accessibility for commercial endeavors and co-sponsored events and visitors. CAPI advocates for accessibility to parks, playgrounds, and other recreation facilities and functions. CAPI also advises on accessibility of commercial endeavors and co-sponsored events.

## **SECTION II-B ADA SELF-EVALUATION FINDINGS**

The City completed a Self-Evaluation of the accessibility of all City programs. The multi-format questionnaires were used by the Accessibility Liaisons in all City departments. The results of those questionnaires are in the Appendix section of this Plan.

The Self-Evaluation required and involved the participation of all City departments. The City held monthly meeting with ADA Task Force members, Department Accessibility Liaisons, its ADA Consultant and CAPI members.

A total of sixteen Self-Evaluation questionnaires were used. Those questionnaires were based on recommendations from the Department of Justice, City's ADA Coordinator and CAPI members. Each gathered data as to whether each department's programs are accessible to individuals with disabilities.

The Questionnaires included a review of the following information:

- Program or service descriptions, including its activities, and all written and unwritten rules or regulations governing the program.
- Program or service eligibility requirements.
- A characterization of program or service participants, along with a description of any participation requirements, and any adaptations made to assist individuals with disabilities.
- A list of facilities where programs or services take place.
- A summary of program providers' training and experience working with individuals with disabilities.
- A summary of ADA compliance requirements for concessionaires/special recreation operators and other permits or special events.
- A summary of transportation procedures and methods used to accommodate individuals with disabilities.
- A summary of communication procedures in the area of audio/visual presentations, telephone communication, participant notifications, and documents/publications, including any modifications or equipment used to accommodate individuals with disabilities.
- A description of emergency evacuation procedures designed to accommodate individuals with disabilities.
- The methods used to ensure that any automated electronic equipment used in a program or service is accessible to all participants.
- The methods used to ensure that all public meetings relating to a program or service are designed to accommodate individuals with disabilities.

## **CUSTOMER SERVICE**

In-person interaction with the public is one of the primary functions of City departments. The City as a whole and several departments do not have widely understood and established procedures for determining reasonable modifications to achieve program accessibility.

Employees that reported contact with customers get little training on handling customers with disabilities.

Departments do not notify the public of their right to participate in programs and meetings, and of how to request auxiliary aids in accessible formats such as assistive listening devices or documents.

City departments have utilized some form of communication modification, such as paper and pencil or a reader, but are unaware of all of the additional options that can be offered.

### ***Recommended Actions:***

- Mandatory training for all city employees to ensure consistent flow of information.

## **COMMUNITY OUTREACH**

ADA regulations require the City to inform the public of the rights and protections provided by the ADA. Public notification regarding events and registration does not always include non-discrimination language. Additionally, public notification does not always identify a contact person for individuals with disabilities who may request program modifications, or information on how a hearing or speech impaired person could communicate by telephone. Some departments include this language in meeting agendas, but not all.

### ***Recommended Actions:***

- Include a notice regarding the City's commitment to providing accessible services in all City publications that provide registration or general information for City services, programs, or activities. The notice should also be produced in poster-size form and placed in all City departments in a location that will maximize public exposure.
- There are occasions where non-discrimination language is included on printed agendas, but not on web versions of the meeting agendas. Nondiscrimination language should appear on both hard copies and documents posted on the web.

## **PRINTED INFORMATION**

In order to meet the ADA's communication standards, City departments must be able to provide information in alternative formats such as Braille, large-print format, audiotape, or computer disk.

All City departments and offices produce printed information that is available to the public. While some departments distribute information about obtaining printed information in alternate formats, other departments do not.

Registration forms, permits, and waivers are only available in written form. There is inconsistency as to the availability of alternative formats of documents such as large-print and audio tapes and readers for individuals who may be unable to read the materials.

### ***Recommended Actions:***

- Provide information to each department on how to produce printed information in alternative formats for individuals with various disabilities to ensure that requests are handled in a uniform and consistent manner. Include a list of available resources for providing the services.
- Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested, including large-print media and taped announcements available over the telephone.
- If required, ensure the uniformity of charges for all formats of publication.
- Include the following notice on all materials in electronic and printed form that are made available to the public: "This publication can be made available upon request in alternative formats, such as Braille, large print, audiotape, or computer disk. Requests can be made by calling 727-893-7345 (Voice) or e-mail [lendel.bright@stpete.org](mailto:lendel.bright@stpete.org). Please allow 72 hours for your request to be processed."
- Identify and have available a list of interpreters, readers, etc. to be used to accommodate requests for these services.
- Handle all requests for other alternative formats or lengthy documents on an individual basis.
- Provide program, facility, permits, and reservation information in a variety of formats upon request (for example, in large-print format for persons with visual disabilities or in simple language for persons with cognitive disabilities). Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.
- Provide an accessible permit, reservation, or registration system in a variety of formats. For example, provide Telephone Device for the Deaf (TDD) service for applications, reservations, and general queries.
- Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.

### **GENERAL COMMUNICATION PUBLICITY AND ADVERTISING**

Public notification regarding meetings, conferences, and other events generally does not include information regarding accessible locations and the availability of auxiliary aids. Increased outreach to persons with disabilities is needed to inform the public of the services and facilities already available and modifications that the City is required to and can provide to make its services, programs, and activities accessible.

### ***Recommended Actions:***

- Publicize efforts to increase participation by individuals with disabilities, which might include activities such as distributing program brochures to members of the disabled community.
- Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included in all public announcements, postings for City programs, and applications, including:
  - The notice of non-discrimination.
  - Information regarding site accessibility, including the accessible bus route serving the program, facility, or event.

- The department's text telephone (TDD/TTY) number and the phone number and e-mail address of the person who can provide assistance in meeting special needs.

### **TELEVISED AND AUDIOVISUAL PUBLIC INFORMATION**

The City airs meetings on cable television. This television channel has some programs that are closed captioned.

#### ***Recommended Action:***

- Explore the feasibility of using closed captioning or other alternatives to audio presentations for all televised programs and for audiovisual presentations produced by the City (including videos and films) in order to ensure that persons with hearing impairments can benefit from these presentations.

### **CITY WEBSITE**

The Internet is now a primary source of information regarding services, products, programs, and facilities. The City's website ([www.stpete.org](http://www.stpete.org)) has taken on increased importance as a communications tool.

#### ***Recommended Actions:***

- Provide training to staff responsible for maintaining the City website, ensuring all are aware of the Section 508 of the Rehabilitation Act. This requirement would apply to any person in any department with authority to update any City-maintained web page.
- Additionally, the following should be done or continued:
  - Continue maintaining the current level of access on the City's website.
  - Continue soliciting feedback from the disabled community.
  - Include the City's Policy on Non-Discrimination on the Basis of Disability on the City's website.
  - List those City agencies, departments, and specialized services that offer TTY/TTD in the website telephone directory (the Contact Us web page), and include the following statement:  
"The City of St. Petersburg offers Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD) services for persons with speech or hearing impairments. City Staff are trained in the use of the Florida Relay System for the deaf."
- Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. This information should easily be found by new web users.
- Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on its website.
- Continue monitoring the website and industry trends.
- Check the HTML address of all new City web pages and ensure that all links are kept current and working. Make sure that accessible elements are used, including alternate tags, long descriptions, and captions, as needed.
- If images are used, including photos, graphics, scanned images, or image maps, make sure to include alternate tags and/or long descriptions for each.
- If online forms and tables are used, make those elements are accessible.
- When posting documents on the City's website, provide them in HTML, a text-based format or in accessible PDF Format.

- Develop a plan for making the existing web content more accessible. Describe the City’s plan on an accessible web page. Encourage input on improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used.
- Ensure that in-house staff and consultants responsible for web page and content development are properly trained.
- Provide a way for visitors to request accessible information or services by posting a telephone number or e-mail address on the City’s home page. Establish procedures to assure a quick response to users with disabilities who are trying to obtain information or services in this way.
- Periodically enlist disability organizations to test pages for ease of use; use this information to increase accessibility.
- Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities.

### **TRAINING AND STAFFING**

One of the needs most frequently identified by City departments is the need for more and improved training. Different types of training are necessary depending on the type of work and amount of public contact involved with a specific position. Standard City-wide accessibility guidelines, procedures, and trainings have not yet been developed for areas such as:

- Standardized, appropriate language for outreach and written material.
- How to acquire or use assistive devices.
- General evacuation procedures for buildings.
- A list of potential “accommodations” or program modifications that might apply.

#### ***Recommended Actions:***

- Provide training to City staff who have contact with the public about modifications and using assistive devices to make programs accessible.
- Ensure that customer service training provided to City employees includes training with respect to communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department’s accessibility training.
- Develop a comprehensive disability access training program.
- Educate all City staff in their responsibilities under the ADA. The City’s ADA Coordinator should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.
- Develop standard guidelines for outreach and written materials. These guidelines should include standard language that appropriately describes the City’s policies on inclusion and non-discrimination, and staff members should receive training in using the guidelines effectively.
- Provide all City staff with ongoing awareness and sensitivity training. This training should include disability etiquette, and have a section that interacts with individuals with disabilities since it’s helpful to have them as trainers.
- Widely disseminate information regarding the availability and location of City Telecommunication Devices for the Deaf (TDD), and train staff members in the use of TDD equipment or other means of communicating over the telephone with a person with a hearing disability.

- Ongoing training for design, maintenance, inspection and construction staff with respect to building codes to achieve accessibility.
- Provide City staff with training in general building evacuation procedures for assisting persons with hearing, visual, mobility, and learning disabilities in an emergency.
- Designate one employee in each department to serve as the Disability Access Liaison. To assist in this important role, the Liaison will attend periodic retraining regarding accessibility issues.

### **PUBLIC MEETINGS**

Many City departments are responsible for holding public meetings. Generally, public meetings are held in locations that are accessible to persons with mobility impairments. However, City departments indicated that they need training on how to respond to requests for other modifications. Assistive listening systems are not routinely available at meetings.

#### ***Recommended Actions:***

- Schedule public meetings in accessible locations whenever possible.
- When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate.
- Make information available to City staff on the types of modification requests that may be made by individuals with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like “real-time captioning.” Display a notice on meeting agendas indicating the availability of accessibility modifications.
- Provide agendas in alternative formats, when requested.
- Provide flexibility in the time limit on speaking for individuals with communication difficulties.
- Provide assistive listening devices at public meetings, when requested.
- Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:
  - “Translators, American Sign Language interpreters, and assistive listening devices for individuals with hearing disabilities will be available upon request. Please make your request at least 72 hours prior to the meeting. If you require other modification not listed above, please contact the City ADA Coordinator at (727) 893-7229.”
- Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments.
- Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to City departments and programs.
- Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or there location of meetings upon request.

### **PUBLIC TELEPHONES AND COMMUNICATION DEVICES**

The City has a main TDD number listed on the City website. A few departments have sufficient demand to install their own TTY or TDD.

### ***Recommended Actions:***

- Have an outlet for a text telephone at each site where public phones are available.
- Train staff in use of TDD/TTYs and the Florida Relay System.

### **PURCHASING ACCESSIBLE/ADAPTIVE EQUIPMENT**

Adaptive aids are devices, controls, appliances, or items that enable individuals with disabilities to improve their abilities to function independently and participate in programs, services, and activities offered by the City.

City departments are unaware of resources for purchasing equipment or supplies that would make their programs more accessible to individuals with disabilities.

### ***Recommended Actions:***

- Establish a “Resources Toolkit” of adaptive aids and human resources that will be available for use by individuals participating in City programs.
- Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., American Sign Language (ASL) translation) in public information materials such as brochures and the City’s website.
- Evaluate furniture and building materials purchases for compatibility with a wide range of disabilities.
- Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings, and office systems.
- Include accessibility as a criterion for selecting items. Purchasing accessible equipment is a complex task, and the purchasing department is encouraged to consult appropriate experts when making large purchases.

### **EMERGENCY EVACUATION PROCEDURES**

All City departments require established emergency evacuation procedures to safely evacuate individuals with disabilities who may need special assistance in an emergency.

### ***Recommended Actions:***

- Develop guidelines for the evacuation of individuals with disabilities in various types of emergency situations. Each department should use these guidelines to create their own emergency evacuation plans. These plans should:
  - Address what to do when an alarm is triggered.
  - Establish meeting places for assistance and evacuation chairs.
  - Provide direction on what to do if assistance is not available.
  - Establish training for the floor captains.
- Specific suggestions for evacuation plans and procedures can be found through the U.S. Access Board ([www.access-board.gov/evacplan.htm](http://www.access-board.gov/evacplan.htm)) and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.
- Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.
- Review existing emergency procedures to ensure that individuals with disabilities can be alerted and are able to summon emergency service providers. Provide all evacuation policies and

procedures in alternative formats. Explore the use of other technologies such as audible exit signs for orientation and direction.

- Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.
- Take the necessary steps to ensure that emergency teams are aware of individuals with disabilities in their communities who may require special assistance in the event of an emergency.
- Provide American Sign Language (ASL) interpreters at emergency facilities, on an as-needed basis. To accomplish this, form a pool of interpreters as a resource from which to draw.

### **SERVICES PROVIDED BY CONTRACTED SERVICES**

Some departments use outside contracted employees to provide services to the public.

#### ***Recommended Action:***

- For those departments that use outside contracted employees to provide services to the public, a procedure should be set up to ensure that their work is consistent with City accessibility policies and standards.

### **SPECIAL EVENTS ON CITY PROPERTY**

The City provides opportunities for private organizations to utilize its facilities for special events.

#### ***Recommended Action:***

- In situations where private organizations sponsor events in City facilities, the City should require private organizations to comply with applicable ADA requirements. The City should provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. The checklist and information should be available on the City's website.

### **POLICY AND DOCUMENT REVIEW**

Policies were reviewed to determine if City policies inadvertently discriminate against people with disabilities when accessing City services.

#### ***Recommended Actions:***

- Review policies to ensure compliance on an annual basis:

### **PUBLIC RIGHT OF WAY ACCESSIBILITY GUIDELINES (PROWAG)**

Accessible Pedestrian Signals (APS)

The 2009 Manual on Uniform Traffic Control Devices (MUTCD) (Sections 4E.09 through 4E.13) details the application and placement of accessible pedestrian signals. As part of new traffic signal warrant studies, the City should evaluate the need to install APS. For existing signalized intersections, the City should consider installing these based on citizen complaints.

### **INFRASTRUCTURE**

The ADA Task Force worked to develop a list of initial infrastructure study areas that would provide a representative cross section of the City. The general categories included existing ADA complaints on file, buildings and parking lots, parks, transit stops, signalized intersections, and sidewalk corridors. With the exception of the ADA complaints (see below), study area locations were selected based on their current use, location, services provided, ridership, and several other factors.

## **BUILDINGS AND PARKING LOTS**

Areas that were evaluated for each building included parking lots, path of travel from the parking lot to the building, access into the building, signage, drinking fountains, telephones, bathrooms, and counter heights.

There were several common issues observed at these buildings. They included:

- Accessible Parking - Accessible parking was either not provided, or if it was, was non-compliant.
- Accessible Paths to Building - Paths from the parking lots to the building entrances were either non-existent, or were non-compliant based on cross slopes, transitions, or the doors themselves.
- Counter Heights - Transaction areas had counters, but some were not lowered to accommodate a citizen in a wheelchair.
- Bathroom Fixtures and Stalls - Stalls and toilets were non-compliant.
- Signage - Signage for accessible parking spots and entrances were not always provided.

## **CITY PARKS**

All parks were evaluated as part of this project. In addition to the park facilities, the associated parking lots were also assessed.

Areas that were evaluated for each park included parking lots, path of travel from the parking lot to the park facilities, access into the facilities, signage, drinking fountains, and bathrooms.

There were several common issues observed at these parks. They included:

- Accessible parking.
- Accessible paths to play area.
- Signage: signage for accessibility information was not always provided.

## **SIGNALIZED INTERSECTIONS**

Signalized intersections (including ADA-compliant locations) were evaluated.

Areas that were evaluated for each signal included running and cross slopes of curb ramps, access to the pedestrian push buttons, diameter of push buttons, mounting height of push buttons, presence and condition of crosswalk markings, and clearance or space in front of the push buttons.

There were several common issues observed at these signals. They included:

- Non-compliant curb ramps: ramps had noncompliant running, side, and cross slopes, noncompliant landings, or no landings.
- Dangerous transitions: transitions from the base of the ramp to the roadway exceeded 1/4" at numerous locations.
- Pedestrian push buttons: there was no accessible path to the buttons, there was no clearance or space provided, buttons were mounted too high, and buttons had a diameter less than 2".

## **SECTION III-A**

# **ADA TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES TRANSITION PLAN OVERVIEW**

The Plan's goal is to:

- Improve accessibility for all citizens and visitors.
- Encourage participation from the public and disabled community.
- Educate City staff and the public on the requirements of the ADA.
- Develop a comprehensive list of any barriers.
- Provide a detailed outline of methods to remove any barriers.
- Provide a realistic schedule for the removal of barriers.
- Identify funding sources and opportunities to implement a barrier removal program.

This Plan combines the findings of the facility, program, and services questionnaires and community review. Not all barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

In compliance with the requirements of the ADA, the City will maintain in working order equipment and features that are required to provide access to individuals with disabilities.

The ADA Task Force members set priorities for renovating facilities to bring them into compliance with ADA guidelines when needed. All facilities providing programs, activities and services by the City were listed and ranked based on the following criteria:

**Program Uniqueness/Program Number:** The number of programs, including those unique to a facility, give an indication of the importance of the facility to the community. Many programs that are unique to a facility cannot occur elsewhere.

**Level of Use by the Public:** The level of actual use by the public varies among facilities. Facilities that receive a high level of use by the public were given a higher rating.

**Geographic Distribution:** It is important that facilities are distributed throughout the City in order to ensure maximum access. The decision-making process for assigning priorities involved several steps. All City facilities were listed and sorted according to the criteria listed above by the staff responsible for the programs that use the facilities. During this process, it was the intent of the City to identify not only locations that represent all of the programs offered by the City, but also to prioritize the best of those programs and locations for access improvements.

## **SECTION III-B**

### **ADA TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES SELF EVALUATION PRIORITY INFORMATION**

ADA Task Force members identified priorities for barrier removal within each facility. Barriers were assigned levels of priority using the following criteria:

- **Priority One:** Approach and Access – The City should take measures to provide access to the facility from sidewalks, parking or public transportation. These measures include, but are not limited to, installing an entrance ramp, widening entrances, and providing accessible parking spaces.

**Note** - Critical nature of the service provided: Facilities providing essential services related to health and safety and programs that are unique to a building, facility, or park, and cannot occur at another location.

- **Priority Two:** Goods and Services – The City should take measures to provide access to those areas where goods and services are made available. These measures include but are not limited to adjusting the layout of display racks, rearranging tables, providing brailled and raised character signage, widening doors, providing visual alarms, and installing ramps.

**Note** - Level of use by the public: Facilities that receive a high level of public use.

- **Priority Three:** Restrooms – The City should provide access to restroom facilities. These measures include but are not limited to removal of obstructing furniture or vending machines, widening of doors, installation of ramps, providing accessible signage, widening of toilet stalls and installation of grab bars.

**Note** - Geographic distribution: by selecting a range of facilities that are distributed throughout the City, the City can ensure maximum access for all.

- **Priority Four:** The City will consider other reasonable measures to enhance accessibility.

## **SECTION III-C**

### **ADA TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES SELF-EVALUATION PRIORITY LISTINGS**

#### **A. NOTIFICATION – Priority One**

1. The City of St Petersburg will adopt and post all required notices under the ADA on its website and in conspicuous locations in its public buildings.
2. Implement written procedures to inform individuals with disabilities and other interested persons about reasonable accommodation requests (internal & external) and of the existence and location of accessible programs, services, and activities.

#### **B. ADA COORDINATOR – Priority One**

The City has appointed an ADA Coordinator to oversee and coordinate the City's effort to carry out its responsibilities under the ADA, including any investigation of ADA-related complaints. The City will make available to all interested individuals the name, office address, and telephone number of the ADA Coordinator.

#### **C. GRIEVANCE PROCEDURE (Internal and External) – Priority One**

The City has developed and will adopt a grievance procedure, and distribute it to all departments and post copies of it in conspicuous locations in each of its public buildings.

#### **D. GENERAL EFFECTIVE COMMUNICATION – Priority Two**

To establish the following:

1. Develop staff training protocol and procedures.
2. Identify sources of qualified sign language and oral interpreters, qualified readers, real-time transcription services, and vendors able to prepare documents in Braille.
3. Establish written procedures/policies, with time frames, public notification process for fulfilling requests for sign language or oral interpreters, qualified readers, real-time transcription services, and documents in alternate formats, including Braille, large print, cassette tapes, and accessible electronic format (e.g., HTML).
4. Designate an employee as the web accessibility coordinator for City of St. Petersburg who will be responsible for coordinating compliance requirements of Title II of the ADA, the Web Content Accessibility Guidelines (WCAG) version 2.0.
5. Adopt, implement, and post online a policy providing that the City's web pages will comply with WCAG 2.0 AA, published by the World Wide Web Consortium (W3C), Web Accessibility Initiative (WAI).
6. Distribute the compliance policy referred to in number 5 above to all employees and contractors who design, develop, maintain, or otherwise have responsibility for its websites, or provide website content, technical support, or related customer service.
7. Provide a notice, prominently and directly linked from the City's homepage, instructing visitors how to request accessible information. The link shall provide at least two methods to request accessible information, including an accessible form to submit feedback, an e-

mail address, or a toll-free phone number (with TTY) to contact personnel knowledgeable about the accessibility of the website.

8. Provide a notice, prominently and directly linked from its homepage, soliciting feedback from visitors on how to improve website accessibility. The link shall provide at least two methods to provide feedback, including an accessible form to submit feedback, an e-mail address, or a toll-free phone number (with TTY) to contact personnel knowledgeable about the accessibility of the website.

#### **E. NEW CONSTRUCTION, ALTERATIONS AND PHYSICAL CHANGES TO FACILITIES - Priority Two**

1. Any construction or alterations to City buildings and facilities by it or on its behalf will fully comply with the requirements of the ADA & implementing regulations, including applicable architectural standards.
2. To allow individuals with disabilities to fully and equally enjoy City services, programs, or activities in their entirety.

**Key Points:** a. Path of Travel  
b. Provide Access  
c. Frequency of Use by Public  
d. Signage - Directional & Informational

#### **F. PROGRAM MODIFICATIONS (City departments) – Priority Two**

To ensure that City programs, services, and activities that are operated at facilities owned or controlled by other entities, when viewed in their entirety, are readily accessible to and usable by individuals with disabilities.

**Key Points:** a. Path of Travel  
b. Provide Access  
c. Frequency of Use by Public  
d. Effective Communication  
e. Signage - Directional & Informational  
f. Geographic Distribution for Maximum Access for Residents

#### **G. EMPLOYMENT – Priority One**

To ensure City employment policies comply with Title I of the Americans with Disabilities Act and implementing regulations.

#### **H. EMERGENCY MANAGEMENT PROCEDURES AND POLICIES - Priority One**

The City Emergency Operations Plan (EOP) will comply with the ADA. To address ADA obligations of emergency management, including planning, preparedness, evacuation, shelters, medical and social services, lodging and housing programs, recovery, and rebuilding.

#### **I. SIDEWALKS - Priority Two**

1. The City will implement a written process for requesting and receiving input from individuals with disabilities regarding the accessibility of its sidewalks.
2. Establish a plan for identifying all streets, roads, and highways that have been constructed or altered since January 26, 1992; and (2) a timetable for providing curb ramps or other sloped areas complying with the applicable architectural standards at all intersections of those

streets, roads, and highways that have been constructed or altered since January 26, 1992, that have curbs or other barriers from a street level pedestrian walkway.

**J. MISCELLANEOUS PROVISIONS – Priorities Two and Three**

1. The City will maintain the accessibility of its programs, activities, services, facilities, and equipment, including routinely testing accessibility equipment and routinely auditing the accessibility of its programs and facilities. This provision, however, does not prohibit isolated or temporary interruptions in service or access due to maintenance or repairs.
2. The City will establish a training program on the requirements of the ADA and appropriate ways of serving individuals with disabilities for all City officials and staff. The City will make available a description of the training, method of training, accountability protocol, the agenda(s), any handouts, and the name, title, and address of the trainer(s).

**K. PUBLIC RIGHTS-OF-WAY – Priorities Two and Three**

A primary function of any city is to provide safe and inviting pedestrian paths of travel. Pedestrian traffic encourages interaction among citizens, strengthens neighborhoods, and contributes to the vitality of the community at large. Likewise, individuals with disabilities often depend on a safe and accessible pedestrian system to conduct their daily lives.

However, many of the elements and conditions that go unnoticed by the nondisabled public pose significant impediments to disabled individuals. Ambulatory pedestrians can simply walk around an obstruction in the sidewalk or step off a curb face without much notice, however for individuals who use wheelchairs, these ordinary features become a major impediment.

As compared to the general population, individuals with disabilities are generally more reliant on pedestrian networks. A portion of the disabled population does not drive and depends on self-mobility or public transportation to get around. These factors, coupled with an aging population (where disabling conditions increase dramatically) highlight the importance of pedestrian systems that will serve all populations within the community, both in the present and into the future.

This Plan outlines a roadmap for the City to follow in order to make its public rights-of-way accessible to individuals with disabilities.

## CITY FACILITIES IDENTIFIED

Facility	Suggested Modifications
City Hall	Signage
City Hall Annex	Signage
Municipal Service Complex	Signage
Police Department Main and Training Building	New Facility Scheduled for 2019
Fire Department Headquarters	Signage
Fire Department Stations	Signage
Fire Station 14 – Entrance	(Lack of Curb Cuts) and Signage
City Marina Complex	Signage
City Marina Port Complex	Signage
City Airport Main Bldg.	Signage
City Sailing Center	Signage
Coliseum	Signage
Sunken Gardens	Signage
Swimming Pools	Signage (All)
Jennie Hall Pool	Entrance to Pool Area Not Wide Enough
City Sports Complexes	Signage (All)
City Libraries	Signage (All)
Main Library	Restroom and Outside Railing on West Walkway
City Golf Courses	Signage (All)
Recreation Centers	Signage (All)
Childs Park Community Center	Restroom
Walter Fuller Community Center	Restroom
City Playgrounds	Signage (All)
Tyrone Park	Not Accessible
City-Owned Parking Facilities	Signage (All) <b>Note:</b> Directional and Informational Signage

## **SECTION III-D**

### **ADA TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES TRANSITION PLAN AND SCHEDULE FOR IMPROVEMENTS**

The City will make reasonable efforts to improve the accessibility of facilities, programs, and activities. The Mayor and City Council will determine the appropriate amount to allocate each year toward this goal.

There will be times when it is infeasible to provide technical compliance, or a program will be substantially changed by making it accessible for all persons. The City will choose areas with high priority and solvability before moving on to lower priorities unless a specific request is made by the public.

Additionally, the City will follow the concept of program access under Title II of the ADA. Program Access does not necessarily require a public entity to make each of its existing facilities accessible to and usable by individual with disabilities, as long as the program as a whole is accessible. With that in mind the City will use the following schedule as a guide toward improved accessibility.

**The City will implement a phased approach:**

FY	Facilities	Scheduled Modifications
<b>2016 - 2026</b>	City Main Library	Restroom Accessibility Issues
	Childs Park Community Center	Restroom
	Walter Fuller Community Center	Restroom
	Jennie Hall Pool	Entrance – Accessibility Issues , Path of Travel
	Treasure Island Beach Building	Path of Travel Requirements – Accessibility Issues
	City Locations	Accessible Directional and Informational Signage – Exterior & Interior
	Tyrone Park Playground	Path of Travel - Accessibility Issues

FY	Program and Services Scheduled Modifications
<b>2016 - 2018</b>	All Staff Training (Citywide)
	Website Update to DOJ Requirements
	Public Postings (ADA Notices)
	Printed & Electronic Documents (ADA Requirements and Alternative Formats)

FY	City Policies
<b>2016 - 2017</b>	ADA Accommodation Requests
	Service Animals in City Facilities
	ADA Grievance Policy and Procedure
	City Limited English Proficiency (LEP)

## **SECTION III-E**

### **ADA TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES TRANSITION PLAN ACTION ITEMS**

<b>Transition Plan Action Items Completed or is Ongoing</b>	
<b>Designate an ADA Coordinator</b>	City Administrative Policy #010503
<b>Public Notification of their rights under the ADA</b>	City Administrative Policy #010503
	Poster (11" x 17") printed and posted at City Facilities.
<b>ADA Staff Training</b>	Process and procedure to be developed for City staff to receive training on a regular basis.
<b>Make Reasonable Modification to Policies, Practices, or procedures to avoid discrimination.</b>	Our City is commitment to ADA Compliance.
	Ensure that all employment practices are in compliance with the ADA and implementing regulations.
	Develop request for accommodation and complaint process for the public and City employees.
	Ensure meetings, hearings, trainings, classes, tours and events to happen in accessible locations, provide auxiliary aids and services.
	Allow service animals, mobility devices (such as wheelchairs and "other power-driven mobility devices" as appropriate.
	Provide activities in the most integrated setting when necessary for equal opportunity and participation.
	City of St. Petersburg – Through its Title VI Plan as related to Transportation Projects completed on January 1, 2015, covers the City's Limited English Proficiency (LEP) Requirement under any State or Local Government receiving Federal Funds.
<b>Effective Communication</b>	Establish an employee customer service guide.
	Website update to conform to current DOJ Standards.
	Ensure effective communication with individuals with disabilities.
	Provide auxiliary aids and services when necessary.
	Provide alternate formats to the public when requested.
	Provide Captioning for City live broadcast, videos and DVDS's developed by the City.
	Ensure Accessibility of electronic communications (e.g., e-mail, social networking sites).

## Transition Plan Action Items Completed or is Ongoing - Continued

<b>Basic Access</b>	Ensure that all City facilities are accessible.
	Ensure all programs and services will be in accessible locations and relocate as needed.
	Provide Notice of Accessible features (Signage).
	Maintain accessible features in accessible conditions by regular inspections.
	Provide enough accessible furniture and equipment to ensure opportunity for full participation.
	Ensure that all agencies/organizations that provide services on behalf of the City are not discriminating against individuals with disabilities.
	Ensure that the needs of individuals with disabilities are taken into account for evacuation of City facilities in emergency situations.
	Ensure accessible equivalent transportation when provided as part of a City activity or service.
<b>Public Right of Way</b>	Mayor's Action Line – ADA Complaints.
	<a href="http://www.SeeClickFix.Com">www.SeeClickFix.Com</a> - ADA Complaints.
	Community Service Department Representatives – ADA Complaints.
	Police Department Volunteer Road Patrol – ADA Complaints.
	St Petersburg City Trails Master Plan - Bikes & Pedestrians -Vision, Goals & Objectives document created thru public involvement process.
	St. Petersburg City Trails - Facility Assessment of Capability to accommodate OPDMD use report.
	City of St Petersburg – Complete Streets Policy #020400
	Street & Roadway Improvement, Transportation & Parking in Neighborhood and citywide Infrastructure Capital Improvement Fund.

## **SECTION IV**

### **CHARTING THE COURSE: CONCLUSION**

The City has renewed its commitment to the ADA. It has completed the first phase of developing and implementing a Self-Evaluation and Transition plan. With information from the public and its departments about successes and shortcomings, the City can now chart the course to full compliance. This course will require deeper analysis of some programs and activities addressed within this Plan, as well as similar evaluations of other programs, employment, IT, and facilities on an ongoing basis.

Decisions about specific actions and priorities will need to take into account the realities of staffing, time, cost, and difficulty. The City will be guided in this effort partly by the content of this Plan.

As the City moves forward in regular assessments and implementation, keeping paramount the views of the public and City management, supervisors and staff, it is on its way to “**Full Access Ahead**” for individuals with disabilities.

**SECTION V**  
**APPENDICES**  
**APPENDIX A**

**ADA Self-Evaluation Questionnaires Numbering System Assignment  
Purposes by Department**

1. Quick Department Entrance Barriers Checklist
2. DOJ ADA Administrative Issues
3. DOJ General Effective Communication
4. DOJ 911 and Emergency Communication Services
5. DOJ Website Accessibility
6. DOJ Curb Ramps and Pedestrian Crossing
7. DOJ Emergency Management
8. City ADA Supplemental Questionnaire
9. City Human Resources – Employment Services
10. Existing Facilities- Approach & Entrance
11. Swimming Pools
12. Play Areas
13. Boating Facilities
14. Golf Facilities
15. Public Input Questionnaire (CAPI)
16. Community Partners Input Questionnaire (CAPI)

**Questionnaires can be found at the Following websites:**

**<http://www.ada.gov/pcatoolkit/toolkitmain.htm>**

**<http://adachecklist.org/>**

## **SECTION V** **APPENDICES**

### **APPENDIX B** **SELF-EVALUATION QUESTIONNAIRES NO ANSWERS RESULTS**

#### City of St. Petersburg ADA Self- Evaluation Questionnaire's Results

All data have been collected and placed in Spread sheets:

**The data will be used to establish the following:**

- **Priority One:** Approach and Access – A public accommodation should take measures to provide access to the facility from sidewalks, parking or public transportation. **Note-** Critical nature of the service provided: Facilities providing essential services related to health and safety and programs that are unique to a building, facility, or park and cannot occur at another location.
- **Priority Two:** Goods & Services: A public accommodation should take measures to provide access to those areas where goods and services are made available. **Note-** Level of use by the public: Facilities that receive a high level of public use.
- **Priority Three:** Restrooms: A public accommodation should provide access to restroom facilities.
- **Priority Four:** Other: A public accommodation should take any other measures

Compliance points that have been identified:

- a. **Facility and Program Access** – For equal access and participation
- b. **Signage-** Approach, entry and access to facilities, programs and services
- c. **Door hardware** – Entry into facilities, programs and services
- d. **Alarm systems** – Audible and Visual
- e. **Training** – lack of training for all levels within city staff, etc
- f. **Title II documentation and policy-** required under the ADA law

# **ADA Self-Evaluation Questionnaire Answers**

**Yes or No or N/A**

FNO FORM NAME		QNC QUESTIONS		YES	NO	N/A
1	Quick Department Entrance Barriers Checklist	1	Does Garage/lot have required number of accessible parking spaces?	5	0	0
		2	Are accessible parking spaces near main building entrance?	5	0	0
		3	Are Walkways level (44" wide minimum) or ramped (maximum 1:12)?	5	0	0
		4	Does the entrance doorway have at least a 32" wide clearance?	5	0	0
		5	Is the door threshold maximum ¼" high (1/2" if beveled)?	5	0	0
		6	Does door hardware have lever handles, pulls or push-pull activating bars?	5	0	0
		7	Are the doors easy to open (exterior doors maximum 8.5 pounds opening force, interior doors 5 pounds maximum)?	5	0	0
		8	If revolving doors used, alternate accessible entrance available?	2	0	3
		9	Is path of travel free of obstruction and at least 36" wide?	5	0	0
		10	Is floor surface stable, firm and slip resistant?	5	0	0
		11	Do obstacles (phones, fountains, etc.) protrude no more than 4"?	2	3	0
		12	If provided, minimum one public phone or water fountain accessible?	4	0	1
		13	Are elevator controls no higher than 48"?	5	0	0
		14	Are elevator markings in Braille and raised letters/numbers?	5	0	0
		15	Does elevator provide audible and visible signals?	5	0	0
		16	Floor of elevator cab is minimum 51" x 68" (door offset) or 51" x 80" (door centered)?	5	0	0
		17	Does door hardware have lever handles, pulls or push-pull activating bars?	5	0	0
		18	Do restroom entrance doors have at least 32" wide clearance?	5	0	0
		19	Is restroom large enough for wheelchair turnaround (5' diameter)?	5	0	0
		20	Does accessible stall door have a least 32" wide clearance?	5	0	0
		21	Are grab bars provided in accessible toilet stalls?	5	0	0
		22	Toilet seat top is 17 to 19" above floor?	5	0	0
		23	Sink has clear knee space under basin; exposed pipes are insulated?	5	0	0
		24	Are faucets lever-operated or push-type?	5	0	0
		25	Are soap and towel dispensers no more than 40" from the floor?	5	0	0
		26	Is there a lower counter space in reception/customer service areas?	2	3	0
		27	Do doors have at least 32" wide clearance?	5	0	0
		28	Is the door easy to open (maximum 5 pounds opening force)?	4	1	0
		29	Door threshold is maximum ¼" high (1/2" if beveled)?	5	0	0
		30	Is the path of travel between furniture at least 36"?	5	0	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
2	DOJ ADA Administrative Issues	1	Does the state or local government have an ADA Coordinator?	8	0	0
		2	Does the ADA Coordinator have the time and expertise necessary to coordinate the government's efforts to comply with and carry out its responsibilities under the ADA?	8	0	0
		3	Does the ADA coordinator actually carry out these duties?	8	0	0
		4	Does the ADA Coordinator investigate all complaints communicated to the government alleging that the government does not comply with the ADA?	7	1	0
		5	Does the government make available to all interested people the name, office address, and telephone number of the ADA Coordinator?	6	2	0
		6	Does the state or local government make information available to the general public regarding the fact that the ADA applies to the services, programs, and activities of the government?	6	2	0
		7	Does the state or local government use the Department of Justice's model "Notice Under the Americans with Disabilities Act" or a similarly comprehensive notice?	4	4	0
		8	Does the state or local government post this information in public areas or make it available in other ways as deemed necessary by the head of the government entity to inform people of the protections of the ADA?	6	2	0
		9	Is the ADA notice available in alternate formats, i.e., large print, Braille, audio format, accessible electronic format (e.g., via email, in HTML format on its website)?	6	2	0
		10	Does the state or local government have a grievance procedure?	4	4	0
		11	Does the local government use the Department of Justice's model "Grievance Procedure under the Americans with Disabilities Act" or a similarly comprehensive grievance procedure (i.e., a grievance procedure for complaints made by any member of the public under the ADA related to any program, service, or activity)?	4	4	0
		12	Is the grievance procedure available in alternate formats?	4	4	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
3	DOJ General Effective Communication	1	Does each department of your state or local government have a policy and procedures in place to deal with requests from the general public for sign language, oral, and cued speech interpreters?	54	90	0
		2a	Specify that sign language, oral, and cued speech interpreters can be obtained within a short period of time when necessary? (For example, when needed for hospital emergency rooms, interpreters should be available either in person or by using video relay systems within a reasonable period of time, 24 hours a day, 7 days a week, in this setting, reasonable usually means within an hour of a request. In non-emergency situations, a public entity can require reasonable advance notice for interpreter requests.)	46	87	0
		2b	Make clear that it is generally inappropriate to request family members and companions of deaf persons to serve as sign language interpreters?	29	101	0
		2c	Specify that deaf persons requesting interpreters should not be charged for the cost of the interpreter?	48	86	0
		2d	Specify that the public entity's decision to deny an interpreter based on undue financial and administrative burden must be made after considering all resources available for use in funding the operation of the program and must be accompanied by a written statement of the reasons for reaching the conclusion?	29	101	0
		2e	Specify that, in any instance where the provision of an interpreter would result in an undue financial and administrative burden, the entity will take any other action that would not result in an undue financial and administrative burden but would nevertheless ensure that the individual with a disability receives the benefits or services provided?	38	93	0
		3	Does your state or local government have employees on staff who are qualified interpreters or have arrangements with one or more vendors to provide interpreting services when needed?	56	86	0
		4	Have the employees who interact with the public been trained on the correct procedures to follow when a person requests an interpreter?	37	106	0
		5a	For events such as meetings, interviews, hearings, medical appointments, court proceedings, and training and counseling sessions?	54	83	0
		5b	Without the state or local government asking the individual who requested the interpreter charged to pay for the services?	34	99	0
		6	Does your state or local government have policies and procedures in place to deal with requests from the general public for documents in Braille, large print, audio recording, and accessible electronic format (that is, an email or compact disc containing the document in plain text, word processing format, HTML or some other format that can be accessed with screen reader software)?	50	94	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		7	Does your state or local government have policies and procedures in place to deal with requests from the general public for note takers, computer-assisted real-time transcription services, and other auxiliary aids and services for providing effective communication?	43	98	0
		8	Does your state or local government have the equipment or arrangements with vendors so it can provide written materials in alternative formats (e.g., Braille, large print, audio format, electronic format)?	48	95	0
		9	Does your state or local government provide written materials in alternative formats when asked to do so? (For example, does your entity communicate with blind people by using Braille, large print, or email when asked to do so?)	52	91	0
		10	Does your state or local government give primary consideration to the requests of the person with a disability when determining what type of auxiliary aid or service to provide?	73	68	0
		11	Does your entity ensure that all videos and television programs it produces and all videos it makes available to the public on its internet website are available with captioning and audio description?	48	88	0
		12	Where telephones are available to the public for making outgoing calls, are TTYs available for people with hearing and speech disabilities?	30	111	0
		13	Does your state or local government handle calls placed using a Telecommunications Relay Service or a Video Relay Service in the same way as other telephone calls?	54	83	0

FNO FORM NAME		QNC QUESTIONS		YES	NO	N/A
4	DOJ 911 and Emergency Communication Services	1	Do you have a TTY or TTY-compatible equipment at every emergency communications services call-taking position?	1	0	0
		2	Do you have procedures for maintaining TTYs and TTY-compatible equipment that are as effective as the maintenance procedures for voice telephone equipment?	1	0	0
		3	If you have a plan for back-up equipment in case of equipment malfunctions, telephone line malfunctions, or power failure, does that plan cover TTY calls and equipment?	1	0	0
		4	Is the response time of the telephone emergency services provided for TTY users equal to the response time of the services provided to others?	1	0	0
		5	Is the response quality of the telephone emergency services provided for TTY users equal to the response quality of the services provided to others?	1	0	0
		6	Are the hours of operation of the telephone emergency services provided for TTY users equal to the hours of operation of the services provided to others?	1	0	0
		7	If the telephone emergency services provide additional features (such as automatic number identification, automatic location identification, automatic call distribution), are the features provided to TTY users equal to the features provided to others, whenever feasible? (Feasibility should be determined based on the availability of technology in the marketplace to perform the function for communications received from TTY users.)	1	0	0
		8	Do call takers respond to each silent, open line call by querying the line with a TTY?	1	0	0
		9	Can all call takers easily switch back and forth between TTY mode and voice mode during a call?	1	0	0
		10	Is TTY training mandatory for all emergency communications services personnel who may have contact with individuals from the public who have hearing or speech disabilities?	1	0	0
		11	Do telephone emergency services require or offer refresher training for TTYs at least as often as they require or offer training for voice calls, and at least every six months?	1	0	0
		12	Do you test your telephone emergency services to ensure direct, equal access for people using TTYs?	1	0	0

FNO FORM NAME	QNC QUESTIONS	YES	NO	N/A		
5	DOJ Website Accessibility	1	Does the top of each page with navigation links have a "skip navigation" link? (This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they move to a new page.)	3	2	0
		2	Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?	4	1	0
		3	Do all of the photographs, maps, graphics and other images on the website currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?	4	1	0
		4	Are all of the documents posted on your website available in HTML or another text-based format (for example, rich text format (RTF) or word processing format), even if you are also providing them in another format, such as Portable Document Format (PDF)?	3	2	0
		5	If your website has online forms, do HTML tags describe all of the controls (including all text fields, check boxes, drop-down lists, and buttons) that people can use in order to complete and submit the forms?	3	2	0
		6	If your website has online forms, does the default setting in drop-down lists describe the information being requested instead of displaying a response option (e.g., "your age" instead of "18 - 21")?	3	1	1
		7	If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?	3	1	1
		8	Do all video files on your website have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?	1	1	3
		9	Do all video files on your website have written captions of spoken communication synchronized with the action to provide access to people who are deaf or hard of hearing?	0	4	1
		10	Do all audio files on your website have written captions of spoken communication synchronized with the action to provide access to people who are deaf or hard of hearing?	0	2	3
		11	Have all webpages been designed so they can be viewed using visitors, web browser and operating system settings for color and font?	4	1	0
		12	Do you have a written policy on website accessibility?	4	1	0
		13	Is the website accessibility policy posted on your website in a place where it can be easily located?	3	1	1
		14	Have procedures been developed to ensure that content is not added to your website until it has been made accessible?	2	3	0
		15	Does the website manager check the HTML of all new webpages to confirm accessibility before the pages are posted?	5	0	0

FNO FORM NAME	QNC QUESTIONS	YES	NO	N/A	
	16	When documents are added to your website in PDF format, are text-based versions of the documents (e.g., HTML, RTF, or word processing format) added at the same time as the PDF versions?	2	2	1
	17	Have in-house staff and contractors received information about the website accessibility policy and procedures to ensure website accessibility?	2	2	1
	18	Have in-house and contractor staff received appropriate training on how to ensure the accessibility of your website?	2	3	0
	19	Have in-house and contractor staff who create web content or post it on your website received copies of the Department of Justice's technical assistance document "Accessibility of State and Local Government Websites to People with Disabilities"?	3	2	0
	20	If your website contains inaccessible content, is a specific written plan including timeframes in place now to make all of your existing web content accessible?	1	3	1
	21	Have you posted on your website a plan to improve website accessibility and invited suggestions for improvements?	2	3	0
	22	Does your website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?	2	3	0
	23	Do you have procedures in place to assure a quick response to website visitors with disabilities who are having difficulty accessing information or services available via the website?	2	3	0
	24	Have you asked disability groups representing people with a wide variety of disabilities to provide feedback on the accessibility of your website? (Note: Feedback from people who use a variety of assistive technologies is helpful in ensuring website accessibility.)	2	3	0
	25	Have you tested your website using one of the products available on the Internet to test website accessibility? (Note: Products available for testing website accessibility include no-cost and low-cost options. These products may not identify all accessibility issues and may flag issues that are not accessibility problems. However, they are, nonetheless, a helpful tool in improving website accessibility.)	3	2	0
	26	Are alternative ways of accessing web-based information, programs, activities, and services available for people with disabilities who cannot use computers?	2	3	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
6	<b>DOJ Curb Ramps and Pedestrian Crossing</b>	1	Since January 26, 1992, has your entity implemented policies and procedures to ensure that curb ramps or other sloped surfaces were provided wherever walkways intersected curbs whenever your entity constructed or altered highways, streets, roads, pedestrian crossings (including traffic islands), and sidewalks? (For purposes of answering this checklist, alteration generally includes paving, repaving, and resurfacing but does not include normal maintenance, such as filling potholes.)	3	0	0
		2	Since January 26, 1992, has your entity implemented policies and procedures to ensure that curb ramps at pedestrian crossings were constructed and altered in compliance with either the ADA Standards for Accessible Design or the Uniform Federal Accessibility Standards?	3	0	0
		3	Review any standardized curb ramp designs and specifications that your entity has used since January 26, 1992, to determine compliance, use the requirements outlined in Chapter 6 of this Tool Kit. Are the designs ADA-compliant? (If you do not have experience reviewing design and specification documents, you may find it helpful to obtain assistance from personnel who work in your highway or public works department.)	3	0	0
		4a	Do all curbs where sidewalks and walkways intersect with roads, streets, or highways have curb ramps that allow people with disabilities to go from the sidewalk on one side of the vehicular way across any traffic islands with curbs to the sidewalk on the opposite side?	3	0	0
		4b	Are all of these curb ramps free of accessibility problems? (Which would only be the case if you answer "Y" or "n/a" to all the questions on the Curb Ramps survey form when you conduct your survey.)	1	2	0
		5	Has your entity performed an evaluation of its pre-ADA pedestrian crossings to identify the locations where curb ramps need to be constructed to provide program access for people with disabilities? (This survey may have occurred when your entity performed a self-evaluation and developed a transition plan.)	3	0	0
		6	If the answer to Question #5 is "Yes", has your entity been implementing those curb ramp installations as it implements its long-range plan for streets and sidewalks?	3	0	0
		7	Does your entity seek input from people with disabilities with respect to its plans for the construction and alteration of highways, streets, roads, sidewalks, and pedestrian crossings?	3	0	0
		8	Does your entity have a mechanism that people with disabilities can use to request the installation or repair of a curb ramp?	3	0	0
		9	If your answer to Question #8 is "Yes", does your entity also have procedures to ensure that such requests are given priority when your entity plans and implements the construction and alteration of streets, roads, highways, sidewalks, and pedestrian crossings?	3	0	0

7	FNO FORM NAME	QNC QUESTIONS	YES	NO	N/A	
7	DOJ Emergency Management	1	If you have a contract or other arrangement with any third party entities, such as the American Red Cross or another local government, to provide emergency planning and/or emergency management or response services, does your contract or other documentation of your arrangement contain policies and procedures to ensure that the third party entities comply with ADA requirements, as outlined in Chapter 7 of this Tool Kit, including Addenda 2 and 3?	0	0	1
		2	Do you have written procedures to ensure that you regularly seek and use input from persons with a variety of disabilities and organizations with expertise in disability issues in all phases of your emergency planning, such as those addressing preparation, notification, evacuation, transportation, sheltering, medical and social services, temporary lodging and/or housing, clean-up, and remediation?	1	0	0
		3	Do you seek input and participation from people with disabilities and organizations with expertise on disability issues when you stage emergency simulations and otherwise test your preparedness?	1	0	0
		4	For planning purposes, have you determined the extent to which, in an emergency or disaster, people with disabilities who reside or visit your community are likely to need individualized notification, evacuation assistance, and/or transportation, including accessible transportation?	1	0	0
		5	Has your emergency planning identified the resources you will use to meet the needs of individuals with disabilities who require individualized notification, evacuation assistance, and/or transportation, including accessible transportation?	1	0	0
		6	If your emergency warning systems use sirens or other audible alerts, do you have written procedures to ensure the use of a combination of methods to provide prompt notification of emergencies to persons who are deaf or hard of hearing? (Note: Examples of methods that may be effective in communicating emergencies to people who are deaf or hard of hearing include auto-dialed TTY and taped telephone messages, text messaging, emails, open captioning on emergency broadcasts on local television stations, and dispatching qualified sign language interpreters to assist with emergency announcements that are televised.)	0	1	0
		7	Does your plan address the needs of people with disabilities who will require assistance leaving their homes?	1	0	0
		8	Do you have written procedures to ensure that your community evacuation plans enable people with a wide variety of disabilities to safely self-evacuate and, for those who cannot self-evacuate, to receive evacuation assistance? (Note: The plans should address the evacuation needs of people who have mobility disabilities, people who are blind or have low vision, people who are deaf or hard of hearing, people with cognitive and psychiatric disabilities, people with disabilities who use service animals, and other people with disabilities who reside or visit your community who may need evacuation assistance.)	1	0	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		9	Have you established a voluntary, confidential registry for persons with disabilities to request individualized notification, evacuation assistance, and transportation?	1	0	0
		9a	If you maintain such a registry, do you have written procedures to ensure that it is voluntary, it has appropriate confidentiality controls, the information in the registry is regularly updated, and outreach to persons with disabilities and organizations with expertise on disability issues is conducted to inform them of its availability?	1	0	0
		10	Does your emergency transportation plan identify accessible transportation resources that will be available to evacuate persons with mobility disabilities, including people who use wheelchairs or scooters, people who use medical equipment, such as oxygen tanks, and people who use service animals? (Accessible transportation consists of wheelchair lift-equipped vehicles.)	1	0	0
		11	Do your emergency plans, policies, and procedures provide for people with disabilities to be evacuated and transported to shelters together with their families?	1	0	0
		12	Do your emergency management plans, policies, and procedures ensure that people with disabilities are not separated from their service animals during evacuation and transportation?	1	0	0
		13a	Emergency planners, those who designate facilities to be used as shelters, and those who make advance arrangements to address emergency staffing, equipment, medical supplies, food and beverages, and other emergency-related needs?	1	0	0
		13b	Staff and volunteers who participate in notification activities?	1	0	0
		13c	First responders and other staff and volunteers who deal with evacuation, transportation, and emergency-related security issues?	1	0	0
		13d	Shelter staff and volunteers and those who will be involved in routing people to shelters and deciding shelter placements for people with disabilities and their families?	1	0	0
		13e	Individuals involved in establishing and operating temporary housing or lodging programs?	1	0	0
		13f	Individuals who will establish and operate emergency-related medical and social service programs?	1	0	0
		13g	Individuals who will be responsible for repair, rebuilding, and continuity of program operations following an emergency or disaster?	1	0	0
		14	Have you conducted an accessibility survey of all of your emergency shelter facilities, whether owned by government or a private entity to determine if they comply with ADA requirements? (See "Checklist for Accessible Emergency Shelters," included in Addendum 3 to this Chapter.)	1	0	0
		15	Have you identified access barriers at any of the shelter facilities?	0	1	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		16	If you found barriers at emergency shelters, have you taken steps to ensure that the barriers are removed to provide (at a minimum) the following accessible features that comply with the requirements of the ADA Standards for Accessible Design (ADA Standards): parking, exterior route from the parking to the entrance, entrance, sleeping area, dining area, toilet facilities, bathing facilities, recreational areas, emergency exit, and interior routes to all of these areas?	0	0	1
		17	If all barriers have not been removed from a shelter, have you identified an appropriate number of alternate shelters that provide (at a minimum) the following accessible features that comply with the requirements of the ADA Standards: parking, exterior route from the parking to the entrance, entrance, sleeping area, dining area, toilet facilities, bathing facilities, recreational areas, emergency exit, and interior routes to all of these areas?	0	0	1
		18	Until all emergency shelters have the required accessible features referenced above, have you identified and widely publicized to the public and to persons with disabilities and disability organizations the most accessible emergency shelters and the accessible features that each has?	0	0	1
		19	Have you adopted policies and procedures to ensure that shelter staff and volunteers maintain accessible routes for individuals who use wheelchairs and other mobility aids?	1	0	0
		20	Have you adopted procedures to minimize protruding objects and overhead objects in shelters so that someone who is blind or has low vision can walk safely throughout the shelter?	1	0	0
		21	Have you adopted policies and procedures for shelter staff and volunteers to offer wayfinding assistance to people who are blind and those with low vision who may need assistance in understanding and navigating the shelter layout and locating shelter facilities (e.g., finding the route to the toilet room when furniture layouts change)?	1	0	0
		22	Have you established policies and procedures to ensure that, in the future, facilities are surveyed for accessibility and barriers to access are removed before a facility is designated as a shelter?	1	0	0
		23	Do you have supplies of informational materials routinely handed out at emergency shelters available in alternative formats (Braille, large print) for people who are blind or have low vision?	1	0	0
		24	Have you adopted policies and procedures for shelter staff and volunteers to provide assistance to people who are blind or have low vision by reading and completing forms and other written materials that are not available in alternative formats?	1	0	0
		25	Do any of your shelters have low-stimulation "stress-relief zones," such as an empty classroom in a school building used as an emergency shelter?	1	0	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		25a	If you offer "stress-relief zones," have you adopted policies and procedures to make these areas available on a priority basis to people whose disabilities are aggravated by stress?	1	0	0
		26	Have you adopted emergency shelter eligibility policies and procedures to ensure that people with disabilities are housed at "mass care" shelters unless they are medically fragile?	1	0	0
		27	Have you adopted "mass care" shelter procedures to ensure that shelter staff and volunteers do not turn away people with disabilities who may need assistance with activities of daily living even though their personal care aides may not be with them?	1	0	0
		28	Have you adopted policies and procedures to ensure that "mass care," "special needs," and "medical" shelter staff and volunteers are trained and monitored so they provide safe, appropriate assistance with activities of daily living (e.g., eating, dressing, personal hygiene, transferring to and from wheelchairs) that some people with disabilities may require?	1	0	0
		29	If you provide a "special needs" or "medical" shelter, have you adopted eligibility policies and procedures to ensure that people with disabilities are not housed in such shelters just because they have a disability? (Note: Special needs and medical shelters are for medically fragile people who require the type of care provided in hospitals and nursing homes. Most people with disabilities are not medically fragile. The ADA requires emergency managers and shelter operators to accommodate people with disabilities in the most integrated setting appropriate to their needs.)	1	0	0
		30	Have your shelter staff and volunteers received training with site-specific instructions for providing people with disabilities access to all services, activities, and programs at "mass care," "medical," and "special needs" shelters?	1	0	0
		31	Do you have written policies and procedures to ensure that people who are deaf or hard of hearing, people with speech disabilities, and people who are blind or have low vision are provided with effective communication during their stay at a shelter?	1	0	0
		32	Do you provide a TTY at each emergency shelter for use by people who are deaf, are hard of hearing, or have speech disabilities?	0	1	0
		33	Do you have written procedures to ensure that persons with disabilities who use service animals are not separated from their service animals when using emergency shelters and have full access to shelter programs, services, and activities, even if pets are normally prohibited in shelters or in certain areas of shelters?	1	0	0
		34	Do you have written procedures to ensure that food, water, and a receptacle and plastic bags for the disposal of service animal waste are available at emergency shelters?	1	0	0
		35	Have you established security procedures at shelters that allow people with service animals to take their animals outside for relief without unnecessary delays for security screening upon re-entry?	1	0	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		36	Do you have written procedures to ensure that emergency shelters have back-up generators and a way to keep medications refrigerated (such as a refrigerator or a cooler with ice)?	1	0	0
		37	Do your written procedures on back-up generators include a plan for routinely notifying the public and disability groups of the location of shelters providing electricity and refrigeration?	1	0	0
		38	Does your emergency management plan provide an effective way for people with disabilities to request and receive durable medical equipment and medication while in shelters?	1	0	0
		39	Have you established procedures for people with disabilities to request and receive cots or beds, modifications to cots or beds, securement of cots or beds to allow safe transfer to a wheelchair, and placement of cots or beds in specific locations when needed?	0	1	0
		40	Have you adopted kitchen access policies to provide immediate access to food and refrigerated medications for shelter residents and volunteers whose disabilities may require it?	0	1	0
		41	Does your emergency management plan ensure that at least some kinds of foods and beverages are available in emergency shelters for people with dietary restrictions, such as people who have diabetes or severe food allergies?	1	0	0
		42	Have you established policies and procedures to ensure that medical and social services and other benefit programs are accessible to people with disabilities, including people who use wheelchairs, scooters, and other mobility aids, individuals who cannot leave shelters because of their disabilities, and people who use service animals?	1	0	0
		43	Have you established policies and procedures to ensure that application processes for benefit programs are designed so they do not exclude people with disabilities whose disabilities prevent them from using one particular type of application process (e.g., web-based application processes, telephone-based application processes, procedures requiring applicants to have a valid driver's license, or procedures requiring applicants to apply in person)?	1	0	0
		44	Do you have policies and procedures to ensure that your medical, social service, and other benefit programs provide effective communication to people with disabilities, including people who are deaf or hard of hearing and people who are blind or have low vision?	0	1	0
		44a	Do your policies and procedures include primary consideration of the communication method preferred by an individual with a disability?	0	1	0
		45	Have you adopted procedures to provide additional time, transportation, and search assistance for people with disabilities in emergency shelters to locate accessible temporary housing and support services in the community following an emergency?	1	0	0

FNO FORM NAME	QNC QUESTIONS	YES	NO	N/A	
	46	If you have a program to provide temporary housing to persons when they leave emergency shelters but cannot yet return home (e.g., housing in dormitories, rooms at lodging facilities, trailers), have you adopted a plan for providing prompt, equivalent temporary housing to persons with disabilities, including accessible housing for people who use wheelchairs, scooters, and other mobility aids and people who are deaf or hard of hearing?	1	0	0
	47	If you have a temporary housing program, do your information materials on temporary housing include information on accessible housing? (Such as the specific location of accessible hotel rooms within the community or in nearby communities and transportation resources available in that area.)	0	0	0
	48	Have you established policies and procedures to ensure that the repair and rebuilding of government facilities comply with the accessibility requirements of Title II of the ADA?	1	0	0
	49	Have you established policies to ensure that programs relocated from a damaged facility on a temporary or permanent basis remain accessible to people with disabilities?	0	1	0

FNO FORM NAME		QNC QUESTIONS		YES	NO	N/A
8	City ADA Supplemental Questionnaire	1	Does your department have a written policy stating that it does not discriminate against people with disabilities?	95	41	0
		2	Does your staff know and understand about your commitment not to discriminate against people with disabilities?	126	11	0
		3	Does your department provide training on ADA to staff, (including access issues, sensitivity and awareness) on different disability groups?	58	77	0
		4	Do your department have a designated person for the Americans With Disabilities Act (ADA) compliance requirements?	98	37	0
		5	Do you describe your programs and services, including their purpose, scope, activities, and participants to residents?	87	50	0
		6	Do you review the resource manuals that govern your programs, including laws, statutes, rules, policies, ordinances, and other guidelines to staff?	79	56	0
		7	Do you describe any services provided by your agency to particular disability groups?	56	78	0
		8	Do you describe a separate or special program for individuals with disabilities?	43	90	0
		9	If yes to #8, do you have written procedures to ensure that these individuals may also participate in programs available to the public?	39	63	0
		10a	Deny a qualified individual with a disability the opportunity to participate in or benefit from the aid, benefit, or service?	2	134	0
		10b	Afford an opportunity for participation or benefit that is not equal to that afforded others?	4	130	0
		10c	Provide a qualified individual with a disability with an aid, benefit, or service that is not as effective in affording equal opportunity to obtain the same result, gain the same benefit, or reach the same level of achievement as that provided to others?	4	130	0
		10d	Provide different or separate aids, benefits, or services to individuals with disabilities unless necessary to make them as effective as those provided to others?	13	120	0
		10e	Provide assistance or contract with a person or entity that discriminates based on disability?	4	132	0
		10f	Deny a qualified individual with a disability the opportunity to participate as a member of planning or advisory boards?	0	136	0
		10g	Limit the enjoyment of a qualified individual with a disability any right, privilege, advantage or opportunity enjoyed by other qualified individuals who receive your services?	0	135	0
		11	Does your department prepare audiovisual or televised presentations for the public or make audiovisual presentations to the public?	63	71	0
		12	Does your department organize special events or do you help facilitate public events on city property?	94	41	0
		13	Does your department have meetings with staff and private groups to ensure their obligations to facilitate participation of individuals with disabilities for equal access, etc?	53	84	0
		14	Does your department consult or work with any outside organizations that assist people with disabilities?	77	60	0
		15	Do you feel that your department is in compliance with the assisting persons with disability if needed?	112	24	0

FNO FORM NAME		QNC QUESTIONS		YES	NO	N/A
9	City Human Resources - Employment Services	1a	Recruiting advertisements?	1	0	0
		1b	Processing of applications?	1	0	0
		1c	Employment testing?	0	1	0
		1d	Interviewing and orientation?	0	0	0
		1e	Promotion, transfer, demotion, lay off, or reinstatement, including changes in compensation resulting from these actions?	0	0	0
		1f	Job assignments?	0	0	0
		1g	Job classifications, use of unpaid leave of vacation and sick leave, absence, or compensatory time?	0	0	0
		1h	Opportunities for and financial support of training opportunities, conferences, health and insurance benefits, agency sponsored activities, including recreational or social programs?	0	0	0
		2	Do you describe how you ensure that any employment related criteria (including minimum qualifications and testing requirements) which would adversely affect the opportunities of individuals with disabilities are related to the job and are a business necessity?	1	0	0
		3	Do you describe how your city responds to a request for an accommodation in testing and interviews?	0	1	0
		4	Do you describe the steps taken to ensure that nondiscriminatory questions are asked in a hiring interview?	0	0	0
		5	Do you describe the steps that are taken to determine if an individual with a disability is capable of performing the essential functions of a particular job, with or without a reasonable accommodation?	1	0	0
		6	Do you describe the process the town or city uses to determine whether a request for a reasonable accommodation on the job can be granted or would cause undue hardship?	0	0	0
		7	Do you describe your town or city's policy and procedures for maintaining the confidentiality of employee medical information, voluntary self-identification of disability, and requests for accommodation?	0	0	0
		8	Do you describe the training or other measures taken to ensure that employees and supervisors do not subject individuals with disabilities to discrimination because of insensitivity or lack of knowledge?	0	0	0
		9	Do you describe the steps taken by the city to ensure that communications with applicants and members of the public with disabilities are as effective as communications with others?	0	0	0
		10a	Audio tape?	0	0	0
		10b	Braille?	0	0	0
10c	Reader?	0	0	0		
10d	Aide?	0	0	0		
10e	Mailed to home?	0	0	0		
10f	Large print?	0	0	0		
10g	Interpreter?	0	0	0		
10h	Other assistance?	0	0	0		

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A
		11 Do you describe the auxiliary aids and services that will be provided to individuals with a disability?	0	0	0
		12 Do you describe how an individual with a disability may request assistance and express their preference for auxiliary aids and services?	0	0	0
		13 Do you describe how the city regularly advertises to the public that you will provide auxiliary aids and services for effective communication to participate in your programs and services?	0	0	0
		14 Do you describe how the city will ensure that meetings, hearings, and conferences will be accessible for individuals with communication disabilities?	0	0	0
		15 Do you describe how the city will provide auxiliary aids or services on request?	0	0	0
		16 Do you describe how the city will use TDD (telecommunication device for the disabled) or the state relay system to communicate with those who have impaired hearing or speech, including training of staff?	0	0	0
		17 Do you have a 911 emergency service?	0	0	0
		18 If yes to #9, is there a TDD connected to this service?	0	0	0
		19 If you use relay services, do you list the name of the company and type of services provided?	0	0	0
		20 Are your TDD or relay service phone numbers printed on agency brochures, notices, and letterhead listed in telephone directories?	0	0	0
		21 Does your city have an 800 number?	0	0	0
		22 If yes to # 13, do you describe how the city has made the 800 number usable by persons with hearing impairments?	0	0	0
		23 Do you let the public use your telephone?	0	0	0
		24 If yes to question 15, is there at least one designated phone that is hearing aid compatible?	0	0	0
		25a A statement included in your self-evaluation from the head of your agency or designee.	0	0	0
		25b Reasons why the service, program or activity would be fundamentally altered or would result in undue financial and administrative burdens.	0	0	0
		25c A description of what other provide the action will be taken to benefits or services to the maximum extent possible.	0	0	0
		26 Have individuals with disabilities used your services in the past?	0	0	0
		27 Have there been obvious difficulties or complaints about your services from individuals with disabilities?	0	0	0
		28 If yes to #2, do you document the problems and steps to resolve these concerns?	0	0	0
		29 Do you have written procedures on how to deal with those specific problems or complaints?	0	0	0
		30 Do you have written procedures on what to do if your town or city cannot accommodate a person with a disability?	0	0	0
		31 Does your self-evaluation include a copy of your grievance procedure?	0	0	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A
		32 Does your plan include action steps to notify the public on an ongoing basis about your grievance procedure?	0	0	0
		33 Does your grievance procedure include a statement allowing an individual to submit a grievance in alternative formats?	0	0	0
		34 Does your grievance procedure include a time limit to file a complaint?	0	0	0
		35 Does your grievance procedure inform individuals of their right to file a complaint with a state or federal agency and include the appropriate address(es)?	0	0	0

FNO FORM NAME		QNC QUESTIONS		YES	NO	N/A
10	Existing Facilities Checklist	1	Is there a route of travel that does not require the use of stairs?	55	4	0
		2	Is the route of travel stable, firm and slip-resistant?	59	1	0
		3	Is the route at least 36 inches wide?	58	2	0
		4	Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane?	31	15	0
		5	Do curbs on the route have curb cuts at drives, parking, and drop-offs?	49	4	0
		6	Are the slopes of ramps no greater than 1:12?	31	7	0
		7	Do all ramps longer than 6 feet have railings on both sides?	16	20	0
		8	Are railings sturdy, and between 34 and 38 inches high?	18	16	0
		9	Is the width between railings or curbs at least 36 inches?	23	14	0
		10	Are ramps non-slip?	31	7	0
		11	Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?	20	16	0
		12	Does the ramp rise no more than 30 inches between landings?	16	18	0
		13	Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)? (For guidance in determining the appropriate number to designate, the table below gives the ADAAG requirements for new construction and alterations (for lots with more than 100 spaces, refer to ADAAG).)	54	3	0
		14	Are 8-foot-wide spaces, with minimum 8-foot wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?	53	3	0
		15	Are the access aisles part of the accessible route to the accessible entrance?	55	1	0
		16	Are the accessible spaces closest to the accessible entrance?	53	3	0
		17	Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces?	32	25	0
		18	Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?	49	8	0
		19	If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?	20	14	0
		20	Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?	8	23	0
		21	Can the alternate accessible entrance be used independently?	18	16	0
		22	Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?	55	3	0
		23	Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?	51	2	0
		24	Is the threshold edge 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?	51	6	0
		25	If provided, are carpeting or mats a maximum of 1/2-inch high?	44	10	0
		26	Are edges securely installed to minimize tripping hazards?	36	19	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		27	Is the door handle no higher than 48 inches and operable with a closed fist?	51	1	0
		28	Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior/doors)?	30	23	0
		29	If the door has a closer, does it take at least 3 seconds to close?	49	3	0
		30	Does the accessible entrance provide direct access to the main floor, lobby, or elevator?	53	7	0
		31	Are all public spaces on an accessible route of travel?	49	10	0
		32	Is the accessible route to all public spaces at least 36 inches wide?	49	9	0
		33	Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?	45	11	0
		34	Do doors into public spaces have at least a 32-inch clear opening?	49	8	0
		35	On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?	46	10	0
		36	Can doors be opened without too much force (5 lb. maximum for interior doors)?	29	27	0
		37	Are door handles 48 inches high or less and operable with a closed fist?	48	6	0
		38	Are all threshold edges 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?	43	10	0
		39	Are all aisles and pathways to materials and services at least 36 inches wide?	45	13	0
		40	Is there a 5-foot circle or T-shaped space for turning a wheelchair completely?	48	9	0
		41	Is carpeting low-pile, tightly woven, and securely attached along edges?	23	17	0
		42	In circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)?	22	19	0
		43	If emergency systems are provided, do they have both flashing lights and audible signals?	44	13	0
		44	If provided, do signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirements for such signage?	34	16	0
		44a	Signs mounted with centerline 60 inches from floor?	31	17	0
		44b	Mounted on wall adjacent to latch side of door, or as close as possible?	31	16	0
		44c	Raised characters, sized between 5/8 and 2 inches high, with high contrast (for room numbers, rest rooms, and exits)?	29	18	0
		44d	Brailled text of the same information?	29	18	0
		44e	If pictogram is used, is it accompanied by raised characters and braille?	21	21	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		45	If mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish?	18	17	0
		46	Do directional and informational signs comply with legibility requirements? (Building directories or temporary signs need not comply.)	23	15	0
		47	Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self-service controls) located at an accessible height?	32	14	0
		48	Are they operable with a closed fist?	29	15	0
		49	Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?	27	14	0
		50	Are the spaces for wheelchair seating distributed throughout?	36	15	0
		51	Are the tops of tables or counters between 28 and 34 inches high?	44	14	0
		52	Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?	38	16	0
		53	At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?	26	19	0
		54	Is there a portion of food-ordering counters that is no more than 36 inches high, or is there space at the side for passing items to customers who have difficulty reaching over a high counter?	14	18	0
		55	Are there ramps, lifts, or elevators to all public levels?	14	20	0
		56	On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?	8	21	0
		57	Do treads have a non-slip surface?	12	22	0
		58	Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?	8	25	0
		59	Are there both visible and verbal or audible door opening/closing and floor indicators (one tone-up, two tones-down)?	11	19	0
		60	Are the call buttons in the hallway no higher than 42 inches?	10	20	0
		61	Do the controls inside the cab have raised and braille lettering?	11	19	0
		62	Is there a sign on both door jambs at every floor identifying the floor in raised and braille letters?	11	19	0
		63	If an emergency intercom is provided, is it usable without voice communication?	9	21	0
		64	Is the emergency intercom identified by braille and raised letters?	9	20	0
		65	Can the lift be used without assistance, if not, is a call button provided?	1	25	0
		66	Is there at least 30 by 48 inches of clear space for a person in a wheelchair to approach to reach the controls and use the lift?	3	23	0
		67	Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?	3	23	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		68	If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?	53	5	0
		69	Are there signs at inaccessible rest rooms that give directions to accessible ones?	17	25	0
		70	Is there tactile signage identifying rest rooms?	45	12	0
		71	Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and braille included below them?	43	11	0
		72	Is the doorway at least 32 inches clear?	53	3	0
		73	Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?	49	7	0
		74	Can doors be opened easily (5 lb. maximum force)?	33	21	0
		75	Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?	50	5	0
		76	Is there a 36-inch-wide path to all fixtures?	53	3	0
		77	Is the stall door operable with a closed fist, inside and out?	38	18	0
		78	Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?	35	21	0
		79	In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet?	47	5	0
		80	Is the toilet seat 17 to 19 inches high?	53	4	0
		81	Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front?	53	5	0
		82	Is the lavatory rim no higher than 34 inches?	55	4	0
		83	Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?	44	14	0
		84	Can the faucet be operated with one closed fist?	57	2	0
		85	Are soap and other dispensers and hand dryers within reach ranges (see page 7) and usable with one closed fist?	52	6	0
		86	Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?	45	12	0
		87	Is there at least one fountain with clear floor space of at least 30 by 48 inches in front?	42	13	0
		88	Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-low" fountain)?	41	15	0
		89	Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?	40	15	0
		90	Is each water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?	37	17	0
		91	If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?	4	23	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		92	Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?	3	23	0
		93	Does the phone protrude no more than 4 inches into the circulation space?	3	23	0
		94	Does the phone have push-button controls?	6	20	0
		95	Is the phone hearing-aid compatible?	2	23	0
		96	Is the phone adapted with volume control?	5	21	0
		97	Is the phone with volume control identified with appropriate signage?	2	24	0
		98	If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TT or TDD)?	0	26	0
		99	Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?	0	26	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
11	Swimming Pools	1	Is there an accessible route to the entrance of the facility containing a swimming pool, wading pool and spa? (Use the checklist for Priority 1: Approach & Entrance.)	8	1	0
		2	Is there an accessible route from the facility entrance to the swimming pool, wading pool and/or spa? (Use the checklist for Priority 2: Access to Goods & Services.)	9	0	0
		3a	Does it have a sloped entry or lift?	7	0	0
		3b	Is there a second means of entry that is a transfer wall, transfer system, sloped entry, lift or stairs?	5	2	0
		4	If there is a swimming pool with less than 300 linear feet of pool wall, does it have a sloped entry or lift?	2	0	0
		5	If there is a wave action pool, leisure river, sand bottom pool, or other pool where user access is limited to one area, does it have a pool lift, sloped entry or transfer system?	0	0	0
		6	If there is a wading pool, does it have a sloped entry?	0	1	0
		7	If there is a spa, does it have a pool lift, transfer wall or transfer system?	0	0	0
		8	If there is a catch pool does it have an accessible route to the edge of the pool? Note: A catch pool has water slide flumes that drop users into the water. They are not required to provide an accessible means of entry or exit.	0	0	0
		9	If a pool lift is provided, is it located where the water level is no greater than 48 inches? (Note: If the entire pool depth is greater than 48 inches, the pool lift may be located at any water depth.)	5	4	0
		10	Is there a clear deck space on the side of the seat opposite the water that is at least 36 inches wide and at least 48 inches long extending from 12 inches behind the rear of the seat?	9	0	0
		11	Is the slope of the clear deck space no greater than 1:48?	9	0	0
		12	Does the height of the lift seat allow a stop at no less than 16 inches and no greater than 19 inches measured from the deck to the top of the seat surface when in the raised (load) position?	9	0	0
		13	Is the lift seat at least 16 inches wide?	9	0	0
		14	Does the seat submerge to a water depth of at least 18 inches below the stationary water level?	9	0	0
		15	Is the centerline of the seat located over the deck and at least 16 inches from the edge of the pool?	9	0	0
		16	Does the deck surface between the centerline of the seat and the pool edge have a slope no greater than 1:48?	9	0	0
		17	Is there a footrest that moves with the seat? (Note: Footrests are not required on pool lifts provided in spas.)	9	0	0
		18	If there is an armrest, is it removable or does it fold clear of the seat when the seat is in the raised (load) position?	1	0	0
		19	Can the person using the lift do so without assistance and call the lift when it is in the deck and the water positions? (Note: Footrests are not required on pool lifts provided in spas.)	9	0	0
		20	Are the controls and operating mechanisms unobstructed when the lift is in use?	9	0	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		21	Are the controls and operating mechanisms operable with one hand and without tight grasping, pinching or twisting of the wrist?	9	0	0
		21a	Do they require no more than 5 pounds of pressure to operate?	9	0	0
		22	Does the lift have a weight capacity of at least 300 pounds and capable of sustaining a static load of at least one and a half times the rated load?	9	0	0
		23	If a sloped entry is provided, is the width at least 36 inches?	0	0	0
		24	Is the surface stable and firm? (Note: Sloped entry surfaces are not required to be slip resistant.)	0	0	0
		25	Does the sloped entry extend to a depth at least 24 inches and no greater than 30 inches below the stationary water level?	0	0	0
		25a	OR, If this is a wading pool, does the sloped entry and landings, if provided, extend to the deepest part of the pool?	0	0	0
		26	Does the sloped entry extend to a depth at least 24 inches and no greater than 30 inches below the stationary water level?	0	0	0
		27	OR, does the sloped entry extend to a depth at least 24 inches and no greater than 30 inches below the stationary water level?	0	0	0
		28	If the running slope is steeper than 1:20 and the sloped entry is more than 30 feet long, are there level landings at least 60 inches long and as wide as the sloped entry at intervals no less than 30 feet?	0	0	0
		29	Is the cross slope no greater than 1:48?	0	0	0
		30	Are there handrails on both sides of the sloped entry? (Note: If this is a wading pool, handrails are not required. If handrails are provided the 2010 Standards specifications for handrails do not apply.)	0	0	0
		31	Do the handrails extend at least 12 inches beyond the top of the sloped entry? (Note: Handrail extensions are not required at the bottom landing.)	0	0	0
		32	Is the width between handrails at least 33 inches and no greater than 38 inches? (Note: If this is a wave action pool, leisure river, sand bottom pool, or other pool where user access is limited to one area, the width between handrails is not specified.)	0	0	0
		33	Is the top of the handrail gripping surface no less than 34 inches and no greater than 38 inches above the sloped entry surface? (Note: Handrails are not required below the stationary water level.)	0	0	0
		34a	Circular: is the diameter no less than 1 ¼ inches and no greater than 2 inches?	0	0	0
		34b	OR, Non-Circular: is the perimeter no less than 4 inches and no greater than 6 ¼ inches and the cross section no more than 2¼ inches?	0	0	0
		35	If a transfer wall is provided, is there a clear deck space at the base of the transfer wall that is at least 60 inches wide and at least 60 inches long?	0	0	0
		36	Is the slope of the clear deck space no greater than 1:48?	0	0	0
		37	Is there at least one grab bar?	0	0	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		38	Is/are the grab bar(s) perpendicular to the pool wall?	0	0	0
		39	Does/do the grab bar(s) extend the full depth of the transfer wall?	0	0	0
		40	Is the top of the grab bar(s) gripping surface at least 4 inches and no greater than 6 inches above the transfer wall?	0	0	0
		41a	Circular: is the diameter no less than 1 ¼ inches and no greater than 2 inches?	0	0	0
		41b	OR, Non-Circular: is the perimeter no less than 4 inches and no greater than 4.8 inches and the cross section no more than 2 inches?	0	0	0
		42	Is the space between the grab bar(s) and projecting objects above at least 12 inches?	0	0	0
		43	Can the grab bar(s) support at least 250 pounds at any point on the grab bar(s), fastener, mounting device, or supporting structure?	0	0	0
		44a	Circular: is the diameter no less than 1 ¼ inches and no greater than 2 inches?	0	0	0
		44b	OR, Non-Circular: is the perimeter no less than 4 inches and no greater than 4.8 inches and the cross section no more than 2 inches?	0	0	0
		45a	Is the clear deck space centered on the clearance between the grab bars?	0	0	0
		45b	Is there at least 24 inches of clearance between the grab bars?	0	0	0
		46a	No less than 16 inches and no greater than 19 inches in height, measured from the deck?	0	0	0
		46b	No less than 12 inches and no greater than 16 inches in depth?	0	0	0
		46c	No less than 60 inches in length?	0	0	0
		47	Is the length of the transfer wall centered on the clear deck space?	0	0	0
		48	Is the surface of the transfer wall smooth with rounded edges?	0	0	0
		49a	Is there a transfer platform at the head of each system?	0	0	0
		49b	Is the transfer platform at least 19 inches deep and at least 24 inches wide?	0	0	0
		50	Is the transfer platform no less than 16 inches and no greater than 19 inches in height, measured from the deck?	0	0	0
		51	Is there a transfer space at least 60 inches wide and at least 60 inches long at the base of the transfer platform?	0	0	0
		52	Is the slope of the transfer space no greater than 1:48?	0	0	0
		53	Is the slope of the transfer space no greater than 1:48?	0	0	0
		54	Is the side of the transfer platform serving the transfer space unobstructed?	0	0	0
		55	Are transfer steps no greater than 8 inches in height?	0	0	0
		56a	At least 14 inches and no greater than 17 inches deep?	0	0	0
		56b	At least 24 inches wide?	0	0	0
		57	Does the surface of the bottom tread of transfer steps extend to a water depth of at least 18 inches below the stationary water level?	0	0	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		58	Is the surface of the transfer system smooth with rounded edges?	0	0	0
		59a	Is there at least one grab bar on each transfer step and the transfer platform?	0	0	0
		59b	OR, is there a continuous grab bar serving each transfer step and the transfer platform?	0	0	0
		60	Is there a grab bar on at least one side of the transfer system?	0	0	0
		61	If there is a grab bar on each step, are the tops of the gripping surfaces at least 4 inches and no greater than 6 inches above each step and transfer platform?	0	0	0
		62	If there is a continuous grab bar, is the top of the gripping surface at least 4 inches and no greater than 6 inches above the step nosing and transfer platform?	0	0	0
		63a	Circular: is it no less than 1 ¼ inches and no greater than 2 inches in diameter? OR	0	0	0
		63b	OR, Non-Circular: is the cross section no greater than 2 inches and the perimeter no less than 4 inches and no greater than 4.8 inches?	0	0	0
		64	Is the space between the grab bar(s) and projecting objects above at least 12 inches?	0	0	0
		65	Can the grab bar(s) support at least 250 pounds at any point on the grab bar(s), fastener, mounting device, or supporting structure?	0	0	0
		66	If accessible pool steps are provided, are there handrails on both sides of the steps?	0	6	0
		67	Is the width between the handrails at least 20 inches and no greater than 24 inches?	0	0	0
		68	Is the top of the handrail gripping surface no less than 34 inches and no greater than 38 inches above the pool entry surface?	2	1	0
		69a	Circular: is the diameter no less than 1 ¼ inches and no greater than 2 inches? OR	6	0	0
		69b	OR, Non-Circular: is the perimeter no less than 4 inches and no greater than 6 ¼ inches and the cross section no more than 2 ¼ inches?	0	0	0
		70	Do the handrails extend at least 12 inches horizontally beginning above the first riser nosing?	5	1	0
		71	Do the extensions return to a wall, guard or the deck surface?	6	0	0
		72	If a handrail is mounted on a wall, is the clear space between the handrail and wall 1½ inches?	0	0	0
		73	Are riser heights of the steps uniform?	4	2	0
		74	Are tread depths uniform?	4	2	0
		75	Are treads at least 11 inches deep?	5	1	0
		76	Is the radius of curvature at the leading edge of the step treads no greater than ½ inch?	6	0	0
		77a	Is the underside of the leading edge curved or beveled?	0	0	0
		77b	Do nosings extend no greater than 1½ inches over the tread below?	0	0	0
		78	If the riser slopes under the tread is the slope angle no greater than 30 degrees from vertical?	0	0	0
		79	Are risers solid?	6	0	0

FNO FORM NAME		QNC QUESTIONS		YES	NO	N/A
12	Play Areas	1	Is there an accessible route to the entrance of the play area?	26	44	0
		1a	If there are separate play areas within a site for specific age groups, is there an accessible route to each play area?	0	1	0
		1b	Is there an accessible route within the play area connecting ground level play components that are on an accessible route and elevated play components that are on an accessible route including the entry and exit points of those components?	30	41	0
		2	Is there an accessible route to at least one of each type of ground level play component?	24	44	0
		3	If there are elevated play components, is there an accessible route to at least the following number and type of ground level play components?	24	35	0
		4	If two or more ground level play components are on an accessible route are they dispersed throughout the play area and integrated with other play components?	28	13	0
		5	If there is a soft contained play structure with three or fewer entry point, is there an accessible route to at least one entry point?	9	1	0
		5a	If there are four or more entry points, are there accessible routes to at least two entry points?	4	3	0
		6	Accessible Route Connecting Ground Level Play Components? (Use the checklist for Priority 1: Approach & Entrance with the following exceptions and requirements.)	13	4	0
		7	Is the vertical clearance of the accessible route at least 80 inches above the ground surface?	21	15	0
		8	If the play area is less than 1,000 square feet: Is the route at least 44 inches wide?	0	1	0
		8a	If the route exceeds 30 feet in length is a wheelchair turning space provided, i.e. a circle at least 60 inches in diameter or a T-shaped space within a 60-inch square?	0	2	0
		9	If the play area is 1,000 square feet or greater is the route at least: 60 inches wide?	21	14	0
		9a	Is the area 36 inches wide for a distance no greater than 60 inches if reduced segments are separated by segments at least 60 wide and at least 60 inches long?	8	7	0
		10	Is the route no steeper than 1:16, i.e. for every inch of height change there are at least 16 inches of run?	31	7	0
		11	If the route is steeper than 1:20 and the rise for a ramp run is higher than 6 inches are there handrails on both sides of the ramp run?	1	2	0
		12	Is the top of the handrail gripping surface no less than 20 inches and no greater than 28 inches above the ramp surface?	2	1	0
		13	Is the handrail gripping surface: circular, with an outside diameter of at least .95 inch and no more than 1.55 inches; or non-circular, providing an equivalent gripping surface?	2	1	0
		14	Elevated Play Components: Is there an accessible route to entry and exit points of at least 50 percent of elevated components?	35	25	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		15	If there are 20 or more elevated play components are at least 25% connected by ramps?	3	2	0
		15a	Are the other 25% that are required to be on an accessible route connected by either ramps or transfer systems?	3	2	0
		16	If there are fewer than 20 elevated play components are at least 50% connected by either ramps or transfer systems.	50	17	0
		17a	At least 36 inches wide?	35	8	0
		17b	OR, at least 32 inches wide for a distance no greater than 24 inches if the reduced width segments are separated by segments at least 48 inches long and at least 36 inches wide?	15	4	0
		17c	OR, if part of a transfer system, at least 24 inches wide?	50	1	0
		18	If there is a ramp are there handrails on both sides?	9	2	0
		19	Is the top of the handrail gripping surface no less than 20 inches and no greater than 28 inches above the ramp surface?	4	6	0
		20a	Circular, is the outside diameter no less than .94 inch and no greater than 1.55 inch?	9	1	0
		20b	Non-circular, is it equivalent to a circular gripping surface with a diameter no less than .94 inch and no greater than 1.55 inch?	0	1	0
		21	Is the rise for any ramp run connecting elevated play components no greater than 12 inches?	5	1	0
		22	If a transfer system is provided is the transfer system at least 24 inches wide?	54	2	0
		23	Is the top of the transfer platform no less than 11 inches and no greater than 18 inches from the ground?	45	10	0
		24	Is the transfer platform at least 14 inches deep by at least 24 inches wide?	50	4	0
		25	Is there a clear transfer space at least 30 inches wide by at least 48 inches long adjacent to the platform, with the longer dimension centered on and parallel to the 24 inch minimum long side of the platform?	49	6	0
		26	Is the side of the transfer platform adjacent to the clear space unobstructed?	49	5	0
		27	If movement is intended from transfer platforms to levels with elevated play components that are required to be on an accessible route, are transfer steps provided?	52	2	0
		28a	At least 14 inches deep?	21	0	0
		28b	At least 24 inches wide?	50	0	0
		28c	No higher than 8 inches?	44	6	0
		29a	On and off the platform?	53	1	0
		29b	Up and down the transfer steps?	51	2	0
		30a	Ground level play components on an accessible route?	34	3	0
		30b	Elevated play components connected by ramps?	4	5	0

FNO FORM NAME		QNC QUESTIONS	YES	NO	N/A	
		31	If there are swings, is there clear space for a person in a wheelchair to turn around, i.e. a circle at least 60 inches in diameter or a T-shaped space within a 60-inch square, immediately adjacent to at least one swing?	31	28	0
		32a	Each ground level play component required to be on an accessible route?	29	7	0
		32b	Each elevated play component required to be on an accessible route that is connected by ramps?	4	2	0
		33a	Are the tops of rims, curbs, or other obstructions no greater than 31 inches above the ground?	3	0	0
		33b	Is there clear ground space at least 30 inches wide by at least 48 inches long for a forward approach?	3	1	0
		33c	Is there clear knee space underneath: At least 17 inches high?	3	1	0
		33d	Does it extend at least 17 inches deep?	2	2	0
		33e	Is it least 30 inches wide?	3	1	0
		34a	Does it provide knee space as noted above?	1	1	0
		34b	OR Is there clear ground space at least 30 inches wide by at least 48 inches long for a parallel approach?	1	1	0
		35a	Is the entry point or seat no less than 11 inches and no greater than 24 inches from the clear floor/ground space?	31	9	0
		35b	Is there at least one means of transfer support?	11	26	0
		36	Do the ground surfaces inside the play area (on accessible routes, clear ground spaces, and turning spaces) comply with ASTM F 1951-99 Standard Specification for Determination of Accessibility of Surface Systems Under and Around Playground Equipment?	0	71	0
		37	Do the ground surfaces within use zones (the ground level area beneath and immediately adjacent to a play structure or play equipment that is designated for unrestricted circulation around the play equipment and where it is predicted that a user would land when falling from or exiting the play equipment) comply with ASTM F 1292-04 Standard Specification for Impact Attenuation of Surfacing Materials Within the Use Zone of Playground Equipment?	0	71	0

FNO FORM NAME		QNC QUESTIONS		YES	NO	N/A
13	Boating Facilities	1	Is there an accessible route to the entrance of the boating facility?	3	0	0
		2	Where boat slips are provided are there an adequate number of accessible slips?	2	0	0
		3	Are the accessible boat slips dispersed among the different types of boat slips?	3	0	0
		4	Is there an accessible route to the accessible boat slips?	3	0	0
		5	If there are transition plates is the slope of transition plates no greater than 1:20?	1	1	0
		5a	If the slope is greater than 1:20 is there a landing at the end of the transition plate?	1	1	0
		6	At least as long as the slip by at least 60 inches wide?	2	1	0
		6a	OR, at least 36 inches wide for a length no greater than 24 inches, if multiple 36 inch wide segments are separated by segments that are at least 60 inches wide and at least 60 inches long?	1	0	0
		7	For every 120 inches (10 feet) of linear pier edge serving the slips, is there a continuous clear opening at least 60 inches wide?	3	0	0
		7a	If there is edge protection at the clear opening, is it no higher than 4 inches and no wider than 2 inches?	0	0	0
		8a	Are they on an accessible route?	2	0	0
		8b	Is there a clear floor space next to each that is at least 30 inches by at least 48 inches?	2	0	0
		8c	Are operable parts no higher than 48 inches and no lower than 15 inches above the surface?	1	1	0
		9a	Are they on an accessible route?	2	0	0
		9b	Is there a clear floor space next to each that is at least 30 inches by at least 48 inches?	3	0	0
		10	Where boarding piers are provided at boat launch ramps, are at least 5 percent, but no fewer than one, accessible?	1	0	0
		11	Is there an accessible route to and connecting the accessible boarding piers?	1	0	0
		12a	At least 60 inches wide?	1	0	0
		12b	OR, at least 36 inches wide for a length of no greater than 24 inches if there are multiple 36-inch-wide segments that are separated by segments measuring at least 60 inches wide and at least 60 inches long?	0	0	0
		13	For every 120 inches (10 feet) of linear pier edge, is there a continuous clear opening at least 60 inches wide?	1	0	0
		13a	If there is edge protection at the clear opening, is it no higher than 4 inches and no wider than 2 inches?	0	0	0
		14a	Are they on an accessible route?	0	0	0
		14b	Is there a clear floor space next to each that is 30 inches by 48 inches minimum?	0	0	0
		14c	Are operable parts no higher than 48 inches and no lower than 15 inches above the surface?	0	0	0
		15a	Are they on an accessible route?	1	0	0
		15b	Is there a clear floor space next to each that is at least 30 inches by at least 48 inches?	1	0	0

FNO FORM NAME		QNC QUESTIONS		YES	NO	N/A
14	Golf Facilities	1	Is there an accessible route to the entrance of the golf facility?	2	0	0
		2a	Golf car rental area?	2	0	0
		2b	Bag drop area?	0	0	0
		2c	Weather shelter?	2	0	0
		2d	Course toilet room?	2	0	0
		2e	Practice putting green?	2	0	0
		2f	Practice teeing ground?	2	0	0
		2g	Teeing ground?	2	0	0
		2h	Driving range teeing station?	2	0	0
		3	Is the accessible route at least 48 inches wide or at least 60 inches wide if there are handrails?	2	0	0
		4	If a golf car passage is provided instead of an accessible route is the clear width of the passage at least 48 inches?	2	0	0
		5	If a curb or other barrier on the golf car passage prevents golf cars from entering a fairway, is there an opening at least 60 inches wide at intervals no more than 75 yards apart for golf car passages?	2	0	0
		6	If there is one teeing ground for a hole, can a golf car enter and exit the teeing ground?	2	0	0
		7a	Can a golf car enter and exit the forward teeing ground, unless it is not possible due to terrain?	2	0	0
		7b	If a golf car cannot enter and exit the forward teeing ground, can it enter and exit the other teeing ground?	2	0	0
		8a	Can a golf car enter and exit at least two teeing grounds, including the forward teeing ground unless it is not possible due to terrain?	2	0	0
		8b	If a golf car cannot enter and exit the forward teeing ground can it enter and exit the other two teeing grounds?	2	0	0
		9	Can a golf car enter and exit each putting green?	2	0	0
		10a	Practice putting greens?	2	0	0
		10b	Practice teeing grounds?	2	0	0
		10c	Teeing stations at a driving range?	2	0	0
		11a	Can a golf car enter and exit the shelter?	2	0	0
		11b	Is there a clear floor/ground space at least 60 inches by at least 96 inches within the shelter?	0	2	0

FNO FORM NAME		QNC QUESTIONS		YES	NO	N/A
15	Ball Fields	1	Is there an accessible route to each type of sport activity?	16	6	0
		2	At court sports (tennis, basketball, volleyball, etc.) does at least one accessible route connect both sides of the court?	10	2	0
		3	At areas of sport activity, is there an accessible route to each side of team or player seating?	9	14	0
		4	Is there at least one wheelchair space at team or player seating areas?	18	5	0
		5	If there is a single wheelchair space, is it at least 36 inches wide?	10	10	0
		6	If there are 2 adjacent wheelchair spaces, are they each at least 33 inches wide?	7	8	0
		7	If the wheelchair space can be entered from the front or rear, is it at least 48 inches deep?	4	15	0
		8	If the wheelchair space can only be entered from the side, is it at least 60 inches deep?	0	10	0
		9	Do wheelchair spaces adjoin, but not overlap, accessible routes?	9	12	0
		10	Do wheelchair spaces not overlap circulation paths?	7	14	0
		11	Is there an accessible route to at least one of each type of exercise machine and equipment?	3	1	0
		12	Is there clear floor space at least 30 inches wide by at least 48 inches long positioned for transfer or for use by a person seated in a wheelchair next to at least one of each type of exercise machine and equipment?	3	0	0
		13	Is there an accessible route to at least 5 percent but no less than one of each type of bowling lane?	0	0	0
		14	Is there an accessible route to at least one sauna and steam room?	0	0	0
		14a	If there are separate rooms for men and women, is there an accessible route to at least one for each gender?	0	0	0
		15a	Have clear floor space at least 30 wide inches by at least 48 inches long at the end of the bench and parallel to the short axis of the bench?	0	0	0
		15b	Is the clear space free from the swing of the room door?	0	0	0
		15c	At least 42 inches long?	0	0	0
		15d	No less than 20 inches and no greater than 24 inches deep?	0	0	0
		15e	Is the top of the bench seat no less than 17 inches and no greater than 19 inches above the floor or ground?	0	0	0
		15f	Does the bench have back support or is it affixed to a wall?	0	0	0
		15g	Does the back extend from a point no more than 2 inches and a point no less than 18 inches above the seat surface?	0	0	0
		16	Is there a clear floor space for a person in wheelchair to turn around in the room, i.e. a circle at least 60 inches in diameter or a T-shaped space within a 60-inch square?	0	0	0
		17	Is there an accessible route to the shooting facility?	0	0	0
		18	Is there a clear floor space for a person in wheelchair to turn around, i.e. a circle at least 60 inches in diameter, for at least 1 of each type of firing position?	0	0	0

# **ADA Self-Evaluation Questionnaire**

## **Number of Answered Questions**

<b>ADMINISTRATION</b>	<b>DEPARTMENT</b>	<b>FNO</b>	<b>FORM NAME</b>	<b># QUES.</b>	<b># ANS.</b>
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	3	DOJ General Effective Communication	18	18
Police Administration	Police Administration	4	DOJ 911 and Emergency Communication Services	12	12
Police Administration	Police Administration	5	DOJ Website Accessibility	26	26
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
Police Administration	Police Administration	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Azalea Park Center	3	DOJ General Effective Communication	18	18
City Facilities	Bartlett Park/Frank W. Pierce Center	3	DOJ General Effective Communication	18	18
City Facilities	Bay Vista Center	3	DOJ General Effective Communication	18	18
City Facilities	Boyd Hill Center - Main Bld	3	DOJ General Effective Communication	18	18
City Facilities	Campbell Park Center	3	DOJ General Effective Communication	18	18
City Facilities	Childs Park Center	3	DOJ General Effective Communication	18	18
City Facilities	Enoch Davis Center	3	DOJ General Effective Communication	18	18
City Facilities	Fossil Park/Willis S. Johns Center	3	DOJ General Effective Communication	18	18
City Facilities	Gladden Park Center	3	DOJ General Effective Communication	18	18
City Facilities	Huggins-TASCO Admin. Center	3	DOJ General Effective Communication	18	18
City Facilities	J.W. Cate/Northwest Center	3	DOJ General Effective Communication	18	18
City Facilities	Jet Jackson/Wildwood Center	3	DOJ General Effective Communication	18	18
City Facilities	Lake Vista Park Center	3	DOJ General Effective Communication	18	18
City Facilities	Roberts Rec Center	3	DOJ General Effective Communication	18	18
City Facilities	Shore Acres Park Center	3	DOJ General Effective Communication	18	18

<b>ADMINISTRATION</b>	<b>DEPARTMENT</b>	<b>FNO</b>	<b>FORM NAME</b>	<b># QUES.</b>	<b># ANS.</b>
City Facilities	Sunshine Center	3	DOJ General Effective Communication	18	18
City Facilities	Treasure Island Center	3	DOJ General Effective Communication	18	18
City Facilities	Treasure Island Center	3	DOJ General Effective Communication	18	0
City Facilities	Walter Fuller Park Center	3	DOJ General Effective Communication	18	18
City Facilities	Azalea Park Center	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Bartlett Park/Frank W. Pierce Center	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Bay Vista Center	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Boyd Hill Center - Main Bld	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Campbell Park Center	8	City ADA Supplemental Questionnaire	21	14
City Facilities	Childs Park Center	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Enoch Davis Center	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Fossil Park/Willis S. Johns Center	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Gladden Park Center	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Huggins-TASCO Admin. Center	8	City ADA Supplemental Questionnaire	21	20
City Facilities	J.W. Cate/Northwest Center	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Jet Jackson/Wildwood Center	8	City ADA Supplemental Questionnaire	21	15
City Facilities	Lake Vista Park Center	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Roberts Rec Center	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Shore Acres Park Center	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Sunshine Center	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Treasure Island Center	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Walter Fuller Park Center	8	City ADA Supplemental Questionnaire	21	21
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	17
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	16
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	17
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	16
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	17
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18

<b>ADMINISTRATION</b>	<b>DEPARTMENT</b>	<b>FNO</b>	<b>FORM NAME</b>	<b># QUES.</b>	<b># ANS.</b>
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	13
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	17
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	17
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	16
Public Works Administration	Water Resources	3	DOJ General Effective Communication	18	18
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	20
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	21
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	20
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	20
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	21
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	19
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	20
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	18
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	20
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	21
Public Works Administration	Water Resources	8	City ADA Supplemental Questionnaire	21	18
City Facilities	Water Resources	10	Existing Facilities Checklist	104	49
City Facilities	Water Resources	10	Existing Facilities Checklist	104	104
City Facilities	Water Resources	10	Existing Facilities Checklist	104	70
City Facilities	Water Resources	10	Existing Facilities Checklist	104	86
City Facilities	Water Resources	10	Existing Facilities Checklist	104	96
City Facilities	Water Resources	10	Existing Facilities Checklist	104	74
City Facilities	Water Resources	10	Existing Facilities Checklist	104	100
City Facilities	Water Resources OPS Facility Bldg.	10	Existing Facilities Checklist	104	85

ADMINISTRATION	DEPARTMENT	FNO	FORM NAME	# QUES.	# ANS.
Mayor's Office	City Clerk's Office	3	DOJ General Effective Communication	18	18
Mayor's Office	City Clerk's Office	8	City ADA Supplemental Questionnaire	21	21
City Administration	Billing & Collections	3	DOJ General Effective Communication	18	18
City Administration	Billing & Collections	3	DOJ General Effective Communication	18	18
City Administration	Billing & Collections	3	DOJ General Effective Communication	18	18
City Administration	Billing & Collections	8	City ADA Supplemental Questionnaire	21	21
City Administration	Billing & Collections	8	City ADA Supplemental Questionnaire	21	21
City Administration	Billing & Collections	8	City ADA Supplemental Questionnaire	21	21
City Administration	Billing & Collections	8	City ADA Supplemental Questionnaire	21	21
City Council	City Council's Office	1	Quick Department Entrance Barriers Checklist	30	30
City Council	City Council's Office	3	DOJ General Effective Communication	18	18
City Council	City Council's Office	3	DOJ General Effective Communication	18	15
City Council	City Council's Office	3	DOJ General Effective Communication	18	18
City Council	City Council's Office	3	DOJ General Effective Communication	18	18
City Council	City Council's Office	8	City ADA Supplemental Questionnaire	21	21
City Council	City Council's Office	8	City ADA Supplemental Questionnaire	21	14
City Council	City Council's Office	8	City ADA Supplemental Questionnaire	21	21
City Council	City Council's Office	8	City ADA Supplemental Questionnaire	21	21
City Development Administration	Marina and Port	3	DOJ General Effective Communication	18	18
City Development Administration	Marina and Port	8	City ADA Supplemental Questionnaire	21	21
Neighborhood Affairs	Community Services	3	DOJ General Effective Communication	18	18
Neighborhood Affairs	Community Services	8	City ADA Supplemental Questionnaire	21	20
Neighborhood Affairs	Housing & Community Development	3	DOJ General Effective Communication	18	15
Neighborhood Affairs	Housing & Community Development	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Golf Course - Cypress Links	3	DOJ General Effective Communication	18	13
City Facilities	Golf Course - Cypress Links	3	DOJ General Effective Communication	18	18
City Facilities	Golf Course - Cypress Links	3	DOJ General Effective Communication	18	13
City Facilities	Golf Course - Mangrove Bay	3	DOJ General Effective Communication	18	18
City Facilities	Golf Course - Mangrove Bay	3	DOJ General Effective Communication	18	18
City Facilities	Golf Course - Mangrove Bay	3	DOJ General Effective Communication	18	12
City Facilities	Golf Course - Twin Brooks	3	DOJ General Effective Communication	18	18
City Facilities	Golf Course - Twin Brooks	3	DOJ General Effective Communication	18	18
Leisure Services Administration	Golf Courses	3	DOJ General Effective Communication	18	14
Leisure Services Administration	Golf Courses	8	City ADA Supplemental Questionnaire	21	21
Leisure Services Administration	Golf Courses	8	City ADA Supplemental Questionnaire	21	20

ADMINISTRATION	DEPARTMENT	FNO	FORM NAME	# QUES.	# ANS.
Leisure Services Administration	Golf Courses	8	City ADA Supplemental Questionnaire	21	21
Leisure Services Administration	Golf Courses	8	City ADA Supplemental Questionnaire	21	20
Leisure Services Administration	Golf Courses	8	City ADA Supplemental Questionnaire	21	20
Leisure Services Administration	Golf Courses	8	City ADA Supplemental Questionnaire	21	20
Leisure Services Administration	Golf Courses	8	City ADA Supplemental Questionnaire	21	21
Leisure Services Administration	Golf Courses	8	City ADA Supplemental Questionnaire	21	20
Leisure Services Administration	Golf Courses	8	City ADA Supplemental Questionnaire	21	17
City Facilities	Golf Course - Cypress Links	14	Golf Facilities	23	22
City Facilities	Golf Course - Mangrove Bay	14	Golf Facilities	23	22
City Facilities	Golf Course - Twin Brooks	14	Golf Facilities	23	0
Mayor's Office	Mayor's Office	3	DOJ General Effective Communication	18	18
Mayor's Office	Mayor's Office	3	DOJ General Effective Communication	18	18
Neighborhood Affairs	Veteran & Homeless SS	3	DOJ General Effective Communication	18	18
Mayor's Office	Mayor's Office	8	City ADA Supplemental Questionnaire	21	21
Neighborhood Affairs	Veteran & Homeless SS	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Playground - Albert Whitted Park	12	Play Areas	57	23
City Facilities	Playground - Bay Point Elementary	12	Play Areas	57	23
City Facilities	Playground - Bay Vista Elementary	12	Play Areas	57	24
City Facilities	Playground - Bay Vista Rec Center	12	Play Areas	57	30
City Facilities	Playground - Boyd Hill Nature Preserve	12	Play Areas	57	8
City Facilities	Playground - Campbell Park Rec Center	12	Play Areas	57	29
City Facilities	Playground - Coffee Pot	12	Play Areas	57	10
City Facilities	Playground - Coquina Key Park	12	Play Areas	57	20
City Facilities	Playground - Crescent Lake Park	12	Play Areas	57	20
City Facilities	Playground - Crisp Park	12	Play Areas	57	0
City Facilities	Playground - Demens Landing Park	12	Play Areas	57	7
City Facilities	Playground - Denver Park	12	Play Areas	57	20
City Facilities	Playground - Edgemoor	12	Play Areas	57	31
City Facilities	Playground - Frank Pierce Rec Center/Bartlett Park	12	Play Areas	57	25
City Facilities	Playground - Harbordale	12	Play Areas	57	31

<b>ADMINISTRATION</b>	<b>DEPARTMENT</b>	<b>FNO</b>	<b>FORM NAME</b>	<b># QUES.</b>	<b># ANS.</b>
City Facilities	Playground - Jack Puryear Park	12	Play Areas	57	7
City Facilities	Playground - Lake Maggiore Park	12	Play Areas	57	30
City Facilities	Playground - Lake Vista Rec Center	12	Play Areas	57	42
City Facilities	Playground - Lakewood Elementary	12	Play Areas	57	24
City Facilities	Playground - Lakewood Sport	12	Play Areas	57	30
City Facilities	Playground - Lakewood Terrace	12	Play Areas	57	10
City Facilities	Playground - Maximo Elementary	12	Play Areas	57	22
City Facilities	Playground - Maximo Park	12	Play Areas	57	15
City Facilities	Playground - Millennium Youth Park	12	Play Areas	57	10
City Facilities	Playground - North Shore Park	12	Play Areas	57	9
City Facilities	Playground - Northeast	12	Play Areas	57	19
City Facilities	Playground - Playlot 1	12	Play Areas	57	15
City Facilities	Playground - Playlot 2	12	Play Areas	57	31
City Facilities	Playground - Playlot 3	12	Play Areas	57	31
City Facilities	Playground - Riviera Bay	12	Play Areas	57	28
City Facilities	Playground - Riviera Bay Park	12	Play Areas	57	27
City Facilities	Playground - Shore Acres Mini Park	12	Play Areas	57	8
City Facilities	Playground - Shore Acres Rec Center	12	Play Areas	57	31
City Facilities	Playground - Silver Lake Playlot	12	Play Areas	57	22
City Facilities	Playground - Toussie	12	Play Areas	57	31
City Facilities	Playground - Tulane	12	Play Areas	57	28
City Facilities	Playground - Unity Park	12	Play Areas	57	30
City Facilities	Playground - Venetian Bay	12	Play Areas	57	32
City Facilities	Playground - Willis Johns Rec Center	12	Play Areas	57	31
City Facilities	City Hall	10	Existing Facilities Checklist	104	88
City Facilities	City Hall Annex	10	Existing Facilities Checklist	104	81
City Facilities	MSC	10	Existing Facilities Checklist	104	83
City Facilities	Playground - Bear Creek Park	12	Play Areas	57	21
City Facilities	Playground - Booker Creek Park	12	Play Areas	57	29
City Facilities	Playground - Central Oak Park	12	Play Areas	57	20
City Facilities	Playground - Fossil Park	12	Play Areas	57	29
City Facilities	Playground - Kiwanis Park	12	Play Areas	57	8

ADMINISTRATION	DEPARTMENT	FNO	FORM NAME	# QUES.	# ANS.
City Facilities	Playground - Live Oak	12	Play Areas	57	28
City Facilities	Playground - Lynch Elementary	12	Play Areas	57	49
City Facilities	Playground - Meadowlawn Park	12	Play Areas	57	26
City Facilities	Playground - Mt. Vernon	12	Play Areas	57	24
City Facilities	Playground - Norwood	12	Play Areas	57	20
City Facilities	Playground - Roberts Park	12	Play Areas	57	29
City Facilities	Playground - Roberts Rec Center	12	Play Areas	57	0
City Facilities	Playground - Seminole Park	12	Play Areas	57	24
City Facilities	Playground - Sylvia Boring	12	Play Areas	57	9
City Facilities	Playground - Woodlawn Park	12	Play Areas	57	21
Mayor's Office	City Attorney's Office	3	DOJ General Effective Communication	18	18
Mayor's Office	City Attorney's Office	3	DOJ General Effective Communication	18	18
Mayor's Office	City Attorney's Office	8	City ADA Supplemental Questionnaire	21	21
Mayor's Office	City Attorney's Office	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Municipal Marina Port	13	Boating Facilities	26	11
City Facilities	Playground - Auburn Street Park	12	Play Areas	57	0
City Facilities	Playground - Dell Holmes Park	12	Play Areas	57	42
City Facilities	Playground - Palmetto Park	12	Play Areas	57	25
City Facilities	Playground - Thomas Jett Jackson Rec Center	12	Play Areas	57	32
City Facilities	Coliseum	3	DOJ General Effective Communication	18	18
City Facilities	Sunken Gardens	3	DOJ General Effective Communication	18	18
City Facilities	Coliseum	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Sunken Gardens	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Coliseum	10	Existing Facilities Checklist	104	86
City Facilities	Sunken Gardens	10	Existing Facilities Checklist	104	6
City Administration	Human Resources - Administration	1	Quick Department Entrance Barriers Checklist	30	30
Public Works Administration	Procurement & Supply Management	1	Quick Department Entrance Barriers Checklist	30	30
City Administration	City Administration Office	2	DOJ ADA Administrative Issues	12	12
City Administration	City Administration Office	2	DOJ ADA Administrative Issues	12	12
City Administration	City Administration Office	2	DOJ ADA Administrative Issues	12	12
City Administration	City Administration Office	2	DOJ ADA Administrative Issues	12	12
City Administration	City Administration Office	2	DOJ ADA Administrative Issues	12	12
City Administration	City Administration Office	2	DOJ ADA Administrative Issues	12	12



<b>ADMINISTRATION</b>	<b>DEPARTMENT</b>	<b>FNO</b>	<b>FORM NAME</b>	<b># QUES.</b>	<b># ANS.</b>
City Administration	Human Resources - Administration	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Albert Whited Operation	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Jamestown Apartments	8	City ADA Supplemental Questionnaire	21	21
Mayor's Office	City Auditor	8	City ADA Supplemental Questionnaire	21	21
Public Works Administration	Procurement & Supply Management	8	City ADA Supplemental Questionnaire	21	21
Public Works Administration	Procurement & Supply Management	8	City ADA Supplemental Questionnaire	21	21
Public Works Administration	Stormwater, Pavement & Traffic Ops	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Albert Whited Terminal	10	Existing Facilities Checklist	104	103
City Facilities	Fleet/Garage Management Complex	10	Existing Facilities Checklist	104	76
City Facilities	Jamestown Apartments	10	Existing Facilities Checklist	104	92
Public Works Administration	Stormwater, Pavement & Traffic Ops	10	Existing Facilities Checklist	104	104
Leisure Services Administration	Libraries	3	DOJ General Effective Communication	18	13
Leisure Services Administration	Libraries	3	DOJ General Effective Communication	18	18
Leisure Services Administration	Libraries	3	DOJ General Effective Communication	18	18
Leisure Services Administration	Libraries	3	DOJ General Effective Communication	18	7
Leisure Services Administration	Libraries	3	DOJ General Effective Communication	18	15
Leisure Services Administration	Libraries	3	DOJ General Effective Communication	18	13
Leisure Services Administration	Libraries	8	City ADA Supplemental Questionnaire	21	21
Leisure Services Administration	Libraries	8	City ADA Supplemental Questionnaire	21	21
Leisure Services Administration	Libraries	8	City ADA Supplemental Questionnaire	21	20
Leisure Services Administration	Libraries	8	City ADA Supplemental Questionnaire	21	21
Leisure Services Administration	Libraries	8	City ADA Supplemental Questionnaire	21	20
Leisure Services Administration	Libraries	8	City ADA Supplemental Questionnaire	21	20
Leisure Services Administration	Libraries	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Library - Childs Park	10	Existing Facilities Checklist	104	23
City Facilities	Library - James Johnson	10	Existing Facilities Checklist	104	0
City Facilities	Library - James Johnson	10	Existing Facilities Checklist	104	61
City Facilities	Library - Main	10	Existing Facilities Checklist	104	85
City Facilities	Library - North Branch	10	Existing Facilities Checklist	104	60
City Facilities	Library - South Branch	10	Existing Facilities Checklist	104	70
City Facilities	Library- Mirror Lake	10	Existing Facilities Checklist	104	74

<b>ADMINISTRATION</b>	<b>DEPARTMENT</b>	<b>FNO</b>	<b>FORM NAME</b>	<b># QUES.</b>	<b># ANS.</b>
Mayor's Office	Marketing	3	DOJ General Effective Communication	18	18
Mayor's Office	Marketing	3	DOJ General Effective Communication	18	18
Mayor's Office	Marketing	5	DOJ Website Accessibility	26	26
Mayor's Office	Marketing	5	DOJ Website Accessibility	26	26
Mayor's Office	Marketing	8	City ADA Supplemental Questionnaire	21	21
Mayor's Office	Marketing	8	City ADA Supplemental Questionnaire	21	21
City Development Administration	Planning & Economic Development	3	DOJ General Effective Communication	18	13
City Development Administration	Planning & Economic Development	3	DOJ General Effective Communication	18	13
City Development Administration	Planning & Economic Development	3	DOJ General Effective Communication	18	13
City Development Administration	Planning & Economic Development	3	DOJ General Effective Communication	18	12
City Development Administration	Planning & Economic Development	8	City ADA Supplemental Questionnaire	21	20
City Development Administration	Planning & Economic Development	8	City ADA Supplemental Questionnaire	21	20
City Development Administration	Planning & Economic Development	8	City ADA Supplemental Questionnaire	21	20
City Development Administration	Planning & Economic Development	8	City ADA Supplemental Questionnaire	21	20
Leisure Services Administration	Parks & Recreation	3	DOJ General Effective Communication	18	18
Leisure Services Administration	Parks & Recreation	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Leisure Services Complex	10	Existing Facilities Checklist	104	93
City Facilities	Ball Fields - 31st Street Sports Complex	15	Ball Fields	25	8
City Facilities	Ball Fields - Azalea Middle Football Complex	15	Ball Fields	25	9
City Facilities	Ball Fields - Azalea Sports Complex	15	Ball Fields	25	12
City Facilities	Ball Fields - Azalea Sports Complex	15	Ball Fields	25	8
City Facilities	Ball Fields - Bartlett Park Sports Complex	15	Ball Fields	25	8
City Facilities	Ball Fields - Campbell Park Sports Complex	15	Ball Fields	25	12
City Facilities	Ball Fields - Childs Park Sports Complex	15	Ball Fields	25	9
City Facilities	Ball Fields - Childs Sports Football Complex	15	Ball Fields	25	9
City Facilities	Ball Fields - Coquina Key Sports Complex	15	Ball Fields	25	8
City Facilities	Ball Fields - Fossil Park Sports Complex	15	Ball Fields	25	9
City Facilities	Ball Fields - Huggins Sports Complex	15	Ball Fields	25	10
City Facilities	Ball Fields - Jack Puryear Sports Complex	15	Ball Fields	25	10

<b>ADMINISTRATION</b>	<b>DEPARTMENT</b>	<b>FNO</b>	<b>FORM NAME</b>	<b># QUES.</b>	<b># ANS.</b>
City Facilities	Ball Fields - Lake Vista Sports Complex	15	Ball Fields	25	10
City Facilities	Ball Fields - Lakewood Baseball Complex	15	Ball Fields	25	6
City Facilities	Ball Fields - Lakewood Soccer Complex	15	Ball Fields	25	8
City Facilities	Ball Fields - Meadowlawn Football Complex	15	Ball Fields	25	6
City Facilities	Ball Fields - North Shore Sports Complex	15	Ball Fields	25	8
City Facilities	Ball Fields - North West Baseball Complex	15	Ball Fields	25	8
City Facilities	Ball Fields - Northeast Sports Complex	15	Ball Fields	25	7
City Facilities	Ball Fields - Sawgrass Soccer Complex	15	Ball Fields	25	7
City Facilities	Ball Fields - Walter Fuller Sports Complex	15	Ball Fields	25	10
City Facilities	Ball Fields - Wildwood Sports Complex	15	Ball Fields	25	4
City Facilities	Ball Fields - Woodlawn Sports Complex	15	Ball Fields	25	7
City Facilities	Swimming Pool - Childs Park	3	DOJ General Effective Communication	18	18
City Facilities	Swimming Pool - E. H. Mclin	3	DOJ General Effective Communication	18	18
City Facilities	Swimming Pool - Fossil Park	3	DOJ General Effective Communication	18	18
City Facilities	Swimming Pool - Jennie Hall	3	DOJ General Effective Communication	18	18
City Facilities	Swimming Pool - Lake Vista	3	DOJ General Effective Communication	18	18
City Facilities	Swimming Pool - North Shore Complex	3	DOJ General Effective Communication	18	18
City Facilities	Swimming Pool - Northwest	3	DOJ General Effective Communication	18	18
City Facilities	Swimming Pool - Shore Acres	3	DOJ General Effective Communication	18	18
City Facilities	Swimming Pool - Walter Fuller	3	DOJ General Effective Communication	18	18
City Facilities	Swimming Pool - Childs Park	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Swimming Pool - E. H. Mclin	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Swimming Pool - Fossil Park	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Swimming Pool - Jennie Hall	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Swimming Pool - Lake Vista	8	City ADA Supplemental Questionnaire	21	21

<b>ADMINISTRATION</b>	<b>DEPARTMENT</b>	<b>FNO</b>	<b>FORM NAME</b>	<b># QUES.</b>	<b># ANS.</b>
City Facilities	Swimming Pool - North Shore Complex	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Swimming Pool - Northwest	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Swimming Pool - Shore Acres	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Swimming Pool - Walter Fuller	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Swimming Pool - Childs Park	11	Swimming Pools	94	19
City Facilities	Swimming Pool - E. H. McIn	11	Swimming Pools	94	29
City Facilities	Swimming Pool - Fossil Park	11	Swimming Pools	94	27
City Facilities	Swimming Pool - Jennie Hall	11	Swimming Pools	94	26
City Facilities	Swimming Pool - Lake Vista	11	Swimming Pools	94	28
City Facilities	Swimming Pool - North Shore Complex	11	Swimming Pools	94	27
City Facilities	Swimming Pool - Northwest	11	Swimming Pools	94	18
City Facilities	Swimming Pool - Shore Acres	11	Swimming Pools	94	17
City Facilities	Swimming Pool - Walter Fuller	11	Swimming Pools	94	28
City Facilities	Police Headquarters	10	Existing Facilities Checklist	104	104
City Facilities	Police K-9 Complex	10	Existing Facilities Checklist	104	104
City Facilities	Police Training Building	10	Existing Facilities Checklist	104	104
City Development Administration	Transportation Management	1	Quick Department Entrance Barriers Checklist	30	30
City Development Administration	Transportation Management	3	DOJ General Effective Communication	18	18
City Development Administration	Transportation Management	8	City ADA Supplemental Questionnaire	21	21
City Administration	Finance	1	Quick Department Entrance Barriers Checklist	30	30
City Administration	Finance	3	DOJ General Effective Communication	18	18
City Administration	Finance	3	DOJ General Effective Communication	18	18
City Administration	Finance	3	DOJ General Effective Communication	18	17
City Administration	Finance	8	City ADA Supplemental Questionnaire	21	20
City Administration	Finance	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Azalea Park Center	10	Existing Facilities Checklist	104	56
City Facilities	Bartlett Park/Frank W. Pierce Center	10	Existing Facilities Checklist	104	60
City Facilities	Bay Vista Center	10	Existing Facilities Checklist	104	62
City Facilities	Boyd Hill Center - Main Bld	10	Existing Facilities Checklist	104	55

ADMINISTRATION	DEPARTMENT	FNO	FORM NAME	# QUES.	# ANS.
City Facilities	Boyd Hill Environmental Service Area Blds	10	Existing Facilities Checklist	104	43
City Facilities	Boyd Hill Parks Trails Complex	10	Existing Facilities Checklist	104	54
City Facilities	Campbell Park Center	10	Existing Facilities Checklist	104	49
City Facilities	Childs Park Center	10	Existing Facilities Checklist	104	62
City Facilities	Enoch Davis Center	10	Existing Facilities Checklist	104	66
City Facilities	Fossil Park/Willis S. Johns Center	10	Existing Facilities Checklist	104	62
City Facilities	Gladden Park Center	10	Existing Facilities Checklist	104	66
City Facilities	Huggins-TASCO Admin. Center	10	Existing Facilities Checklist	104	75
City Facilities	J.W. Cate/Northwest Center	10	Existing Facilities Checklist	104	63
City Facilities	Jet Jackson/Wildwood Center	10	Existing Facilities Checklist	104	64
City Facilities	Lake Vista Park Center	10	Existing Facilities Checklist	104	52
City Facilities	Roberts Rec Center	10	Existing Facilities Checklist	104	76
City Facilities	Shore Acres Park Center	10	Existing Facilities Checklist	104	63
City Facilities	Sunshine Center	10	Existing Facilities Checklist	104	68
City Facilities	Treasure Island Center	10	Existing Facilities Checklist	104	30
City Facilities	Walter Fuller Park Center	10	Existing Facilities Checklist	104	56
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	17
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	18
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	17
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	18
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	18
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	18
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	17
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	16
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	18
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	18
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	18
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	18
Fire Administration	Fire Administration	3	DOJ General Effective Communication	18	16
Fire Administration	Fire Administration	5	DOJ Website Accessibility	26	26
Fire Administration	Fire Administration	7	DOJ Emergency Management	58	57
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	21
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	20
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	21
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	21
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	20
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	20
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	21

ADMINISTRATION	DEPARTMENT	FNO	FORM NAME	# QUES.	# ANS.
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	21
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	20
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	21
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	21
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	21
Fire Administration	Fire Administration	8	City ADA Supplemental Questionnaire	21	20
Neighborhood Affairs	Codes Compliance Assistance	3	DOJ General Effective Communication	18	11
Neighborhood Affairs	Codes Compliance Assistance	3	DOJ General Effective Communication	18	17
Neighborhood Affairs	Codes Compliance Assistance	3	DOJ General Effective Communication	18	5
Neighborhood Affairs	Codes Compliance Assistance	3	DOJ General Effective Communication	18	11
Neighborhood Affairs	Codes Compliance Assistance	8	City ADA Supplemental Questionnaire	21	20
Neighborhood Affairs	Codes Compliance Assistance	8	City ADA Supplemental Questionnaire	21	21
Neighborhood Affairs	Codes Compliance Assistance	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Fire Department Headquarters	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 01	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 03	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 04	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 06	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 07	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 08	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 09	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 10	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 11	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 12	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 13	10	Existing Facilities Checklist	104	104
City Facilities	Fire Station 14	10	Existing Facilities Checklist	104	104
Public Works Administration	Engineering & Capital Improvements	3	DOJ General Effective Communication	18	16
Public Works Administration	Engineering & Capital Improvements	6	DOJ Curb Ramps and Pedestrian Crossing	10	10
Public Works Administration	Engineering & Capital Improvements	8	City ADA Supplemental Questionnaire	21	20
City Administration	Human Resources - Employment	9	City Human Resources - Employment Services	51	6
City Administration	ICS	3	DOJ General Effective Communication	18	18
City Administration	ICS	3	DOJ General Effective Communication	18	18
City Administration	ICS	3	DOJ General Effective Communication	18	18
City Administration	ICS	3	DOJ General Effective Communication	18	18
City Administration	ICS	5	DOJ Website Accessibility	26	26
City Administration	ICS	8	City ADA Supplemental Questionnaire	21	21
City Administration	ICS	8	City ADA Supplemental Questionnaire	21	21
City Administration	ICS	8	City ADA Supplemental Questionnaire	21	21
City Administration	ICS	8	City ADA Supplemental Questionnaire	21	21

<b>ADMINISTRATION</b>	<b>DEPARTMENT</b>	<b>FNO</b>	<b>FORM NAME</b>	<b># QUES.</b>	<b># ANS.</b>
City Administration	ICS	8	City ADA Supplemental Questionnaire	21	21
City Administration	Budget and Management	3	DOJ General Effective Communication	18	18
City Administration	Budget and Management	3	DOJ General Effective Communication	18	18
City Administration	Budget and Management	8	City ADA Supplemental Questionnaire	21	21
City Administration	Budget and Management	8	City ADA Supplemental Questionnaire	21	20
City Facilities	Marina Sailing Center	13	Boating Facilities	26	16
City Facilities	Municipal Marina	13	Boating Facilities	26	12
Public Works Administration	Fleet Management	3	DOJ General Effective Communication	18	16
Public Works Administration	Fleet Management	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Playground - Azalea Rec Center	12	Play Areas	57	8
City Facilities	Playground - Childs Park Rec Center	12	Play Areas	57	27
City Facilities	Playground - Childs Sport	12	Play Areas	57	31
City Facilities	Playground - Davista	12	Play Areas	57	35
City Facilities	Playground - Eagle Crest	12	Play Areas	57	36
City Facilities	Playground - Gladden Park Rec Center	12	Play Areas	57	34
City Facilities	Playground - J.W. Cate Rec Center	12	Play Areas	57	34
City Facilities	Playground - Perry Bayview Community Park	12	Play Areas	57	26
City Facilities	Playground - Queen Dennis	12	Play Areas	57	19
City Facilities	Playground - Roy Eden	12	Play Areas	57	35
City Facilities	Playground - Trailhead	12	Play Areas	57	19
City Facilities	Playground - Treasure Island	12	Play Areas	57	8
City Facilities	Playground - Tyrone Park	12	Play Areas	57	8
City Facilities	Playground - Walter Fuller Rec Center	12	Play Areas	57	34
City Facilities	Playground - Westgate	12	Play Areas	57	23
City Facilities	Playground - Westminster Community Park	12	Play Areas	57	36
Public Works Administration	Sanitation	3	DOJ General Effective Communication	18	18
Public Works Administration	Sanitation	3	DOJ General Effective Communication	18	18
Public Works Administration	Sanitation	3	DOJ General Effective Communication	18	18
Public Works Administration	Sanitation	8	City ADA Supplemental Questionnaire	21	21

<b>ADMINISTRATION</b>	<b>DEPARTMENT</b>	<b>FNO</b>	<b>FORM NAME</b>	<b># QUES.</b>	<b># ANS.</b>
Public Works Administration	Sanitation	8	City ADA Supplemental Questionnaire	21	21
Public Works Administration	Sanitation	8	City ADA Supplemental Questionnaire	21	21
City Facilities	Sanitation Administration Office	10	Existing Facilities Checklist	104	94

# **ADA Self-Evaluation Questionnaire**

## **Public Comments**

## **City of St. Petersburg ADA Self Evaluation**

**Public Input Questionnaire results – Total 137 received**

**See attached result sheet**

### **Comments from Public Input Questionnaires**

" Thank you for your continued efforts"

" Not enough signage during city programs, services and events directing for persons with disabilities"

"The disadvantaged have more advantages in St. Pete"

" City staff needs training on dealing with persons with disabilities"

"Staff at Azalea community center are excellent"

"city needs more programs and services for persons with disabilities"

"City staff needs to understand disability issues"

"City staff at community centers are not friendly"

" City workers need more understanding about working with people with disabilities"

"There should be more activities for person with disabilities"

"more programs and services for disable residents"

" I'm in a wheelchair and its very easy to get into city hall"

"City staff at Campbell park work well with residents"

"City workers need to be kinder to citizens"

"City staff need to be trained on what are disabilities"

"City needs more services for persons with disabilities"

"This city need more residents to respect persons with disabilities"

" City staff need training on the disability law"

"Not enough programs and services for persons with disabilities"

- " More city services in the Childs Park community"
- " Where do you go in the city to get information about disabilities services offered"
- " Don't know who to contact at city to get services for people with disability"
- " How do you file a complaint about disabilities related issues, concerns or problems"
- "there is not enough handicap parking spaces down town"
- " I would like to see more programs for persons with disabilities"
- " There is not many informational sign with information for persons with disability in this city"
- "More activities for persons with disabilities in this city"
- "The city has done a great job with working with people with disabilities"
- "City building need more directional and informational signage"
- " the city website is not user friendly for persons with disabilities"
- " City Staff needs to learn how to help people with disabilities"
- "City sidewalks needs to be better maintained for persons with disabilities to use them"
- " More activities need to be put in place in St Petersburg for people with disabilities"

\*\*\*\*\*

**Community Partners input questionnaires Results – 7 received**

**See attached result sheet**

**Comments from Community Partners Questionnaires -**

- 'Website could be better for persons with disabilities"
- "City staff is easy to work with"
- "Provide informational on how to partner with the city"
- " need parking clarification for persons with disability in the city"
- "Transportaion issues needs to be addressed in the city for persons with disabilities"

**"City staff needs to be trained on Disability"**

**City of St. Petersburg ADA Self-Evaluation  
Community Partners Questionnaires Received from:**

**Pinellas County Office of Human Rights  
Disability Achievement Center  
Word of Life Fellowship Church – St. Petersburg  
Florida Department of Blind Services  
St. Petersburg Housing Authority  
CASA  
American Stage Theater Company**

## **SECTION V**

### **APPENDICES**

#### **APPENDIX C**

#### **ADA SELF-EVALUATION PROCESS TEAM MEMBERS**

<b>ADA TASK FORCE MEMBERS</b>	
Chris Guella	Human Resources Department
Denise Labrie	Budget & Management
Major Matthew McKinney	Police Department
Robert Bassett	Fire Department
Wade Schaeffer	Real Estate & Property Management Department
Ellen McDowell	Mayor's Office
Chandrasasa Srinivasa	City Clerk's Office
E. Phillip Whitehouse	Parks & Recreation Department
Linda Livingston	Marketing Department
Jennifer French	Community Resident and Former CAPI Member
Jack Humburg	City ADA Consultant

<b>ADA SELF EVALUATION PROCESS ADVISORY TEAM</b>	
Jeannine Williams	City Legal Department
Danielle Martin	City Legal Department
Kyle Lindskog	City Legal Department

<b>ADA ACCESSIBILITY LIAISON MEMBERS</b>	
<b>Human Resources Department</b>	Anita Dreyer Richard Anderson
<b>Mayor's Office</b>	Lynn Goodwin
<b>City Council Office</b>	Cindy Sheppard
<b>Police Department</b>	Barbara Anselmo Mike Gilday
<b>Fire Department</b>	Phil Whitman Robert Files Andrew Kelzer
<b>Budget and Management</b>	Stacey Mckee
<b>Billing and Collections</b>	Chris Barnes
<b>Technology Services</b>	Sharon Welch Mark Mackinnon
<b>Finance</b>	Pam West
<b>City Development</b>	David Wirth Lauren Kleinfeld Joan McGowan Richard Lesniak Steven Barber

**ADA ACCESSIBILITY LIAISON MEMBERS CONTINUED**

<b>Planning and Economic Development</b>	Lisa Butler
<b>Real Estate and Property Management</b>	Jamie Rivard
<b>Transportation Management</b>	Mike Frederick
<b>Parks and Recreation</b>	Lloyd Thomas Ed Otts Linda Branson Barbie Vancamp Jean Lachance Charles Boehme Gregory Coston John Stockowski Lorraine Kummerer Mario Abadal Paul Morrison Vincent Dunlay Daniel Kartman
<b>Community Services</b>	Deborah Larson
<b>Code Compliance</b>	Robert Gerdes
<b>Housing and Community Development</b>	Diane Leg
<b>Jamestown/DHJ Neighborhood Center</b>	Donald Crawford
<b>Sanitation</b>	Yvonne Love
<b>Water Resources</b>	Dwight Wilson Bryan King
<b>Fleet Management</b>	Todd Phillips
<b>Engineering and Capital Improvements</b>	Roxanne Phillips Ted Hum
<b>Storm Water, Pavement and Traffic Operations</b>	Tom Smith

**COMMITTEE TO ADVOCATE FOR PERSONS WITH IMPAIREMENTS (CAPI)**

Paula Orandash, Chair  
 Renee Brown, Vice Chair  
 Howard Bell  
 Gary Deavers  
 Gabrielle Harrison  
 Paulette Jones  
 Dr. Gerald Junevicius  
 Clifton Michaelson  
 Sandra Perillo  
 Scott Stephens  
 Kim Rankine  
 William Wright

**SECTION V**  
**APPENDICES**  
**APPENDIX D**  
**REASONABLE ACCOMMODATION POLICY**

**City of St. Petersburg**  
**Policy for Applicant/Employee Requests for Reasonable Accommodation**

**I. POLICY.**

It is the policy of the City of St. Petersburg (the "City") to provide accommodations for applicants and employees with disabilities and to return injured employees to work as soon as they can perform their assigned duties safely, efficiently, and effectively. Pursuant to Section 22-19 of the City Code and Section 2-1 of the City's Rules and Regulations of the Personnel Management System (the "Rules and Regulations"; rev. June 2015), the City shall not discriminate against any person in recruitment, examination, appointment, training, promotion, retention, or any other personnel action because of such person's disability. Further, it is the policy of the City to accommodate applicants and employees with disabilities in the employment process to provide equal opportunities to compete for employment and advancement within the City's workforce.

The City is committed to the spirit and intent of the Americans with Disabilities Act of 1990 (ADA), the Florida Civil Rights Act, and other relevant laws affecting individuals with disabilities and their rights to enjoy equal opportunity. It is therefore the policy of the City to provide reasonable workplace accommodations to qualified City employees and applicants with disabilities.

**II. DESIGNATION.**

Lendel Bright, the City's ADA Coordinator, is designated to administer and coordinate the City's obligations under the ADA with respect to employees and applicants for employment. He shall consult regularly with staff in the City's Legal and Human Resources Departments to ensure that the City's policies and procedures comply with the ADA and related legislation.

The ADA Coordinator is responsible for processing requests for reasonable accommodation. The City's Human Resources Director will designate another staff member to act as a back-up for the ADA Coordinator to process requests when the Coordinator is unavailable for any length of time (e.g. the ADA Coordinator is on vacation or out on extended leave). The term "ADA Coordinator," as used herein, shall include his or her designee unless otherwise stated.

**III. ACCOMMODATION REQUEST PROCEDURE.**

The employee or applicant is responsible to request a reasonable accommodation. The request can be made by submitting a completed Reasonable Accommodation Request Form to the ADA Coordinator.

If an individual makes a reasonable accommodation request to someone other than the ADA Coordinator, such as his/her supervisor or manager, that supervisor/manager shall forward the request to the ADA Coordinator immediately. A request does not have to include any special words, such as "reasonable accommodation," "disability," or "Americans with Disabilities Act/ADA." A family member, health professional, or other representative may request an accommodation on behalf of an employee or applicant.

When an oral request is made, the Coordinator must still ensure that the appropriate section(s) of the Reasonable Accommodation Request Form is filled out. If the requestor does not fill out the form, the ADA Coordinator must do so and have the requestor sign the completed form as soon as practicable.

Forms are available on the City's Intranet or from the Human Resources Department and will be made available in alternate format as requested. Employees and applicants may contact the ADA Coordinator

directly if they have questions, concerns, or are unsure of how the City's reasonable accommodation policy applies to their particular situation.

#### **IV. DETERMINATION OF DISABILITY.**

Upon receiving a request for a reasonable accommodation, if the requestor's disability and/or need for accommodation are not obvious or already known, the ADA Coordinator will begin to assess whether the individual has a covered disability that requires accommodation. A disability is obvious or already known when it is clearly visible or the individual previously provided medical information showing that the condition meets the ADA definition. It is the responsibility of the applicant/employee to provide appropriate medical information as requested where the disability and/or need for accommodation are not obvious or already known. Only the ADA Coordinator may determine whether medical information is needed and, if so, may ask the requestor to sign a limited release permitting the release of the necessary information from the appropriate medical provider/health professional. If the requestor has already submitted medical documentation in connection with a previous request for accommodation, they should immediately inform the ADA Coordinator of this fact.

For purposes of accommodation requests made pursuant to this policy, an individual with a disability is a person who (1) has a physical or mental impairment that substantially limits one or more major life activities, or (2) has a record of such impairment.

#### **V. CONFIDENTIALITY.**

All medical information obtained for the purpose of assessing accommodation requests shall be maintained in separate, secured files. They will be treated as confidential medical records, except that:

- A. The ADA Coordinator may share certain information with a requestor's supervisor(s) as necessary to make appropriate determinations regarding work restrictions or accommodations; and
- B. First aid and safety personnel may be informed, when appropriate.

#### **VI. DETERMINATION OF QUALIFICATIONS.**

When necessary, a review will be conducted by the appropriate Human Resources Department staff to determine if the individual requesting the reasonable accommodation is a Qualified Individual with a Disability. For purposes of this policy, a Qualified Individual with a Disability is one who satisfies the requisite skill, experience, education and other job-related requirements of the employment position he/she holds or desires and who, with or without reasonable accommodation, can perform the essential functions of such position.

#### **VII. DETERMINATION OF REASONABLE ACCOMMODATION.**

The following steps will be taken in determining a reasonable accommodation:

- A. The ADA Coordinator will meet with the employee or applicant to explore how work-related limitations might be overcome through reasonable accommodation. During this meeting, the ADA Coordinator will establish and communicate timelines, and provide information regarding rights and responsibilities to the individual requesting the reasonable accommodation. The ADA Coordinator will also consult, as necessary, with health care providers, vocational rehabilitation specialists, and/or other individuals whose expertise may contribute to the analysis.
- B. An analysis of the particular job may be performed to determine its purpose and essential functions. This analysis may include, but is not limited to, a review of the job description and essential job functions and interviews with other employees and management as required. Some applicants or employees may be required to perform actual or simulated tasks relevant to the position in question.

- C. Additional meetings may be conducted to secure additional information, explore potential accommodations, and to make recommendations for what, if any, reasonable accommodations will be provided.
- D. Reasonable accommodations may include, but are not limited to: job restructuring, part-time or modified work schedules, reassignment to a vacant position, or acquisition or modifications of equipment or devices. The City is not required to reallocate the essential functions of a job, but may restructure a job by altering when and/or how an essential function is performed. Whenever possible, the applicant's or employee's preferred method of accommodation will be considered.
- E. The City will process requests and, where appropriate, provide accommodation in as short a period as reasonably possible. In certain circumstances, a request for a reasonable accommodation requires an expedited review and decision. This may include where a reasonable accommodation is needed:
  - to enable an applicant to apply for a job. Depending on the timetable for receiving applications, conducting interviews, taking tests, and making hiring decisions, there may be a need to expedite a request for reasonable accommodation to ensure that an applicant with a disability has an equal opportunity to apply for a job.
  - to enable an employee to attend a meeting scheduled to occur soon. For example, an employee may need a sign language interpreter for a meeting scheduled to take place in five days.
- F. Under certain extenuating circumstances, the time for processing a request will be extended as reasonably necessary. This includes circumstances that could not reasonably have been anticipated or avoided in advance of the request, or that are beyond the City's ability to control. Extensions will be limited to circumstances where they are absolutely necessary and only for as long as required to deal with the extenuating circumstance.

#### VIII. IMPLEMENTATION.

Once a decision has been made, the ADA Coordinator shall complete a Reasonable Accommodation Resolution Form. A copy of this completed form will be provided to the individual requesting the accommodation. Individuals dissatisfied with the resolution of their request may ask for reconsideration of the decision as instructed on the Resolution Form. Forms are available on the City's Intranet or from the Human Resources Department and will be made available in alternate format as requested.

When a determination has been made that an employee cannot be reasonably accommodated in their current position, the Human Resources Director or designee shall meet with the employee and, over a ninety (90)-day period, assist the employee with seeking positions that may be suitable considering the employee's skills and/or restrictions in accordance with Section 5-16(D) of the Rules and Regulations. If a suitable position is not identified, Human Resources may issue a non-disciplinary separation.

Employees placed in new positions will be required to complete a six-month evaluation period. Performance problems unrelated to accommodation issues will be handled through the normal disciplinary process(es). If, during the six-month evaluation period, an employee has not performed the essential functions of the position in a satisfactory manner, with or without reasonable accommodation(s), a non-disciplinary separation shall be issued.

If the employee's disability and/or need for accommodation is the result of a workplace injury, the provisions of Section 5-16 of the City's Rules and Regulations shall apply unless otherwise stated in an applicable collective bargaining agreement.

#### IX. FOLLOW-UP.

Ongoing follow-up will be provided as needed by the ADA Coordinator and will be handled on a case-by-case basis to ensure communication among all affected parties.

# SECTION V APPENDICES

## APPENDIX E



### City of St. Petersburg ADA Resolution of Reasonable Accommodation Request Form

Instructions: Items 1 -3 must be completed by the ADA coordinator or Designee. Complete items 4 – 7 if applicable.

1. Name of Individual requesting reasonable accommodation: \_\_\_\_\_

2. Accommodation(s) requested: \_\_\_\_\_  
\_\_\_\_\_

3. Accommodation(s):  
\_\_\_\_\_ Approved as specifically requested.  
\_\_\_\_\_ Approved, but different from original request. \*  
\_\_\_\_\_ Denied.

\*If the approved accommodation is different from the one(s) originally requested, identify the alternative accommodation(s): \_\_\_\_\_  
\_\_\_\_\_

4. If an alternative accommodation was offered, indicate whether it was:

\_\_\_\_\_ Accepted.

\_\_\_\_\_ Rejected.

5. Request denied because (may check more than one box):

- Requester does not have a disability.
- Accommodation ineffective.
- Accommodation would cause undue hardship.
- Medical documentation inadequate.
- Accommodation would require removal of essential function.
- Accommodation would require lowering performance or production standard.
- Other (please identify). \_\_\_\_\_

6. Detailed reason(s) for denial (must be specific, e.g., why accommodation would be ineffective or cause undue hardship): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. If the ADA Coordinator or Designee offered an accommodation that is different from the one originally requested, explain (a) the reasons for the denial of the accommodation originally requested; and (b) why the alternative accommodation would be effective: \_\_\_\_\_  
\_\_\_\_\_

An individual who disagrees with the resolution of the request may ask the City's Human Resources Director to reconsider that decision within ten (10) business days of the date written below. Note that requesting reconsideration does not extend the time limits for initiating administrative, statutory or collective bargaining claims.

\_\_\_\_\_  
*Signature of ADA Coordinator or Designee*

\_\_\_\_\_  
*Date Reasonable Accommodation Denied / Approved*

03/22/16

## **SECTION V- APPENDICES    APPENDIX F**



### **THE AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE**

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This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of St. Petersburg, Florida. The City of St. Petersburg Rules & Regulations govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the complaint. Alternative means of filing complaints, such as personal interviews or an audio recording(s) of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Lendel Bright, PA, CPO**  
**ADA & Diversity Coordinator**  
**City of St. Petersburg**  
**Human Resources Department/Community Affairs Division**  
**One - 4th Street North, Municipal Services Complex, 3<sup>rd</sup> Floor**  
**St. Petersburg, Florida 33701**  
**Phone (727) 893-7229/TDD (727) 892-5259/ Fax 727-551-3247**  
**[Lendel.Bright@stpete.org](mailto:Lendel.Bright@stpete.org)**

Within 15 calendar days after receipt of the complaint, The ADA Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, *the ADA Coordinator* or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording.

If the response by the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Labor Relations Manager or his/her designee.

Within 15 calendar days after receipt of the appeal, the Labor Relations Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Labor Relations Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or designee, appeals to the Labor Relations Manager or his/her designee, and responses from these two offices will be retained by the City of St. Petersburg for at least three year



# ADA DISCRIMINATION COMPLAINT FORM

Title II of the Americans with Disabilities Act (ADA)  
Section 504 of the Rehabilitation Act of 1973

Please fill out this form completely, in black ink or type. Sign and return to the address below:

Name of Person Making Complaint: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

If complainant is not the individual completing this form, please enter your information:

Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Other Contact Information: \_\_\_\_\_

Describe Reason of Complaint: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE RETURN COMPLETED FORM TO:**

Lendel Bright, PA, CPO  
ADA & Diversity Coordinator  
City of St. Petersburg  
Community Affairs Division/Human Resources Department  
One – 4<sup>th</sup> Street North  
St. Petersburg, FL 33701  
(727) 893-7229  
Fax: 727-551-3247  
Lendel.Bright@stpete.org

# **SECTION V- APPENDICES**

## **APPENDIX G**

### **ADA PUBLIC NOTICE**



#### **CITY OF ST. PETERSBURG**

#### ***AMERICANS WITH DISABILITIES ACT (ADA) PUBLIC NOTICE***

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City of St. Petersburg will not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities.

**Employment:** The City does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act (ADA).

**Effective Communication:** The City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing or vision impairments.

**Modifications to Policies and Procedures:** The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. For example, individuals with service animals are welcomed in City offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact ADA Coordinator Lendel Bright at (727) 893-7229 or e-mail: [lendel.bright@stpete.org](mailto:lendel.bright@stpete.org) as soon as possible but no later than 72 hours before the scheduled event.

The ADA does not require the City of St. Petersburg to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to:

Lendel Bright, ADA Coordinator  
City of St. Petersburg  
Human Resources Department, Community Affairs Division  
One – 4<sup>th</sup> Street North, Municipal Services Center, 3rd Floor  
St. Petersburg, Florida 33701  
Telephone: (727) 893-7229 / TDD (727) 892-5259 / Fax 727-551-3247  
E-Mail: [Lendel.bright@stpete.org](mailto:Lendel.bright@stpete.org)

The City will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

08/25/15

## **SECTION V- APPENDICES**

### **APPENDIX H**

#### **NOTIFICATION & PRINTED INFORMATION STATEMENT**

##### **PRINTED INFORMATION STATEMENT FOR TITLE II ENTITIES UNDER THE ADA**

###### **NOTIFICATION**

“In accordance with the Americans with Disabilities Act and Florida Law, it is the policy of the City of St. Petersburg to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities.

If you are a person with a disability and need an accommodation, please contact the ADA & Diversity Coordinator, Lendel Bright at (727) 893-7229, E-Mail: [lendel.bright@stpete.org](mailto:lendel.bright@stpete.org), Fax: 727-551-3247, TDD/TTY: 727-892-5259, or Florida Relay Network: 711, **at least three days in advance.**”

###### **STATEMENT**

In order to meet the ADA Title II communication standards, City departments must be able to provide information in alternative formats such as using easy-to-understand language, Braille, large-print format, audiotape, or computer disk, etc.

###### **Include the following notice on all materials printed by the City that are made available to the public:**

*“This publication can be made available upon request in alternative formats such as Braille, large print, audiotape, or computer disk. Requests can be made by calling 727-893-7345 (Voice) or 711 for the Florida Relay Service or e-mailing the ADA & Diversity Coordinator, at [lendel.bright@stpete.org](mailto:lendel.bright@stpete.org). Please allow 72 hours for your request to be processed.”*

## **SECTION V- APPENDICES**

### **APPENDIX I**

#### **ACCOMMODATION REQUEST FORM**

LABOR RELATIONS/COMMUNITY AFFAIRS DIVISIONS  
HUMAN RESOURCES DEPARTMENT

The City of St. Petersburg does not discriminate on the basis of disability in admission to, or operation of its programs, services, activities or facilities. This form may be used by individuals and their companions with a disability seeking access to City programs, services, activities or facilities.

#### **ACCOMMODATION REQUEST INFORMATION**

Name: \_\_\_\_\_ Telephone (or TTY): \_\_\_\_\_

Address: \_\_\_\_\_ Date: \_\_\_\_\_

The program or facility to which I am requesting access is located at:

I am requesting the following accommodation(s):

- Wheelchair Access
- Sign Language Interpretation
- Written Material in Alternate Format (Large Print/Computer Disc)
- Written Material in Braille
- Reader
- Modification of Policy Procedures
- Other

Please provide any other details or information necessary to process this request:

#### **PLEASE RETURN THIS FORM TO:**

Department: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ TTY (If Available): \_\_\_\_\_

#### **ADDITIONAL QUESTIONS MAY BE DIRECTED TO THE DIVISION OF COMMUNITY AFFAIRS OR LABOR RELATIONS:**

City of St. Petersburg  
Community Affairs Division  
Human Resources Department  
One – 4<sup>th</sup> Street North  
St. Petersburg, Fl. 33701 OFFICE: (727) 893-7345 FAX: 727-551-3247

## **SECTION V- APPENDICES**

### **APPENDIX J**

#### **ADA COORDINATOR DUTIES AND RESPONSIBILITIES FROM DOJ**

The ADA Coordinator duties require the attention of a well trained and experienced professional who can effectively handle a variety of responsibilities

Coordinates and is responsible to assure compliance with the Americans with Disabilities (ADA) Act, Sections 503 and 504 of the Rehabilitation Act of 1973, and other federal and state laws and regulations pertaining to persons with disabilities.

Responsible for coordinating policies and procedures relating to persons with disabilities, tracking city progress relating to its policies and procedures as well as state and federal laws relating to persons with disabilities.

#### **Compliance Process Responsibilities:**

Ensures that processes are in place to provide for the prompt and equitable resolution of complaints and inquiries from city employees, as well as the public regarding compliance with the ADA and other applicable federal and state laws regarding discrimination on the basis of disability.

#### **Informational Responsibilities:**

Maintain, Keep and update current information regarding state and federal laws and regulations as well as the best practices concerning the rights of persons with disabilities and ways of providing reasonable accommodations to persons with disabilities while maintaining program performance standards.

Maintain, Keep and update current information regarding state and federal laws and regulations as well as the best practices for city's employment policies and procedures.

Ensures that city-related information is readily available on services, accommodations, policies, and demographics relating to persons with disabilities.

#### **Outreach Responsibilities:**

Assist and provides ADA program information and facility interpretation and advice on compliance to all city departments and the community.

Assist with development and maintains written materials and other informational pieces to broadly disseminate information regarding the ADA and the City's policies relating to persons with disabilities.

Assist and participates in the development of presentations on the provision of equal opportunity for persons with disabilities.

Act as the primary liaison with relevant state and federal agencies, as well as other ADA coordinators.

#### **Reporting Responsibilities:**

Ensure that a record of all disability and accommodation issues and the resolution of each have been established.