

**A RESOLUTION AUTHORIZING AND APPROVING OF THE ADOPTION OF
THE CITY OF GARDEN CITY ADA TRANSITION PLAN**

WHEREAS, the Americans with Disabilities Act (ADA) of 1990 is a civil rights statute that prohibits discrimination against people with disabilities. The term "disability" for the purposes of the ADA encompasses a wide range of physical and mental situations. These physical disabilities may affect mobility, stamina, sight, hearing and speech, while mental disabilities include conditions such as emotional illness and learning disabilities. The City of Garden City does not discriminate against people with disabilities, and integrated ADA requirements in 1992; and

WHEREAS, the ADA addresses access to the workplace and employment (Title I), state and local government services and facilities (Title II), and places of public accommodation and commercial facilities (Title III). It also requires effective communication for people with sight or hearing disabilities in Title IV and Title V addresses miscellaneous issues; and

WHEREAS, Mayor and Council hereby finds that it is in the best interests of the City of Garden City to now formally adopt an ADA Transition Plan as evidenced in the attached document entitled "City of Garden City ADA Transition Plan", a copy of which is attached hereto and incorporated herein as Exhibit A; and

WHEREAS, for the purposes of accessibility in the City of Garden City, this Transition Plan will focus on Title II, which specifically includes all Title requirements of the Americans with Disabilities Act as they pertain to Municipalities. Title II specifically prohibits discrimination by public entities on the basis of disability by requiring that all programs, services and activities be accessible to all people with disabilities. To accomplish this, the Department of Justice developed regulations requiring public entities that employ fifty or more people to develop a Transition Plan to map out the steps to compliance with Title II of the ADA; and

WHEREAS, this City of Garden City ADA Transition Plan is created to comply with Title II of the ADA.

NOW, THEREFORE, BE IT RESOLVED by the Mayor and Council of the City of Garden City, that the adoption of the City of Garden City ADA Transition Plan as identified in Exhibit A hereto is hereby authorized and approved.

Adopted this 20th day of August, 2012.

BY:



Mayor, City of Garden City

ATTEST:



Clerk of Council, City of Garden City



G A R D E N C I T Y

ADA Transition Plan

City of Garden City

Adopted: August 20, 2012

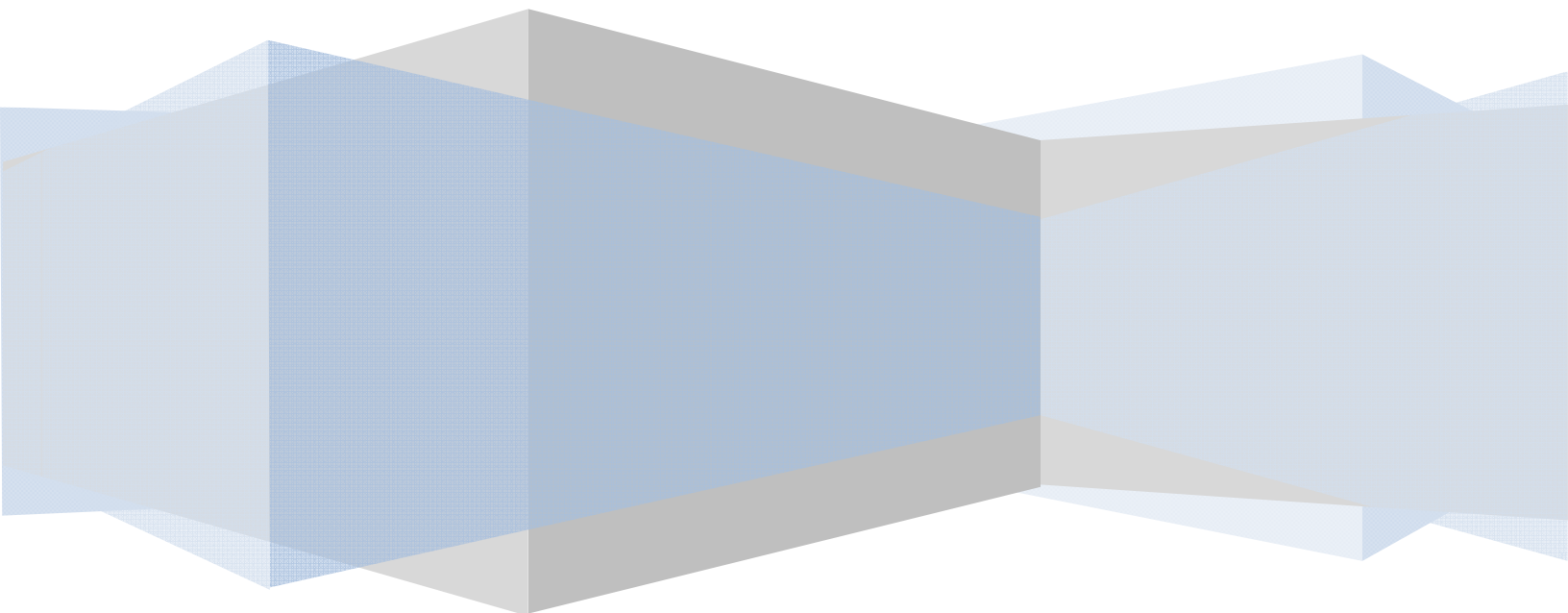


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1. PURPOSE

The purpose of the Plan is to ensure that the citizens of Garden City are provided full access to the City's programs, services and activities in as timely a fashion as is reasonably possible. The City's elected officials and staff believe the ability to accommodate disabled persons is essential to good customer service, the quality of life Garden City residents seek to enjoy and to effective governance. This Plan has been prepared after careful study of all of the City's programs, services and activities.

1.1 Mission and Vision Statement of the City of Garden City

The mission adopted by the City of Garden City is to be, "A safe, clean, family-oriented community with parks and trees that is poised for future growth and dedicated to the advancement of community quality of life; A city governed by the principals of responsibility, fiscal soundness, accessibility, and success for a culturally diverse and multi-generational community."

Based on this mission statement, Garden City has committed to the following strategic principals in development and implementation of this plan.

1. Fiscal Soundness

The City will endeavor to make ethical, cost-effective use of the resources available in the development and implementation of this plan.

2. Accessibility

The City recognizes that it has citizens with differing levels of ability that must access the City services, programs and facilities.

3. Success

The City will strive to deliver exceptional service to all our customers - internal & external – to continually seek ways to improve our service delivery and to foster a "customer first" mind-set in the City of Garden City.

1.2 STATEMENT OF ACCESSIBILITY

The City of Garden City shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless the City can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity. The City of Garden City will not place surcharges on individuals with disabilities to cover the cost involved in making programs accessible.

2. INTRODUCTION

The Americans with Disabilities Act (ADA) of 1990 is a civil rights statute that prohibits discrimination against people who have disabilities and includes provisions which applies to public entities such as state and city governments. Specifically, Title II requires nondiscrimination on the basis of disability, in state and local government services. These “public entities”, including departments, agencies, or other instrumentalities, are required to comply with the ADA.

Title II of ADA therefore requires that all programs, services and activities of public entities, including those considered “instrumentalities” of the government, assure that individuals with disabilities have access to all of their programs, services and activities. The Act applies to all facilities, including both facilities built before and after 1990. As a necessary step to a program access plan to provide accessibility under ADA, State and local governments, public entities or agencies are required to perform self evaluations of their current facilities and services, relative to the accessibility requirements of ADA. The agencies are then required to develop a Transition Plan to address any deficiencies. The Plan is required to be updated periodically until all accessibility barriers are removed. The Plan is intended to achieve the following:

- a) Identify physical obstacles that limit the accessibility of City services to individuals with disabilities;
- b) Describe the methods to be used to make the services accessible;
- c) Provide a schedule for making the access modifications; and,
- d) Identify the public officials responsible for implementation of the Transition Plan.

Accessibility is not only for individuals with needs related to mobility disabilities, but also for individuals with needs related to speech, cognitive, vision and hearing disabilities. There are many potential barriers to accessibility of State or City services, and the following are simply a few of the more common examples:

Physical Barriers	• Parking
	• Path of Entry/Travel
	• Doors
	• Service Counters
	• Restrooms
	• Sidewalks/Curb Ramps
Programmatic Barriers	• Building Signage
	• Customer Communication and Interaction
	• Access to Public Telephones
	• Emergency Notifications, Alarms, Visible Signals
	• Communications (via internet, public meetings, telephone)
	• Participation opportunities for events sponsored by the City

This Plan has been prepared after a careful study of Garden City's programs and facilities. The City, in preparing this document, has received input from individuals at a public meeting as well as from the City Council and City Personnel. Responsibility for implementation of this plan will reside with the City ADA Coordinator. City facilities, programs, services, policies, practices and procedures will continue to be surveyed on an on-going basis, and the ADA Transition Plan may be revised to account for changes to City functions. This Plan will be posted to the City's web site for review and consideration by the general public. In addition, notice will be provided of its existence in any official and unofficial City publications.

3. PHYSICAL BARRIERS

A public entity may not deny the benefits of its programs, activities, and services to individuals with disabilities because its facilities are inaccessible. A public entity'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 facilities of a public entity. Public entities, however, are not necessarily required to make each of their existing facilities accessible. Below is a table of the City's existing facilities:

City Facility	Address	Inspection Completed
City Hall	100 Central Ave	No
Sharon Park	Sharon Park Drive	No
Public Works/Water Operations	2 Bud Brown Dr	No
Fire Station 1	160 Main St	No
Fire Station 2	2406 Hwy 80	No
Senior Center	78 Varnedoe Ave	No
Cooper Center	700 Davis Ave	No
Garden City Gym	160 Priscilla D. Thomas Way	Yes
Football Locker Rooms and Concessions	160 Priscilla D. Thomas Way	Yes
Bazemore Park	1 Bud Brown Drive	Yes

A self-evaluation/assessment of each of the City's physical facilities has been completed for three of the City's facilities as noted in the table above. The remaining self-evaluation/assessments will be completed in conjunction with the execution of this Plan. The self evaluations were made of existing baseline conditions at each of the facilities listed in the table above. The evaluations were made based on the criteria for determining existence of impediment as outlined below.

3.1 *Baseline Conditions*

City's facilities are reviewed in light of several "baseline" conditions, including:

- a) Access to parking and entry into the facilities themselves;
- b) Access to a clear and distinct path of travel;
- c) Access to programs and services themselves;
- d) Access to public areas and restrooms; and
- e) Access to related amenities.

3.2 Criteria For Determining Existence of Impediment

Criteria have been established to determine whether corrective action needs to be taken at a particular facility. The criterion includes, but is not limited to:

- a) **The nature of unique programs or services.** Some facilities and sites are the only location that a particular program or service may be provided; so there is limited flexibility to move the program or service to a more accessible facility.
- b) **Facilities already in compliance with ADA accessibility guidelines.** Several of the City's major facilities were constructed or underwent major renovations after the effective date of the ADA, including City Hall, the Police Department, and the Public Works Facility.
- c) **Ability to relocate programs from one facility to another accessible facility.** Because the City may offer special programs and services at more than one location, consideration was given to distribution of the special programs and services when viewed in their entirety;
- d) **Current state of accessibility.** The current condition of each facility in terms of barriers already removed, or planned to be removed.
- e) **Cost.** The cost of alternatives to physical barrier removal versus the cost of an alternative corrective action plan; and public use.
- f) **Population Served.** The population served by a particular program or service and whether the public can obtain service from an alternative City location.

3.3 Facility Assessment

The table below details the deficiencies noted at the three facilities that have been inspected for compliance with the ADA. Facilities were inspected by the Garden City Building Inspector according to prevailing code and the standards listed above. All recommended actions to address deficiencies have been included in the Action Log in Chapter 5.

Facility	Deficiencies Notes
Garden City Gym	<ul style="list-style-type: none">• Men and Women's bathrooms require minor renovation to address non-compliance issues with the flush valve, door threshold, signage, sink pipe wrap, and grab bars.• Water cooler must be to ADA standards.
Football Locker Rooms and Concessions	<ul style="list-style-type: none">• Men and Women's bathrooms require major renovation to include a handicapped stall and upgrade the facilities to ADA standards.• Shower in women's bathroom must also be made ADA

Facility	Deficiencies Notes
	<p>compliant.</p> <ul style="list-style-type: none"> • Curtain wall opening to locker wall not to ADA specifications.
Bazemore Park	<ul style="list-style-type: none"> • The concession area requires a handrail at the stairs • Men and Women's bathrooms require major renovation to include a handicapped stall and upgrade the facilities to ADA standards. • Handicapped parking spaces must be repainted and signage must be installed.

3.4 Sidewalk Assessment

Garden City completed a field inventory of sidewalks to assess the overall condition of these features throughout the City and to determine the level of accessibility and physical locations of any barriers. By conducting a condition assessment, the City was able to identify sidewalk maintenance needs and necessary improvements. The goal is for the City is to identify any physical barriers and provide better accessibility to residents through improved connectivity between neighborhoods, commercial corridors, and other community resources.

City representatives conducted the sidewalk inventory in May 2012 and utilized GPS equipment to develop a map of all existing sidewalks, ramps, landings, and problem areas. During the GPS inventory, several layers of information were collected at each ramp. These attributes include the ramp type, material, height, width, and length. This information will allow the City to calculate the slope of each ramp in order to evaluate the level of compliance with ADA. In addition to ramp characteristics, maintenance needs were also recorded in the field at specific locations along each sidewalk segment. Maintenance categories collected in the field includes the following:

- Sediment / Vegetation - these were defined as areas where excessive vegetation or overgrowth has occurred across a sidewalk.
- Structural Damage - defined as significant damage to the sidewalk material, hindering the movement for wheelchairs or people with other disabilities.
- Obstructions - occurs when natural elements or manmade features impede the flow of movement along a sidewalk segment.
- Erosion - instances where erosion, most likely related to drainage has created an unsafe and potential dangerous situation along a give sidewalk section.

The table below contains a summary of the information collected during the sidewalk inventory. To see maps of the sidewalks surveyed, please see Appendix B.

Feature	Linear Feet/No.	Miles
Total Sidewalk Length	68,812	13.03
No Curb	35,600	6.74
Curb	34,200	6.48
Sidewalk Material		
Concrete	65,885	12.48
Brick - Concrete	2,259	0.43
Brick	1,402	0.27
Wood	346	0.07
Total Landings	20	
Total Ramps	225	
Damage and Maintenance Needs		
Total Damaged Locations	145	
Total Need Maintenance	186	

The City staff will utilize this data to identify barriers to accessibility and develop sidewalk improvement projects for inclusion in the Corrective Plan. Projects will be prioritized based on the sidewalks level of use, project cost, and potential to improve overall City connectivity. Sidewalk improvement projects will be implemented as funding is identified, or in association with other City projects that necessitate construction in the City street right-of-way or on City property.

3.5 Action Plan

Through these self-evaluations, deficiencies in the City of Garden City's facilities that diminish the ability of disabled persons to benefit from the City's programs, services and activities have identified. For those buildings that have had an assessment, a correction plan or other course of action has been noted for each deficiency, along with a schedule for completion of the correction. The Action Log is included in Section 5. For those facilities that have not yet had an assessment, a date by which the City will perform the assessment has been included in the Action Log.

4. PROGRAMMATIC BARRIERS

The City recognizes not all barriers to the City's programs, services and activities are physical in nature. Other administrative barriers exist that must be overcome to provide complete government services to those who are disabled. The City conducted a self-survey of all City Departments to identify any programmatic barriers that may impact accessibility of City programs, services or activities. To review a copy of the self-survey form, please see Appendix A.

4.1 *Survey Results*

The City of Garden City conducted a detailed survey to evaluate each department in the City with regard to ADA compliance. The purpose of this exercise was to identify areas where the City falls short in accommodating people with disabilities. The City will utilize the results of the surveys to identify measures that can be taken to better serve all residents. Included herein is a general overview of the survey and results. The appendix includes a copy of the survey form as well as department specific summaries of the results.

The majority of City departments interact with the public outside the confines of a public facility. For example, the Police, Fire and Public Works Departments generally interact with the public in the field. As a result, the employees in many cases are forced to adapt to situations that arise in the field. For example, in responding to a call or incident, the physical or mental health of the person needing assistance is not necessarily provided through dispatch. As a result, those responding may need to modify the approach for resolving the issue.

The City departments that have the most routine contact with the public at a City facility are the Planning, Finance, and Parks and Recreation Departments. The Planning Department handles all permitting in the City and thus has a significant amount of public traffic. The Finance Department handles billing, business licensing, and utility accounts, which also results in high volumes of people accessing a City facility on a daily basis. In most cases, no formal policies are in place with a clearly defined procedure for accommodating people with disabilities. Each City department indicated that a small percentage of the public that was dealt with on a regular basis has obvious disabilities. However, each of these departments is committed to providing quality service to all residents in the City and is taking the necessary steps to confirm that they provide their service in a manner that is accessible to all residents.

The Parks and Recreation Department has the most regular contact with residents in the City. This department provides numerous programs for all ages. This department is similar to other city departments in that there is no formal policy in place for accommodating participants with disabilities. However, the department strives to make programs available for anyone to participate. Generally, each case is handled independently and the appropriate accommodations have been made.

4.2 Action Plan

Based on the results of the self-surveys, the City has identified future steps and activities that the City can explore to ensure that people with disabilities have access to City services and programs. The City's future plan must address the following elements:

4.2.1 Communication

Effective communication is essential to providing accessible services in that whatever is written or spoken must be as clear and understandable to people with disabilities as it is for people who do not have disabilities.

The City used many forms of communications with residents including the web site, communications relating to City administration and open public meetings, and other communications regarding the City's programs, services and activities. In order to ensure that all forms of communication are accessible, the City is taking specific actions to improve communications, including the following:

1. **ADA Grievance Policy and Procedures.** The City has developed a formal Grievance Policy and Procedure for ADA compliance. This document will be distributed to all City departments and made available at public buildings. It will also be posted on the website.
2. **Reasonable Modification Policy.** The City has developed a Reasonable Modification Policy for ADA compliance. This policy will be distributed to all City departments and posted at public buildings. It will also be posted on the website.
3. **Public Information.** All forms of public communication about City programs and activities must address ADA compliance issues specific to the program or activity. In order to ensure that public communication has the appropriate verbiage/statement regarding ADA compliance, they must be approved by the ADA coordinator.
4. **Agenda text.** The City will begin printing certain portions of meeting agendas in large-font type so that the content of agendas of public meetings can be more easily reviewed. Major agenda points will be printed in 14 point font.
5. **Web site communication.** The City posts agendas on the City's web site, which, when used with the free Adobe Acrobat Reader function, allows for enlargement so that the contents of agendas may be viewed from one's personal computer. The City is exploring software upgrades with its web site operator to ensure handicap accessibility.
6. **Accommodations for participation in Public Meetings.** The City will research the feasibility of incorporating equipment, available upon request, specially designed to assist hearing impaired persons to fully participate in City Council Meetings. The City will explore the feasibility of producing documents in Braille or acquiring other aids or services, including software that can convert text into speech. The City will also investigate contracting qualified interpreter services and other providers so that interpreters and other aids and services may be available on short notice.

7. **Accessibility of Public Meetings.** The City has, as discussed above, already taken substantial efforts toward ensuring public meetings are held in ADA-accessible facilities. The City conducts all public meetings in ADA accessible facilities, and to the extent feasible will make specific accommodations, where necessary, to ensure that meetings among residents and City staff can be held within ADA accessible facilities.
8. **Closed Captioning Television.** Investigate the possibility of including closed captioning for Public Meetings televised on the local cable access channel.
9. **Accessibility of Phone Communication.** Investigate tele-typewriting devices (TTD/TTY) to determine feasibility of offering this service for Garden City's public phone line (s). The City may consider the purchase of such devices or a virtual/contractual service that can be made available upon request.
10. **ADA Compliance in Legal Documents.** The City must include appropriate ADA compliance language in all legal documents including, but not limited to: contracts, request for proposals, requests for qualifications, bid requests, job advertisements, and public notices.
11. **ADA Compliance for Hiring Procedures.** The ADA Compliance officer should review the application, interview and hiring procedures within each department of the City to ensure compliance with ADA.

4.2.2 Municipally Sponsored Programs

The City is committed to allowing persons with disabilities to participate in municipally sponsored programs. This includes recreation opportunities sponsored by the City's Parks and Recreation Department, community meetings and other events hosted or sponsored by the City. The City will achieve this goal by integrating all of the steps outlined above into these programs, including providing for effective communications and ensuring meeting and events are, to the extent possible, held in ADA-accessible parks and facilities. The City is taking additional specific actions to improve accessibility, including the following:

1. **Formal ADA Recreational Policy:** The Parks and Recreation Department will develop a formal policy for accommodating disabled persons, where feasible. The City has recently added a handicap accessible lift at the public pool, and has historically allowed disabled children to participate in City sponsored recreational programs on a case by case basis. However, a formal policy has not previously been established. It shall be the City's policy not to discriminate against disabled persons wishing to participate in a City-sponsored recreational activity, and as such, the City will do their best to accommodate all participants.
2. **Accessible Vehicle Transportation:** Departments that operate transportation vehicles for the public include Parks and Recreation and Police. Neither department currently has a handicap accessible vehicle. At least one handicap accessible vehicle should be purchased by the City, or be made available to rent at short notice for use by these departments
3. **Backdoor Trash Pickup:** The city provides backdoor trash pickup for elderly or disabled residents who are unable to bring their bin to the curb. This service should

be advertized publicly though alternate forms of communication to ensure that disabled residents are aware of the service.

4.2.3 Training for City Staff on ADA Compliance

In order to ensure effective implementation of this plan, and to afford staff with the tools necessary to provide better accessibility, the City will provide the following training on the following topics for staff:

1. ADA Transition Plan training for all City staff
2. Specialized training for field staff who may deal with the public as part of their job duties.
3. ADA Coordinator training

5. CONCLUSION/ACTION LOG

The City is taking the actions referenced below and will continue to look for ways to remove barriers to access so that the disabled citizens of Garden City are given access to the City's programs, services and activities.

To confirm follow-up on corrective actions recommended by the Plan, the City will institute an ADA Action Log, documenting its efforts at compliance with the ADA. The Action Log below addresses recommendations made to address physical and programmatic barriers to accessibility. Each recommendation is translated into an action items with anticipated implementation/completion dates. After the adoption of this Plan by the City Council of Garden City, the ADA Action Log will be reviewed and updated on an annual basis. The ADA Action Log shall be available upon request.

5.1 ACTION LOG

Action Item	Implementation Date	Responsible Party
<i>Physical Barriers</i>		
1. Complete ADA inspections at remaining Garden City Facilities.	2012	Planning Department
2. Solicit quotes to perform renovation/construction work necessary to bring facilities into compliance with ADA standards.	2013	Planning Department
3. Perform assessment of renovation/construction projects based on criteria and develop prioritized ADA Facility Improvement Plan.	2013	Planning Department
4. Implement ADA Facility Improvement Plan as funding becomes available.	2014	Planning Department
5. Review sidewalk inventory and perform an assessment of the ramps to determine ADA compliance.	2012	Public Works & Planning Departments
6. Develop prioritized Sidewalk Improvement Plan.	2013	Public Works & Planning Departments
7. Implement Sidewalk Improvement Plan as funding becomes available.	2014	Public Works & Planning Departments

Action Item	Implementation Date	Responsible Party
<i>Programmatic Barriers</i>		
1. Post ADA Grievance Policy and Procedures.	2012	ADA Coordinator
2. Distribute Reasonable Modification Policy.	2012	ADA Coordinator
3. All forms of public communication approved by ADA coordinator.	2012	ADA Coordinator
4. Print large-font agenda text.	2012	City Manager's Office
5. Improve web site communication accessibility.	2014	IT Department
6. Research ways to provide more accommodations for participation in public meetings.	2014	ADA Coordinator
7. Ensure public meetings are held in an accessible facility.	2012	All Departments
8. Determine availability of closed captioning for public meetings on cable access channel.	2013	IT Department
9. Investigate TTD/TTY to determine feasibility of offering this service.	2014	IT Department
10. Include appropriate ADA Compliance language in Legal Documents.	2012	City Attorney & City Manager's Office
11. ADA coordinator to review hiring procedures in each department to determine compliance with ADA.	2013	ADA Coordinator
12. Develop Formal ADA Recreational Policy	2013	Parks & Recreation Department
13. Investigate availability of accessible vehicle purchase or rental.	2014	Parks & Recreation Department
14. Advertize backdoor trash pickup for disabled residents.	2012	Finance Department

Action Item	Implementation Date	Responsible Party
15. Perform training for City staff on ADA Transition Plan	2012	ADA Coordinator & Planning Department
16. Investigate available training courses for field staff.	2013	Police Department & Public Works Department
17. Training for ADA Coordinator	2013	ADA Coordinator

APPENDIX A: Forms

ADA GRIEVANCE POLICY AND PROCEDURES

This grievance procedure has been developed to provide for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations, which implement Title II of the Americans with Disabilities Act or Section 504 of the Rehabilitation Act. Grievances should be filed with the City's Human Resources Department at:

City of Garden City
Human Resources Department
ATTN: ADA Coordinator
100 Central Ave
Garden City, GA 31408

The Grievance Procedure consists of the following:

1. A complaint should be filed in writing (but can be submitted in alternate format due to the needs of an individual's disability), containing the name and address of the person filing it, and briefly describing the alleged violation of the regulations or discriminatory act.
2. A complaint should be filed within 30 calendar days after the complainant becomes aware of the alleged violation. (Processing of allegations of discrimination, which occurred before this grievance procedure was in place, will be considered on a case-by-case basis.)
3. An investigation, as may be appropriate, will follow the filing of a complaint and will be conducted by the City's ADA Coordinator. These rules contemplate informal but thorough investigations, affording all interested parties and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. The City's ADA Coordinator under the direct supervision of the HR Director will provide for review for the City Attorney, a written determination, as to the validity of the complaint and a description of the resolution, if any, and a copy will be forwarded to the City Manager, along with the original complaint, no later than thirty (30) days after its filing.

5. The City's ADA Coordinator will maintain the files and records of the City of Garden City relating to all ADA grievances/complaints filed.
6. The right of a person to a prompt and equitable resolution of the complaint filed hereunder will not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency, such as the U.S. Department of Justice at (800) 514-0301. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
7. These rules will be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that the City of Garden City complies with the ADA and implementing regulations.

This information can be made available in an alternate format and the grievance can be submitted in an alternate format.

**CITY OF GARDEN CITY
ADA GRIEVANCE FORM**

Name: _____

Address: _____

Phone Number: _____

Email Address: _____

Location of
Problem: _____

Description
of Problem: _____

****Please attach additional pages if needed***

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 30 calendar days after the alleged violation to:

City of Garden City, Human Resources Department
ATTN: ADA Coordinator
100 Central Ave
Garden City, GA 31408
hr@gardencity-ga.gov
912-966-7777

Reasonable Modification Policy

Access to Programs, Services, and Activities

NON-DISCRIMINATION

No person shall, on the grounds of race, color, or national origin, be excluded from participation, be denied the benefits of, or be subjected to discrimination under any City program or activity.

INDIVIDUALS WITH DISABILITIES

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the City, or be subjected to discrimination by the City. Nor shall the City exclude or otherwise deny equal services, programs, or activities to an individual because of the known disability of an individual with whom the individual is known to have a relationship or association.

DEFINITION

A "qualified individual with a disability" is an individual with a disability who, with or without reasonable modifications 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.

REASONABLE MODIFICATION

The City shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless the City can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity.

COMMUNICATIONS

The City shall take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others. To this end, the City shall furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity conducted by the City. In determining what

type of auxiliary aid or service is necessary, the City shall give primary consideration to the requests of the individual with disabilities.

AUXILIARY AIDS AND SERVICES

"Auxiliary aids and services" includes:

1. Qualified interpreters, note takers, transcription services, written materials, assistive listening systems, and other effective methods for making aurally delivered materials available to individuals with hearing impairments
2. Qualified readers, taped texts, audio recordings, brailled materials, large print materials, or other effective methods for making visually delivered materials available to individuals with visual impairments
3. Acquisition or modification of equipment or devices
4. Other similar services and actions.

LIMITS OF REQUIRED MODIFICATION

The City is not required to take any action that it can demonstrate would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens. Any decision that compliance with its responsibility to provide effective communication for individuals with disabilities would fundamentally alter the service, program, or activity or unduly burden the City shall be made by the Board after considering all resources available for use in funding and operating the program, service, or activity. The decision shall be accompanied by a written statement of the reasons for reaching that conclusion.

NOTICE

The City shall make available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of Title II of the Americans with Disabilities Act (ADA) and its applicability to the services, programs, or activities of the City. The information shall be made available in such manner as the City ADA Coordinator finds necessary to apprise such persons of the protections against discrimination assured them by the ADA.

City ADA Coordinator

The City ADA Coordinator shall coordinate the City's efforts to comply with and carry out its responsibilities under Title II of the ADA, including any investigation of any complaint communicated to it alleging its noncompliance

or alleging any actions that would be prohibited under the ADA. The City shall make available to all interested individuals the name, office address, and telephone number of the employee(s) so designated and shall adopt and publish procedures for the prompt and equitable resolution of complaints alleging any action that would be prohibited under the ADA.

Appendix B: Self Survey Form and Summaries

DEPARTMENT :

Survey Instructions

The Self-Evaluation Survey is designed so that you have to answer only those questions that are relevant to your department. It is divided into six sections according to different types of services and activities, as follows:

I. Department Background

II. General Public Contact

III. Intensive "Client" Contact

IV. Contracting

V. Purchasing

VI. Staff Training & Technical Assistance

Start at Section I and continue from there. At the beginning of each section is an explanation of the types of departments that are covered by that section. Please, read each section description carefully to determine whether the questions in that section apply to your department. If your department does not fit the section description, you may skip to the next section.

There is a space for comments at the end of every section, as well as at the end of the survey.

Please keep in mind that the Survey is not a test. The survey is a tool that is being used to gather baseline data about the accessibility of city benefits and services. We hope to identify best practices as well as areas where improvement is needed. The City will use the data gathered to determine where resources and training are needed to improve access across all departments.

Frequently Asked Questions

Shouldn't my Department's ADA Coordinator complete the survey?

No. The survey should be completed by the manager to whom the survey notice was mailed. However, your ADA Coordinator may be a helpful resource.

My Department has already evaluated the accessibility of our facilities. How does the Self-Evaluation Survey relate to that evaluation?

The Self-Evaluation Survey is focused on department and communication access. It does not address architectural issues. Even if your Department has already developed, or is in the process of developing a Transition Plan, *you must complete the Self-Evaluation Survey.*

Is the survey asking about my Department's policies?

No. The Survey is an evaluation of City *departments*, not Departments. While there may be some overlap with your department, the survey asks questions about the policies, procedures and practices of your *individual department*. In answering the questions, you should limit your responses to the service or cluster of services you oversee.

How are you defining "department"? What about "department manager"?

For the purposes of the Self-Evaluation:

A "department" is a service or cluster of services with a single purpose. Because Departments vary significantly in structure and type of service provided, departments within these Departments also vary. In some cases, smaller clusters of services were grouped together as one because they act as one department when developing and implementing policies, procedures and practices.

A "department manager" is the person who is responsible for the department. For the purpose of the Self-Evaluation, a department manager is the responsible individual who is close enough to the day-to-day workings of the department to have a sense of the actual practices, and who has some authority over the department's policies and procedures.

How are you defining disability?

This survey uses the term disability as it is defined in the Americans with Disability Act: *"a physical or mental impairment that substantially limits a major life activity; a record of such impairment; or being regarded as having such impairment."* "Physical or mental impairment" includes, but is not limited to: visual, speech and hearing impairments, cerebral palsy, diabetes, mental retardation, emotional illness, HIV disease and drug addiction. Examples of "major life activities" include: caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

I don't see a lot of "don't know" answer options. If I don't know the answer to a question, should I research the question or just answer "no"?

If you don't immediately know the answer to a question, we prefer that you ask around to find an answer. If you can't get an answer after asking around, you should answer "no."

Section I. Department Background

Who must complete this section? All departments must complete this section.

1. Name of person completing this survey:

Title:

Department:

Divisions in Department:

Phone:

Fax:

E-mail:

2. Primary Location of Department:

Street Address:

City:

State:

Zip:

3. How many employees work in this department?

☐ 0 – 10

☐ 11 – 20

☐ 21 – 50

☐ over 50

4. What is the approximate total budget for this department?

☐ under \$500,000

☐ \$500,000 - \$1,000,000

☐ \$1,000,001 - \$5,000,000

☐ over \$5,000,000

5. Does your department issue licenses or certifications (e.g., foster home, marriage, dog licenses, etc.)?

☐ Yes

☐ No

6. In three sentences or less, please describe the contact your department has with the public (e.g., people come into our office for x, y, and z; no one ever comes to our office but we buy information kiosks that are used by the public; we do fieldwork and interact with members of the public in the field; we give grants to organizations that provide x, y and z services to the public; we have clients

who must apply for our department and meet certain criteria for continuing to receive service from us; etc.)."

Section II. General Public Contact

Who must complete this section? Complete this section if your department has any direct contact with the public. This includes departments that lead tours, recruit and hire members of the public, provide information, issue citations or licenses, host meetings, collect fees, provide job training, administer benefits, etc. This does not include departments that provide public service through contracted agencies (see Section IV, below). If your department provides service through contracted agencies or does not have direct contact with the public you may skip this section.

Population Information

1. Approximately how many members of the public receive service from your department each year?
 - ☐ Under 1000
 - ☐ 1,000 – 5,000
 - ☐ 5,001 – 10,000
 - ☐ Over 10,000
2. Approximately what percentage of these individuals has disabilities? *[Note: We understand that your department may not collect this data and do not expect you to do so. However, your best estimate of this percentage will give us a clearer picture of your department. In your estimate, please be sure to consider those people with hidden disabilities (e.g., psychiatric illness) as well as those with visible disabilities (e.g., visual impairment).]*
 - ☐ NONE
 - ☐ Under 10%
 - ☐ 10% – 25%
 - ☐ 26% - 50%
 - ☐ over 50%
 - ☐ Have no idea

General Policies, Procedures & Practices

1. How do you inform members of the public about your department? (Check all that apply.)
 - ☐ Verbal outreach
 - ☐ Brochure
 - ☐ Flyer/notice in community
 - ☐ Advertisement in newspaper, bulletin, etc.
 - ☐ Website
 - ☐ Other, please name: _____

2. Does your department ever provide transportation for its applicants or participants?

☐ Yes [GO TO 2.1] ☐ No [GO TO 3]

2.1 If yes, what type?

☐ Mini-van

☐ Ramp-taxi

☐ Bus pass or tokens

☐ Other, please name: _____

2.2 Do you provide wheelchair accessible transportation for people who need it?

☐ Yes ☐ No

3. Does your department or service have safety standards (e.g., applicants must be able to care for themselves, participants may not have a history of violent or criminal behavior)?

☐ Yes [GO TO 3.1] ☐ No [GO TO 4]

3.1 If yes, please briefly describe the standards:

3.2 How do you determine whether an individual meets these standards?

☐ Self-identification by individual

☐ Staff observation

☐ Staff interview

☐ Testing

☐ Records check

☐ Other, please name: _____

4. Does your department have any components or services that are exclusively for people with disabilities (e.g., a housing department designated for persons with disabilities, an alternate employment department, a different application process, special meeting times, etc.)?

☐ Yes [GO TO 4.1] ☐ No [GO TO SECTION C]

4.1 If yes, please list these components or services:

4.2 May people with disabilities also participate in the general department if they so choose?

☐ Yes, always

☐ Yes, under special circumstances

☐ No

4.2a If you answered "Yes, under special circumstances" or "No" please explain:

A. Communications

1. Does your department use an automated phone menu system to access staff and/or information on services (i.e., push 1 for... push 2 for...)?

☐ Yes [GO TO 1.1] ☐ No [GO TO 2]

1.1 If yes, does the system offer a simple (1 step) way for a caller to bypass the menu and speak directly with a department representative?

☐ Yes ☐ No

2. Does your department have a TTY/TDD (text telephone for communicating with people with hearing and/or speech impairments)?

☐ Yes [GO TO 2.1] ☐ No [GO TO 3]

2.1 If yes, do you have a dedicated phone line for the TTY/TTD?

☐ Yes ☐ No

2.2 What is the TTY/TDD number?

2.3 Where is the TTY/TDD number listed? (Check all that apply.)

☐ Brochure or other distributed written material

☐ Public phone directory

☐ Recorded message

☐ Website

☐ Other, please name: _____

2.4 Does the TTY/TTD have an answering machine that receives calls when a live person is not available (i.e., is your TTY/TTD functional 24 hours a day)?

☐ Yes ☐ No

2.5 Are members of your staff trained in how to use the TTY/TTD?

☐ Yes [GO TO 2.5A] ☐ No [GO TO 3]

2.5a If yes, please briefly describe the training they receive:

2.5b How frequently is this training provided?

☐ At orientation

☐ On request

☐ Semi-annually

☐ Annually

☐ Other, please name: _____

3. Does your department provide phones for the public to use to make outgoing calls when needed (e.g., to call for transportation or to track down a required document)?
- ☐ Yes [GO TO 3.1] ☐ No [GO TO 4]

3.1 If yes, is there a TTY/TTD available for making these calls?

☐ Yes ☐ No

4. Are people with disabilities portrayed in any of the materials used by your department (e.g. written descriptions, pictures, videos etc.)?

☐ Yes [GO TO 5.1] ☐ No [GO TO 6]

5.1 If yes, please describe briefly:

5. Does your department notify the public about whether your department office(s) is/are architecturally accessible (e.g., whether or not it is accessible to people in wheelchairs, whether or not there are obstructions that would hinder people who are blind)?

☐ Yes [GO TO 6.1] ☐ No [GO TO 7]

6.1 If yes, please indicate the methods you use to communicate this information:
(Check all that apply.)

☐ Verbal outreach

☐ Posted notice outside facility

☐ Brochure

☐ Flyer, notice in community

☐ Advertisement in newspaper, bulletin, etc.

☐ Website

☐ Other, please name: _____

6. Do you ever provide information to the public through videos, movies or television broadcasts?

☐ Yes [GO TO 7.1] ☐ No [GO TO 8]

7.1 If yes, do these videos, movies, or broadcasts have captioning for individuals with visual impairments (i.e., is the verbal portion of the broadcast transcribed and displayed at the bottom of the screen)?

☐ Yes ☐ No

7.2 Do these videos, movies or broadcasts have an audio narration option for individuals who have visual impairments?

☐ Yes ☐ No

7. Does your department include exhibits and/or interpretive displays (e.g., art exhibits, historical displays, information kiosks, etc.)?

☐ Yes [GO TO 8.1] ☐ No [GO TO 9]

8. Does your department use any of the following alternative formats and/or auxiliary aids to make department materials and services accessible to people with disabilities (e.g., to make written materials accessible to people with visual impairments, to make interviews accessible to people who are deaf)? (Check all that apply.)

Alternative Formats

- ☐ Audiotape
- ☐ Enlarged print
- ☐ Braille
- ☐ Computer disk
- ☐ Website
- ☐ E-mail
- ☐ Other, please name: _____

Auxiliary Aids

- ☐ Sign language interpreters
- ☐ Assistive listening devices
- ☐ Real-time captioning
- ☐ Readers
- ☐ Call-in/speakerphone capability
- ☐ Assistants (who perform tasks such as translating for a person with speech impairment)
- ☐ Other, please name: _____

8.1 If yes, is information in the exhibit/display provided in a variety of formats?

- ☐ Written
- ☐ Audio
- ☐ Graphic/Pictorial
- ☐ Other, please name: _____

9. Please briefly describe the procedure someone must follow to request materials in alternative formats and/or auxiliary aids:

9.1a Is this procedure documented in written form?

- ☐ Yes
- ☐ No

9.2 Do you notify the public that they may request alternative formats and/or aids if needed?

- ☐ Yes [GO TO 9.2A]
- ☐ No [GO TO 9.3]

9.2a How are members of the public notified that they may request alternative formats and/or auxiliary aids if needed? (Check all that apply.)

- ☐ Verbal explanation at service window

- ☐ Posted notice department office
- ☐ Brochure or other distributed written material
- ☐ Recorded message
- ☐ Website
- ☐ Other, please name: _____

9.3 What is the average length of time that someone must wait for approval of a request?

- ☐ Less than 1 hour
- ☐ 1 hour – 24 hours
- ☐ 25 hours – 72 hours
- ☐ 73 hours to 1 week
- ☐ over 1 week

9.4 Please list the firm(s) and/or organization(s) you use to access auxiliary aids (e.g., the firm you use to access ASL interpreters, etc.):

10. Does your department hold public meetings, hearings or other events?

- ☐ Yes [GO TO 10.1]
- ☐ No [GO TO 11]

10.1 If yes, does your department hold public meetings, hearings or other events regularly at specific locations (i.e., at locations other than your department locations listed in Section I)?

- ☐ Yes [GO TO 10.1A]
- ☐ No [GO TO 10.2]

10.1a If yes, please list these specific locations:

10.2 Does your department notify the public about whether or not the locations of public meetings, hearings or other events are architecturally accessible?

- ☐ Yes [GO TO 10.2A]
- ☐ No [GO TO 10.3]

10.2a If yes, please indicate the methods you use to communicate this information: (Check all that apply.)

- ☐ Verbal outreach
- ☐ Written meeting notice
- ☐ Posted notice outside facility
- ☐ Advertisement in newspaper, bulletin, etc.
- ☐ Website
- ☐ Other, please name: _____

10.3 Do you use any of the following alternative formats and/or auxiliary aids to make public meetings, hearings or other events accessible to people with disabilities?

Alternative Formats

- ☐ Audiotape
- ☐ Enlarged print
- ☐ Braille
- ☐ Computer disk
- ☐ Website
- ☐ E-mail
- ☐ Other, please name: _____

Auxiliary Aids

- ☐ Sign language interpreters
- ☐ Assistive listening devices
- ☐ Real-time captioning
- ☐ Readers
- ☐ Call-in/speakerphone capability
- ☐ Assistants (who perform tasks such as translating for a person with speech impairment)
- ☐ Other, please name: _____

10.3a If you answered yes to any of the above, is the procedure for requesting and receiving alternative formats and/or auxiliary aids for public meetings, hearings or other events **different** from the procedure for requesting these formats and aids for department services?

☐ Yes [GO TO 10.3A1] ☐ No [GO TO 11]

10.3a1 If yes, please explain these differences. (Be sure to note any differences in the ways the public is notified, request procedure, length of request approval period, firms used, etc.):

11. How does your department pay for costs incurred from accommodating people with disabilities (e.g., paying for interpreters, alternative formats, individual staff assistance, etc.)?

- ☐ Fees from participants with disabilities
- ☐ Fees from all participants
- ☐ Specific budget line item
- ☐ Included in general budget
- ☐ Other, please name: _____

D. Modification of Policies, Procedures & Practices

1. Does your department allow an individual to request a modification of department policies, procedures or practices to accommodate his/her disability (e.g., a waiver of an orientation requirement for someone who cannot attend at the required time due to a disability, a home visit for someone who is homebound and cannot come into the department office, assistance completing a required form for someone with a cognitive impairment, etc.)?

☐ Yes [GO TO 1.1] ☐ No [GO TO 2]

1.1 If yes, please briefly describe the procedure for requesting and providing modifications:

1.1a Is this procedure documented in written form?

☐ Yes ☐ No

1.2 Do you notify the public that they may request such modifications when needed?

☐ Yes [GO TO 1.2A] ☐ No [GO TO 1.3]

1.2a If yes, what does the notice include?

- ☐ Notice of right to non-discrimination
- ☐ Notice of right to reasonable modification of policies, procedures and practices
- ☐ Information on how to request a modification
- ☐ Phone number to call to request a modification
- ☐ TTY number to call to request a modification
- ☐ A form to complete to request a modification
- ☐ An address at which to make the request in person
- ☐ Contact information of an advocate or ombudsperson
- ☐ Other, please name: _____

1.2b How are members of the public notified they may request modifications if needed)? (Check all that apply.)

- ☐ Verbal explanation at service window
- ☐ Posted notice in department office
- ☐ Brochure or other distributed written material
- ☐ Recorded message
- ☐ Website
- ☐ Other, please name: _____

1.3 What is the average length of time that someone must wait for approval of a request?

- ☐ Less than 1 hour
- ☐ 1 hour – 24 hours
- ☐ 25 hours – 72 hours
- ☐ 73 hours to 1 week
- ☐ over 1 week

1.4 How are staff (including receptionists, service window attendants, client service staff, etc.) informed about how to handle requests for modification? (Check all that apply.)

- ☐ Word-of-Mouth/Experience
- ☐ Employee Handbook
- ☐ Other documented procedure
- ☐ Training
- ☐ Other, please name: _____

1.5 Approximately how frequently does your department receive requests for modification of policies, procedures or practices?

- ☐ Never
- ☐ 1 – 10 x per year
- ☐ 11 – 25 x per year
- ☐ 25 – 50 x per year
- ☐ More than 50 x per year

1.6 In the last year, has your department modified a policy, procedure and/or practice for a person with a: (Check all that apply.)

- ☐ psychiatric disability?
- ☐ learning or Cognitive disability?
- ☐ speech impairment?
- ☐ hearing impairment?
- ☐ visual impairment?
- ☐ mobility impairment?
- ☐ immune disorder (such as HIV, Multiple Chemical Sensitivities, etc.)?

1.6a Please give an example of a modification that was made for each “yes” checked:

1.7 Does your department provide alternatives to an individual whose request for modification is denied (e.g., instead of a home visit to fill out an application, you offer a phone interview and mail the application to be signed by the homebound individual)?

- ☐ Yes [GO TO 1.7A] ☐ No [GO TO 2]

1.7a If yes, please give an example of a situation in which an alternative to a requested modification was provided:

2. Does your department require applicants or participants to wait in line at any time (e.g., at information window, to apply for service, etc.)?

☐ Yes [GO TO 2.1] ☐ No [GO TO 3]

2.1 If yes, are there alternatives available for individuals whose physical or mental disabilities make it unduly difficult to stand or wait for an extended period of time (e.g., a means of holding someone's place in line, staff available to assist people with disabilities, etc.)?

☐ Yes [GO TO 2.1A] ☐ No [GO TO 3]

2.1a If yes, please briefly describe the alternatives:

2.1b Can any staff offer these alternatives or must a request be approved by a designated staff member?

☐ Any staff may offer upon request

☐ Request must be approved by designated staff member

☐ Other, please name: _____

3. Does your department, and/or the facility in which the department is located, have a policy that restricts animals?

☐ Yes [GO TO 3.1] ☐ No [GO TO SECTION E]

3.1 If yes, may this policy be modified to allow for service or companion animals used by people with disabilities (e.g., the guide dog of a person who is blind, or the cat of a person with post-traumatic stress syndrome)?

☐ Yes [GO TO 3.1A] ☐ No [GO TO SECTION E]

3.1a May any staff modify this policy or must a request be approved by a designated staff member?

☐ Any staff may offer upon request

☐ Request must be approved by designated staff member

☐ Other, please name: _____

E. Grievance Policies & Procedures

1. Does your department have a grievance procedure (i.e., a procedure for resolving complaints by the public alleging noncompliance with the ADA in any of your department's services, activities and/or benefits)?

☐ Yes [GO TO 1.1] ☐ No [GO TO SECTION F]

1.1 If yes, please briefly describe this procedure:

1.1a Is this procedure documented in written form?

☐ Yes ☐ No

1.2 Do you notify the public of the grievance procedure?

☐ Yes [GO TO 1.2A] ☐ No [GO TO 1.3]

1.2a If yes, what does the notice include? (Check all that apply.)

- ☐ Information about how to file a grievance
- ☐ Phone number to call to register the grievance
- ☐ TTY number to call to register the grievance
- ☐ A form to complete to register the grievance
- ☐ An address where to register the grievance in person
- ☐ Contact information to an ombudsperson or advocate
- ☐ Other, please name: _____

1.2b How are department applicants or participants notified of the grievance procedure? (Check all that apply.)

- ☐ Verbal explanation at service window
- ☐ Posted notice department office
- ☐ Brochure or other distributed written material
- ☐ Recorded message
- ☐ Website
- ☐ Other, please name: _____

1.3 Does your department modify the grievance procedure for individuals whose disabilities prevent them from meeting the requirements of the procedure (e.g., providing an alternative to completing a complaint form)?

☐ Yes [GO TO 1.3a] ☐ No [GO TO 1.4]

1.3a If yes, is the procedure for requesting a modification included in the public grievance notice?

☐ Yes ☐ No

1.4 Approximately how frequently is the grievance procedure used?

- ☐ Never
- ☐ Once every couple of years
- ☐ 1 - 10 x per year
- ☐ 11 - 20 x per year
- ☐ More than 20 x per year

1.5 Do staff members who make decisions on grievances receive training in the requirements of federal and state disability rights laws?

☐ Yes [GO TO 1.5A] ☐ No [GO TO SECTION F]

1.5a If yes, please briefly describe the training provided:

1.5b How frequently is this training provided?

☐ At orientation

- ☐ Semi-annually
- ☐ Annually
- ☐ Bi-annually
- ☐ Other, please name: _____

F. Emergency Policies, Procedures & Practices

1. Does the building or site that houses your department have emergency evacuation procedures?

☐ Yes [GO TO 1.1] ☐ No [GO TO 2]

1.1 If yes, please briefly describe these procedures:

1.2 Are these procedures documented in written form?

☐ Yes ☐ No

1.3 Do these evacuation procedures include specific provisions for evacuating people with disabilities?

☐ Yes [GO TO 1.3A] ☐ No [GO TO 1.4]

1.3a If yes, please describe these provisions:

1.4 How are members of the public notified of the emergency evacuation procedures? (Check all that apply.)

- ☐ Verbal explanation
- ☐ Posted notice department office
- ☐ Brochure or other distributed written material
- ☐ Recorded message
- ☐ Not notified
- ☐ Other, please name: _____

2. Is the building where your department is located equipped with visual emergency alarms (e.g., flashing lights) in addition to audio alarms?

☐ Yes ☐ No

Comments for Section II:

Section III. Intensive Contact

Who must complete this section? Complete this section if your department has intensive and/or ongoing contact with the public. This includes all departments that have applications and requirements for continued service such as mental health, job training or public benefits departments, etc. This section should be completed in addition to (not instead of) Section II. If your department does not have intensive, ongoing contact with the public, you may skip this section.

A. Application Policies, Procedures & Practices

1. Does your department have eligibility requirements (e.g., evidence of particular skills, record of good tenancy, completion of a training department, etc.)?

☐ Yes [GO TO 1.1] ☐ No [GO TO 2]

1.1 If yes, may these eligibility requirements be modified to accommodate individuals whose disabilities prevent them from meeting them?

☐ Yes [GO TO 1.1a] ☐ No [GO TO 2]

1.1a If yes, are members of the public notified before they are enrolled in the department that they may request modifications (i.e., are individuals who aren't already participants in your department notified of your department's modification procedures)?

☐ Yes [GO TO 1.1A1] ☐ No [GO TO 2]

1.1a1 If yes, please briefly describe how these individuals are notified:

2. Where is the application for your department available? (Check all that apply.)

☐ Department office(s)

☐ Community-based organization(s)

☐ Website

☐ Other, please name: _____

3. How may a member of the public apply to your department? (Check all that apply)

☐ In person at department office

☐ In person at community-based organization

☐ By authorized representative

☐ By mail

☐ By phone

☐ By TTY/TTD

☐ Through website

☐ Through home visit upon request

☐ Other, please name: _____

4. Is a member of your staff available to help those individuals who may require assistance in completing an application?
☐ Yes ☐ No
5. Does your department require documentation (e.g. birth certificate, driver's license, medical records, etc.) in order for an individual to participate or receive services?
☐ Yes [GO TO 5.1] ☐ No [GO TO 6]

5.1 If yes, does your staff provide any of the following services to assist an individual in obtaining required documentation? (Check all that apply.)

- ☐ Make phone calls to request/retrieve documentation
☐ Make photocopies of original documentation
☐ Obtain documentation directly (with signed release)
☐ Other, please name: _____

5.1a If you answered yes to any of the above, please describe the circumstances under which these services would be provided:

6. Does your department prohibit service to individuals based on their illegal use of drugs?
☐ Yes [GO TO 6.1] ☐ No [GO TO SECTION B]

6.1 How do you determine whether an individual is currently using drugs illegally?

- ☐ Self-identification by individual
☐ Staff observation
☐ Staff interview
☐ Testing
☐ Records check
☐ Other, please name: _____

B. General Service Policies, Procedures & Practices

1. Does your department have staffed drop-in hours for potential applicants or department participants who may not have an appointment?
☐ Yes ☐ No
2. Does your department have a waiting room?
☐ Yes [GO TO 2.1] ☐ No [GO TO 3]

2.1 If yes, how are people who are waiting notified when it is their turn? (Check all that apply.)

- ☐ Verbal announcement by receptionist/other staff
☐ Loudspeaker announcement
☐ Notice board or other visual display
☐ Individual contact by receptionist/other staff
☐ Other, please name: _____

3. If a participant in your department has a disability that requires a regular (as opposed to one time) modification of a policy, procedure or practice, is this information recorded in his/her file or must he/she make a new request at each visit?

☐ Recorded in file

☐ New request at each visit

☐ Other, please name: _____

4. Does your department have requirements that a person must meet in order to remain in the department/continue to receive service (e.g. submit forms, attend meetings, complete assignments)?

☐ Yes [GO TO 4.1]

☐ No [GO TO SECTION C]

4.1 If yes, may these requirements be modified to accommodate individuals whose disabilities prevent them from meeting these requirements?

☐ Yes [GO TO 4.1A] ☐ No [GO TO SECTION C]

4.1a If yes, please give one or two examples of recent modifications your department has made:

C. Service Termination Policies, Procedures & Practices

1. Does your department have service termination criteria?

☐ Yes [GO TO 1.1]

☐ No [GO TO SECTION IV]

1.1 If yes, please list criteria:

1.2 Does the termination process include an effort to determine whether the cause for termination is related to the participant's disability (e.g., client's failure to call or appear for appointment was result of psychiatric crisis)?

☐ Yes [GO TO 1.2A] ☐ No [GO TO 1.3]

1.2a If yes, please describe this effort:

1.3 Are participants notified that their participation in the department/service is going to be terminated before actual termination?

☐ Yes [GO TO 1.3A] ☐ No [GO TO 1.4]

1.3a If yes, how are participants notified? (Check all that apply.)

☐ In-person at office

☐ Home visit by staff

☐ Mailed letter

☐ Phone call

☐ Other, please name: _____

1.4 Does your department have a process through which someone can appeal a service termination?

☐ Yes [GO TO 1.4A] ☐ No [GO TO SECTION IV]

1.4a If yes, is the appeal process explained in the termination notice?

☐ Yes [GO TO 1.4A1] ☐ No [GO TO SECTION IV]

1.4a1 If yes, what does the notice include? (Check all that apply.)

☐ Phone number to call to register the appeal

☐ TTY number to call to register the appeal

☐ A form to complete to register the appeal

☐ An address at which to register the appeal in person

☐ Contact information to an ombudsperson or advocate

Comments for Section III:

Section IV. Contracting

Who must complete this section? Complete this section if your department awards and/or monitors contracts to agencies or organizations that provide services to the public. This includes departments that contract work to community-based organizations through an RFP process. If your department does not award and/or monitor contracts, you may skip this section.

1. Does your Request for Proposal/Qualification process include any of the following criteria for evaluating proposals?
 - 1.1 Potential contractor's history of providing service to people with disabilities?
☐ Yes ☐ No
 - 1.2 Training of potential contractor's staff in serving people with disabilities?
☐ Yes ☐ No
 - 1.3 Potential contractor's ability to modify services to accommodate people with disabilities (e.g., ability to provide additional time or assistance to participants with learning disabilities, established relationships with agencies that provide specialized services to people with disabilities, etc.)?
☐ Yes ☐ No
 - 1.4 Potential contractor's ability to provide written materials in alternative formats (e.g., braille, audiotape, large print, floppy disk, email, website, etc.)?
☐ Yes ☐ No
 - 1.5 Potential contractor's experience using auxiliary aids or services (e.g., sign language interpreters, captioning, readers, etc.)?
☐ Yes ☐ No
 - 1.6 Potential contractor's ability to provide transportation to people with disabilities (if appropriate)?
☐ Yes
☐ No
☐ N/A
 - 1.7 Whether or not a potential contractor has a written grievance procedure (i.e., a procedure for resolving complaints by the public alleging noncompliance with the ADA in any of the contractor's services, activities and/or benefits)?
☐ Yes ☐ No
2. Are your Department Officers/Contract Monitors trained in recognizing departmental and communication access problems?
☐ Yes [GO TO 2.1] ☐ No [GO TO 3]

2.1 If yes, please briefly described training provided:

2.2 How frequently is training provided?

☐ At orientation

☐ Semi-annually

☐ Annually

☐ Bi-annually

☐ Other, please name: _____

3. In their regular contract monitoring process, do your Department Officers/ Contract Monitors monitor for any of the following criteria?

3.1 Whether contractor notifies the public about how to request modifications or accommodations?

☐ Yes ☐ No

3.1 Whether the contractor has a waiting list?

☐ Yes [GO TO 3.1A] ☐ No [GO TO 3.2]

3.1a If yes, whether an individual can get on the waiting list through means other than standing in line (e.g., with a phone call, mail in form, etc.)?

3.2 Training of contractor's staff in serving people with disabilities?

☐ Yes ☐ No

3.3 Contractor's record of accommodating people with disabilities?

☐ Yes ☐ No

3.4 Contractor's record of providing written materials in alternative formats (e.g., braille, audio tape, large print, floppy disk, email, website, etc.)?

☐ Yes ☐ No

3.5 Contractor's record of using auxiliary aids and services (e.g., sign language interpreters, captioning, readers, etc.)?

☐ Yes ☐ No

3.6 Contractor's record of providing transportation to people with disabilities (when appropriate)?

☐ Yes

☐ No

☐ N/A

3.7 Whether contractor has a written grievance procedure?

☐ Yes ☐ No

3.8 Whether the contractor has designated staff who are trained in resolving grievances?

☐ Yes

☐ No

4. How frequently are departments monitored?

☐ Never

☐ Semi-annually

☐ Annually

☐ Bi-annually

☐ Other, please name: _____

Comments for Section IV:

Section V. Purchasing

Who must complete this section? Complete this section if you oversee purchasing for your department or other departments. Purchasing includes purchasing of computer systems, equipment, etc. If you do not oversee purchasing for your own or other departments, you may skip this section.

1. Do you purchase computer equipment or applications for use by the public?

☐ Yes [GO TO 1.1] ☐ No [GO TO 2]

1.1 If yes, do you make an effort to research state of the art products that may provide greater accessibility for people with disabilities?

☐ Yes [GO TO 1.1A] ☐ No [GO TO 2]

1.1a If yes, please describe this effort:

1.1b How frequently is the additional cost of accessible equipment or products a bar to purchasing them?

☐ Never

☐ Occasionally

☐ Often

2. Do you purchase large systems or equipment (e.g. new crosswalk signals, voting machines, medical examining tables, kiosk information systems, computer workstations, etc.) for use by the public?

☐ Yes [GO TO 2.1] ☐ No [GO TO SECTION VI]

2.1 If yes, do you make an effort to research state of the art products that may provide greater accessibility for people with disabilities?

☐ Yes [GO TO 2.1A] ☐ No [GO 3]

2.1a If yes, please describe this effort:

2.1b How frequently is the additional cost of accessible equipment or products a bar to purchasing them?

☐ Never

☐ Occasionally

☐ Often

3. Do you ever put equipment or large system purchases out to bid?

☐ Yes [GO TO 3.1] ☐ No [GO TO SECTION VI]

3.1 If yes, does your RFP/Q have a standard component about accessibility features (i.e., do you request vendors to show how their equipment may be used by people with disabilities, such as those with mobility impairments, or who are blind)?

☐ Yes [GO TO 3.1A] ☐ No [GO SECTION VI]

3.1a If yes, please describe this standard component:

3.1b How frequently is the additional cost of accessible equipment or products a bar to purchasing them?

☐ Never

☐ Occasionally

☐ Often

Comments for Section V:

Section VI. Staff Training & Technical Assistance

Who must complete this section? All departments must complete this section. Note: In these questions, the term “staff” refers to all full-time employees (including management/supervisory, client/customer service, clerical, etc.) who work for your department.

1. Do members of your staff receive information on any of the following? (Check all that apply.)

- ☐ Americans with Disabilities Act (ADA)
- ☐ Fair Housing Amendments Act
- ☐ Section 504 of the Rehabilitation Act
- ☐ State Disability Laws

1.1 If yes, does this information provide a general overview of the regulations, specific information on how the regulations relate to the services provided by the department, or both?

- ☐ General
- ☐ Specific
- ☐ Both

1.2 How frequently is training provided?

- ☐ At orientation
- ☐ Semi-annually
- ☐ Annually
- ☐ Bi-annually
- ☐ Other, please name: _____

1.3 Do all members of your staff receive the above training or only staff at specific levels/classifications?

- ☐ All staff
- ☐ Management/supervisory staff
- ☐ Client contact/customer service staff
- ☐ Clerical/administrative support staff
- ☐ Other, please name: _____

2. Do members of your staff receive training in working with people who have: (Check all that apply.)

- ☐ Psychiatric disabilities?
- ☐ Learning or Cognitive disabilities?
- ☐ Speech impairments?
- ☐ Hearing impairments?
- ☐ Visual impairments?
- ☐ Mobility impairments?
- ☐ Immune system disorders (such as HIV, Multiple Chemical Sensitivities, Lupus, etc.)?

2.1 If yes, please briefly describe the training provided:

2.2 How frequently is training provided?

☐ At orientation

☐ Semi-annually

☐ Annually

☐ Bi-annually

☐ Other, please name: _____

2.3 Do all members of your staff receive the above training or only staff at specific levels/classifications?

☐ All staff

☐ Management/supervisory staff

☐ Client contact/customer service staff

☐ Clerical/administrative support staff

☐ Other, please name: _____

3. Do members of your staff receive training in how to use auxiliary aids and services, (e.g., sign language interpreters, live computer captioning, audio narration devices, etc.)?

☐ Yes [GO TO 3.1]

☐ No [GO TO 4]

3.1 If yes, please briefly describe training provided:

3.2 How frequently is training provided?

☐ At orientation

☐ Semi-annually

☐ Annually

☐ Bi-annually

☐ Other, please name: _____

3.3 Do all members of your staff receive the above training or only staff at specific levels/classifications

☐ All staff

☐ Management/supervisory staff

☐ Client contact/customer service staff

☐ Clerical/administrative support staff

☐ Other, please name: _____

4. Does your department have an ADA Coordinator(s) (either dedicated to your department or shared with other departments in your department)?

☐ Yes [TO TO 4.1] ☐ No [GO TO 5]

4.1 If yes, please provide the following:

Name:

Title:

Phone:

Fax:

E-mail:

4.1a For which of the following is this ADA Coordinator responsible? (Check all that apply.)

- ☐ Architectural access issues
☐ Employment access issues
☐ Communication access issues
☐ Departmental access issues
☐ Other, please name: _____

4.2 If you have more than one ADA Coordinator, please provide the following additional information for the second ADA Coordinator:

Name:

Title:

Phone:

Fax:

E-mail:

4.2a If yes, for which of the following is this ADA Coordinator responsible? (Check all that apply.)

- ☐ Architectural access issues
☐ Employment access issues
☐ Communication access issues
☐ Departmental access issues
☐ Other, please name: _____

5. Would your staff benefit from training and/or technical assistance in providing departmental and communication access?

☐ Yes [GO TO 5.1] ☐ No [GO TO 6]

5.1 If yes, what kind of training or technical assistance would be helpful? (Check all that are needed/of interest.)

- ☐ Assistance developing policies and procedures
- ☐ Training in how to work w/ people with disabilities
- ☐ Training in legal requirements
- ☐ Training in providing accommodations
- ☐ Resources for alternative formats & auxiliary aids
- ☐ Other, please name: _____

6. Does your department use the services of contract employees (e.g., security guards, janitors, etc.)?

- ☐ Yes [GO TO 6.1] ☐ No [GO TO SECTION VII]

6.1 If yes, does your department have a procedure that contract employees are to follow in assisting people with disabilities (e.g., contacting a member of your staff, providing certain accommodations, etc.)?

- ☐ Yes [GO TO 6.1A] ☐ No [GO TO 6.2]

6.1a If yes, please describe this procedure:

6.2 Does the contract require that employees receive training in interacting with people with disabilities?

- ☐ Yes ☐ No

Comments for Section VI:

End of Survey

Thank you for completing the ADA Self-Evaluation Survey. We would like to hear from you! Before you submit your survey, please write any comments here:

Please send your survey to:

ADA Compliance Survey Summary

PUBLIC WORKS AND VEHICLE MAINTENANCE DEPARTMENT

I. Department Background

The Garden City Public Works and Vehicle Maintenance Department has between 11 and 20 employees and operates with a budget between 500,000 and 1,000,000 dollars annually and is not responsible for issuing any licenses or certifications. The staff interacts with the public in the field, over the phone and through e-mail.

II. General Public Contact

The department provides service for 1,000 to 5,000 citizens of those it is estimated that between 10% and 25% have disabilities. General department information is provided through verbal outreach, flyer notice in community, and website. Transportation is not provided. The department does not have programs specifically for disabled persons. The department does have an automated phone menu that can be bypassed for direct human interaction, but it does not provide TTY/TDD phone services. A phone is provided for arranging transportation and tracking down required documents. The department does not portray disabled persons in its public materials and it does not advertise building accessibility to the public. The department does not provide the public information with videos. There are exhibits or interpretive displays, and the department uses Braille as an alternative formats or auxiliary aids for making information accessible to disabled persons. There is no method for the public to request auxiliary formats of department material. The department does not hold public meetings. Accommodating disabled persons is not budgeted. Individuals may not request modification to department policies to accommodate disabilities. The department does not require applicants to wait in line. There is no restriction on service or companion animals. There is no procedure for an applicant to file an ADA compliance grievance. The department buildings do not have an emergency evacuation procedure, but they do have visual and audio alarms.

III. Staff Training & Technical Assistance

All staff members receive general information, at new employee orientation, pertaining to the Americans with Disabilities Act (ADA). There is not an ADA coordinator and the staff is not trained in auxiliary aids and services. The department does use contract employees, but there is not a procedure for contract employees to follow for assisting people with disabilities and there is no required training for contract employees for interacting with disabled persons. It would not be beneficial for the department to receive more training or technical assistance for accommodation of persons with disabilities.

IV. Recommendations

- TTY/TDD capabilities
- Adopt and post a citywide procedure for filing an ADA compliance grievance

- Incorporate the evacuation of disabled persons into the existing emergency evacuation plan
- Integrate disabled persons in public materials
- Detailed training on developing policies, legal requirements and accommodating disabled persons

PARK AND RECREATION DEPARTMENT

I. Department Background

The Garden City Park and Recreation Department has less than ten employees and operates with a budget between 500,000 and 1,000,000 dollars annually and is not responsible for issuing any licenses or certifications.

II. General Public Contact

The department provides service for between 5,000-10,000 citizens of those it is estimated that less than 10% have disabilities. Transportation is provided by Mini-van; however the minivan is not wheelchair accessible. Participants are screened for violent or criminal behavior with a background check. The department does not have programs specifically for disabled persons, but disabled persons are always permitted to participate in general department activities. The department does not have an automated phone menu nor does it provide TTY/TDD phone services, but it does provide a phone for arranging transportation. The department does not portray disabled persons in its public materials and it does not advertise building accessibility to the public. The department does not provide the public with video or kiosk information. There is no documented method for the public to request auxiliary formats of department material and the only method to do so is through verbal explanation at a service window, which is typically completed within 24 hours. A website and enlarged print documents are available for public events. Disability accommodation is paid for from the general budget. Sports leagues allow participants that are disabled to play down an age group, but this procedure is not documented or publicly advertised. The staff is informed of these procedures through word of mouth, and no citizen has ever requested a modification to this procedure. The department does require applicants to wait in line, but any staff member can help with an alternative solution. There is no restriction on service or companion animals. There is no procedure for an applicant to file an ADA compliance grievance. The department buildings have documented emergency evacuation procedures, but they do not specifically make provisions for disabled persons and the public is not notified of these procedures nor do the buildings have visual and audio alarms.

III. Purchasing

Computers, software, large systems, and equipment are purchased for public use, but there is no effort to research products that may provide greater access for those with disabilities. Large systems and equipment are put out to bid, but the RFP/Qs do not have a standard component about accessibility features.

IV. Staff Training & Technical Assistance

All staff members receive general information, at new employee orientation, pertaining to the Americans with Disabilities Act (ADA). There is not an ADA coordinator and the staff is not trained in auxiliary aids and services. The department does use contract employees, but there is not a procedure for contract employees to follow for assisting people with disabilities and there is no required training for contract employees for interacting with disabled persons. It would be helpful for the department to receive technical assistance developing policies and procedures, training staff to work with disabled persons, understanding legal requirements and learning how to provide accommodations for people with disabilities.

V. Recommendations

- TTY/TDD capabilities
- Provide wheelchair accessibility in van transportation (senior center)
- Expand alternative formats for department materials and employ auxiliary aids to improve access to department information
- Develop written policies and make them publicly available for accommodating disabled persons
- Incorporate the evacuation of disabled persons into the existing emergency evacuation plan
- Develop a standard component addressing accessibility in all RFP/Qs for publicly used equipment
- Adopt and post a citywide procedure for filing an ADA compliance grievance
- Provide detailed ADA training for all staff that works with the public.

FINANCE DEPARTMENT

I. Department Background

The Garden City Finance Department has less than ten employees and operates with a budget under 500,000 dollars annually and is responsible for issuing licenses or certifications.

II. General Public Contact

The department provides service for between 1,000-5,000 citizens of those it is estimated that less than 10% have disabilities. General department information is provided through brochure, flyer notice in community, and website. Transportation is not provided. The department does not have programs specifically for disabled persons. The department does not have an automated phone menu and does not provide TTY/TDD phone services, but it does provide a phone for arranging transportation or tracking down required documents. The department does not portray disabled persons in its public materials and it does not advertise building accessibility to the public. The department does not provide the public information with videos. There are exhibits or interpretive displays, and the department uses call-in speaker phone capabilities and displays are available in written and

graphic forms. There is no method for the public to request auxiliary formats of department material. The department of Finance does not hold public hearings. Disability accommodation is paid for from the general budget. The department allows individuals to call and arrange back door pickup of trash and recycling, but this procedure is not documented or publicly advertised and typically is approved between 25-72 hrs from the time of request. The staff is informed of these procedures through word of mouth, and citizen requests occur 1-10 times per year. In the last year all request were made due to mobility impairment. The department does require applicants to wait in line, but any staff member can help with an alternative solution and chairs are provided for all customers while waiting. There is no restriction on service or companion animals. There is no procedure for an applicant to file an ADA compliance grievance. The department building has documented emergency evacuation procedures, but they do not specifically make provisions for disabled persons. The public is verbally notified of these procedures, and the building has visual and audio alarms.

III. Purchasing

Computers, software, large systems, and equipment are purchased for public use, but there is no effort to research products that may provide greater access for those with disabilities. Large systems and equipment are not purchased for public use.

IV. Staff Training & Technical Assistance

All staff members receive general information, at new employee orientation, pertaining to the Americans with Disabilities Act (ADA). There is not an ADA coordinator and the staff is not trained in auxiliary aids and services. The department does use contract employees, but there is not a procedure for contract employees to follow for assisting people with disabilities and there is no required training for contract employees for interacting with disabled persons. It would be helpful for the department to receive technical assistance developing policies and procedures, training staff to work with disabled persons, understanding legal requirements, learning how to provide accommodations for people with disabilities and information about resources for alternative formats and auxiliary aids.

V. Recommendations

- TTY/TDD capabilities
- Adopt and post a citywide procedure for filing an ADA compliance grievance
- Incorporate the evacuation of disabled persons into the existing emergency evacuation plan
- Document and advertise procedure for backdoor trash and recycling pickup
- Develop written policies and make them publicly available for accommodating disabled persons
- Detailed training on developing policies, legal requirements and accommodating disabled persons

WATER OPERATIONS DEPARTMENT

I. Department Background

The Garden City Water Operations Department has between 11 and 20 employees and operates with a budget between 1,000,000 and 5,000,000 dollars annually and is not responsible for issuing any licenses or certifications. The staff interacts with the public in the field.

II. General Public Contact

The department provides service for 5,000 to 10,000 citizens of those it is not known what percentage is disabled. General department information is provided through verbal outreach, brochure, flyer notice in community, and website. Transportation is not provided. The department does not have programs specifically for disabled persons. The department does not have an automated phone menu and does not provide TTY/TDD phone services. Phones are not provided for arranging transportation or tracking down required documents. The department does not portray disabled persons in its public materials and it does not advertise building accessibility to the public. The department does not provide the public information with videos. There are exhibits or interpretive displays, and the department uses Braille, website and e-mail as an alternative formats or auxiliary aids for making information accessible to disabled persons. There is no method for the public to request auxiliary formats of department material. The department does not hold public meetings. Accommodating disabled persons is not budgeted. Individuals may not request modification to department policies to accommodate disabilities. The department does not require applicants to wait in line. There is no restriction on service or companion animals. There is no procedure for an applicant to file an ADA compliance grievance. The department building does have a documented emergency evacuation procedure, but they do not specifically make provisions for disabled persons. The building does have visual and audio alarms in cases of emergency.

III. Purchasing

No computers, software, large systems, and equipment are purchased for public use. Large systems and equipment are not purchased for public use. Equipment or large system purchases are put out to bid and they do have a standard component about accessibility features. The additional cost of accessible equipment is never a bar to purchasing them.

IV. Staff Training & Technical Assistance

All staff members receive general information, at new employee orientation, pertaining to the Americans with Disabilities Act (ADA). There is not an ADA coordinator and the staff is not trained in auxiliary aids and services. The department does not use contract employees. It would not be beneficial for the department to receive more training or technical assistance for accommodation of persons with disabilities.

V. Recommendations

- TTY/TDD capabilities
- Develop method for the public to request auxiliary formats of department material

- Adopt and post a citywide procedure for filing an ADA compliance grievance
- Incorporate the evacuation of disabled persons into the existing emergency evacuation plan
- Integrate disabled persons in public materials

POLICE DEPARTMENT

I. Department Background

The Garden City Police Department has between 21 and 50 employees and operates with a budget between 1,000,000 and 5,000,000 dollars annually and is not responsible for issuing any licenses or certifications.

II. General Public Contact

The department provides service for over 10,000 citizens of those it is estimated that between 10% and 25% have disabilities. General department information is provided through verbal outreach and website. Transportation is provided to jail; however it is not wheelchair accessible. The department does not have programs specifically for disabled persons. The department does have an automated phone menu that can be bypassed for direct human interaction, but it does not provide TTY/TDD phone services. A phone is provided for arranging transportation and tracking down required documents. The department does not portray disabled persons in its public materials and it does not advertise building accessibility to the public. The department provides the public information with videos that are subtitled and have audio narration available. There are no exhibits or interpretive displays, and the department has no alternative formats or auxiliary aids for making information accessible to disabled persons. There is no method for the public to request auxiliary formats of department material. The police department holds public meetings at locations outside of the Police department facility, but accessibility to the alternative locations is not advertised. No alternative or auxiliary methods are used to make public hearings accessible to disabled persons.

Accommodating disabled persons is not budgeted for in the police department. Individuals may request modification to department policies to accommodate disabilities, but this procedure is not documented and it is not advertised to the public. Approval of a modification on the basis of a disability occurs in less than an hour. The staff is informed of these procedures through word of mouth, and less than 10 requests for modification to this procedure based on a disability occur per year. In the last year the department made a procedural modification for a person that was visually impaired. If a request for modification to a procedure is denied the department does not provide any alternatives. The department does require applicants to wait in line, but any staff member can help with an alternative solution. There is no restriction on service or companion animals. There is a written procedure for an applicant to file an ADA compliance grievance, but this procedure is not publicly advertised and the applicant would have to ask about it at the service window. No ADA compliance grievances have ever been filed. The department buildings have documented emergency evacuation procedures, but they do not specifically make

provisions for disabled persons and the public is not notified of these procedures. The Department buildings have visual and audio alarms.

III. Purchasing

Computers, software, large systems, and equipment are not purchased for public use. Large systems and equipment are put out to bid, but the RFP/Qs do not have a standard component about accessibility features.

IV. Staff Training & Technical Assistance

All certified officers receive general information, in the basic training course, pertaining to the Americans with Disabilities Act (ADA). In the basic officer certification course, officers also receive training on psychiatric disabilities, hearing impairment, visual impairment, and mobility impairments. There is not an ADA coordinator and the staff is not trained in auxiliary aids and services. The department does use contract employees, but there is not a procedure for contract employees to follow for assisting people with disabilities and there is no required training for contract employees for interacting with disabled persons. It would be helpful for the department to receive technical assistance developing policies and procedures, training staff to work with disabled persons, understanding legal requirements and learning how to provide accommodations for people with disabilities.

V. Recommendations

- TTY/TDD capabilities
- Provide ability to accommodate disabled persons
- Integrate disabled persons in public materials
- Develop written policies and make them publicly available for accommodating disabled persons
- Incorporate the evacuation of disabled persons into the existing emergency evacuation plan
- Adopt and post a citywide procedure for filing an ADA compliance grievance
- Provide detailed ADA training for all staff that works with the public.

IT/IS AND BUILDING MAINTENANCE DEPARTMENT

I. Department Background

The Garden City IT/IS and Building Maintenance Department has less than 10 employees and operates with a budget between 500,000 and 1,000,000 dollars annually and is not responsible for issuing any licenses or certifications.

II. General Public Contact

The department provides service for over 10,000 citizens of those it is not known what percentage is disabled. General department information is provided through flyer notice in community and website. Transportation is not provided. The department does not have programs specifically for disabled persons. The department does use an automated phone menu that can be overridden to talk directly to a person. The department does not provide

TTY/TDD phone services. Phones are provided for arranging transportation or tracking down required documents. The department does not portray disabled persons in its public materials but it does post outside of the building that it is architecturally accessible. The department does provide the public information with videos, the videos have narration for visually impaired individuals but they do not contain subtitle for the hearing impaired. There are exhibits or interpretive displays, and the department uses Braille, website and e-mail as an alternative formats and assistive listening devices and call-in speakerphone capability as auxiliary aids. There is no method for the public to request auxiliary formats of department material. The department does not hold public meetings in multiple locations throughout the city but it does not inform the public of the accessibility of the meeting location. Public meeting information is presented on the website for added accessibility. The costs of accommodating disabled persons are budgeted through the general budget. Individuals may request modification to department policies to accommodate disabilities, however the procedure is not documented, advertised, and there is no average length of time for approval. Knowledge of this among staff is only gained through word of mouth and a request for modification has never occurred. The department does not require applicants to wait in line. There is no restriction on service or companion animals. There is a procedure for an applicant to file an ADA compliance grievance, but the procedure is not publically advertised and a grievance has never been filed. The department building does have a documented emergency evacuation procedure, but they do not specifically make provisions for disabled persons. The building does have visual and audio alarms in cases of emergency.

III. Purchasing

Computers, software, large systems, and equipment are purchased for public use. The latest technologies in accessibility are research and the cost of purchasing such equipment is never prohibitive. Equipment and large systems are put out to bid, but there is not a standard component in the RFP/Q that addresses accessibility.

IV. Staff Training & Technical Assistance

All staff members receive general information, at new employee orientation, pertaining to the Americans with Disabilities Act (ADA). There is not an ADA coordinator and the staff is not trained in auxiliary aids and services. The department does use contract employees, but they have no procedures in place for assisting disabled persons. It would not be beneficial for the department to receive more training or technical assistance for accommodation of persons with disabilities.

V. Recommendations

- TTY/TDD capabilities
- Integrate disabled persons in public materials
- Expand alternative formats for department materials and employ auxiliary aids to improve access to department information

- Develop written policies and make them publicly available for accommodating disabled persons
- Incorporate the evacuation of disabled persons into the existing emergency evacuation plan
- Develop a standard component addressing accessibility in all RFP/Qs for publicly used equipment
- Adopt and post a citywide procedure for filing an ADA compliance grievance

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT

I. Department Background

The Planning and Economic Development Department in the City of Garden City employs 4 full-time staff positions. Included is the planning director, permitting & inspections coordinator, and two code enforcement officers. The budget for the planning department is roughly \$315,000.

II. General Public Contact

The planning department provides service to citizens through the issuance of permits for various land and development activities in the City and also service residents through enforcement of the cities codes. The department estimates that less than 10% of the people dealt with on a routine basis are considered to have disabilities. As such, the department does not have programs designed specifically for disabled persons. The department does not portray disabled persons in its public materials and it does not advertise building accessibility to the public beyond the general signage that exists at City Hall. There are no exhibits or interpretive displays, and the department has no alternative formats or auxiliary aids for making information accessible to disabled persons. There is no method for the public to request auxiliary formats of department material.

The department does require applicants to wait in line, but any staff member can help with an alternative solution. There is no restriction on service or companion animals. There is a written procedure for an applicant to file an ADA compliance grievance, but this procedure is not publicly advertised and the applicant would have to ask about it at the service window. No ADA compliance grievances have ever been filed. The department buildings have documented emergency evacuation procedures, but they do not specifically make provisions for disabled persons and the public is not notified of these procedures. The Department buildings have visual and audio alarms.

III. Purchasing

Computers, software, large systems, and equipment are not purchased for public use. Large systems and equipment are put out to bid, but the RFP/Qs do not have a standard component about accessibility features.

IV. Staff Training & Technical Assistance

All staff members receive general information, at new employee orientation, pertaining to the Americans with Disabilities Act (ADA). It would not be beneficial for the department to receive more training or technical assistance for accommodation of persons with disabilities on a routine basis.

V. Recommendations

- TTY/TDD capabilities
- Develop method for the public to request auxiliary formats of department material
- Adopt and post a citywide procedure for filing an ADA compliance grievance
- Integrate disabled persons in public materials
- Provide detailed ADA training for all staff that has regular contact with the public.

FIRE DEVELOPMENT DEPARTMENT

I. Department Background

The Garden City Fire department employs 10 full-time staff positions as well as 14 volunteers. This includes the Fire Chief, Emergency Management Coordinator, EMS, and fire fighters. The department operates with an annual budget of \$800,000 and responds to approximately 350 calls per year.

II. General Public Contact

The department provides service for over 10,000 citizens of those it is estimated less than 10% have disabilities. General department information is provided through verbal outreach and website. The department does not have programs specifically for disabled persons. The department does have an automated phone menu that can be bypassed for direct human interaction, but it does not provide TTY/TDD phone services. A phone is provided for arranging transportation and tracking down required documents. The department does not portray disabled persons in its public materials and it does not advertise building accessibility to the public. The department provides the public information with videos that are subtitled and have audio narration available. There are no exhibits or interpretive displays, and the department has no alternative formats or auxiliary aids for making information accessible to disabled persons. There is no method for the public to request auxiliary formats of department material. The police department holds public meetings at locations outside of the Police department facility, but accessibility to the alternative locations is not advertised. No alternative or auxiliary methods are used to make public hearings accessible to disabled persons.

Accommodating disabled persons is not budgeted for in the fire department. Individuals may request modification to department policies to accommodate disabilities, but this procedure is not documented and it is not advertised to the public. The staff is informed of

these procedures through word of mouth, and to date, the department has never received a request to modify any procedures. The department does not require people to wait in line as the fire department is not designed to deal with public drop-in traffic. There is no restriction on service or companion animals. There is a written procedure for an applicant to file an ADA compliance grievance, but this procedure is not publicly advertised and the applicant would have to inquire at City Hall. No ADA compliance grievances have ever been filed. The department buildings have documented emergency evacuation procedures, but they do not specifically make provisions for disabled persons and the public is not notified of these procedures. The Department buildings have visual and audio alarms.

III. Purchasing

Computers, software, large systems, and equipment are not purchased for public use. Large systems, vehicles, apparatus, and equipment are put out to bid, but the RFP/Qs do not have a standard component about accessibility features.

IV. Staff Training & Technical Assistance

All staff members receive general information, at new employee orientation, pertaining to the Americans with Disabilities Act (ADA). It would not be beneficial for the department to receive more training or technical assistance for accommodation of persons with disabilities on a routine basis.

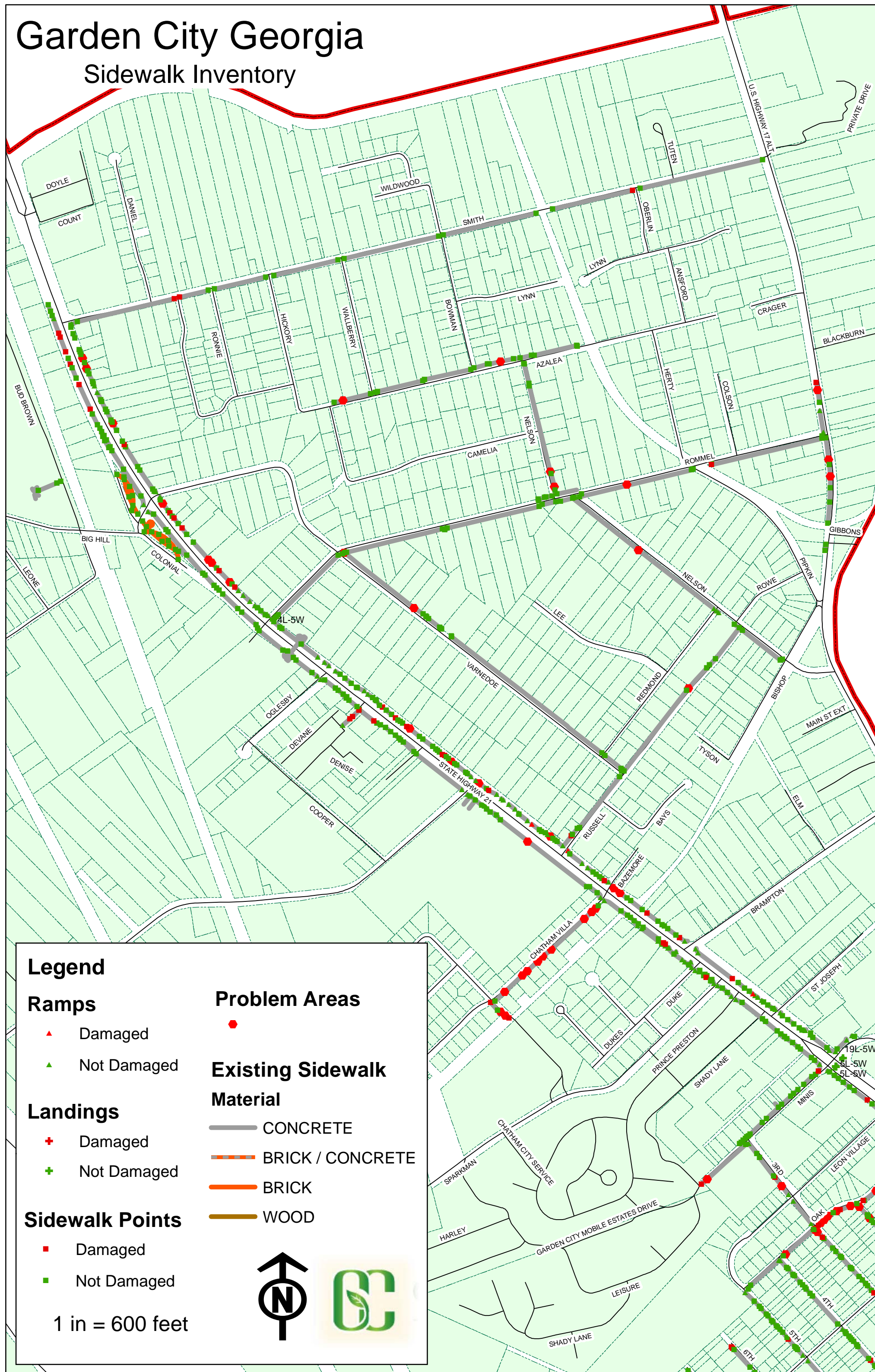
V. Recommendations

- TTY/TDD capabilities
- Develop method for the public to request auxiliary formats of department material
- Adopt and post a citywide procedure for filing an ADA compliance grievance
- Incorporate the evacuation of disabled persons into the existing emergency evacuation plan
- Integrate disabled persons in public materials
- Provide detailed ADA training for all staff that has regular contact with the public.

Appendix C: Sidewalk Inventory Maps

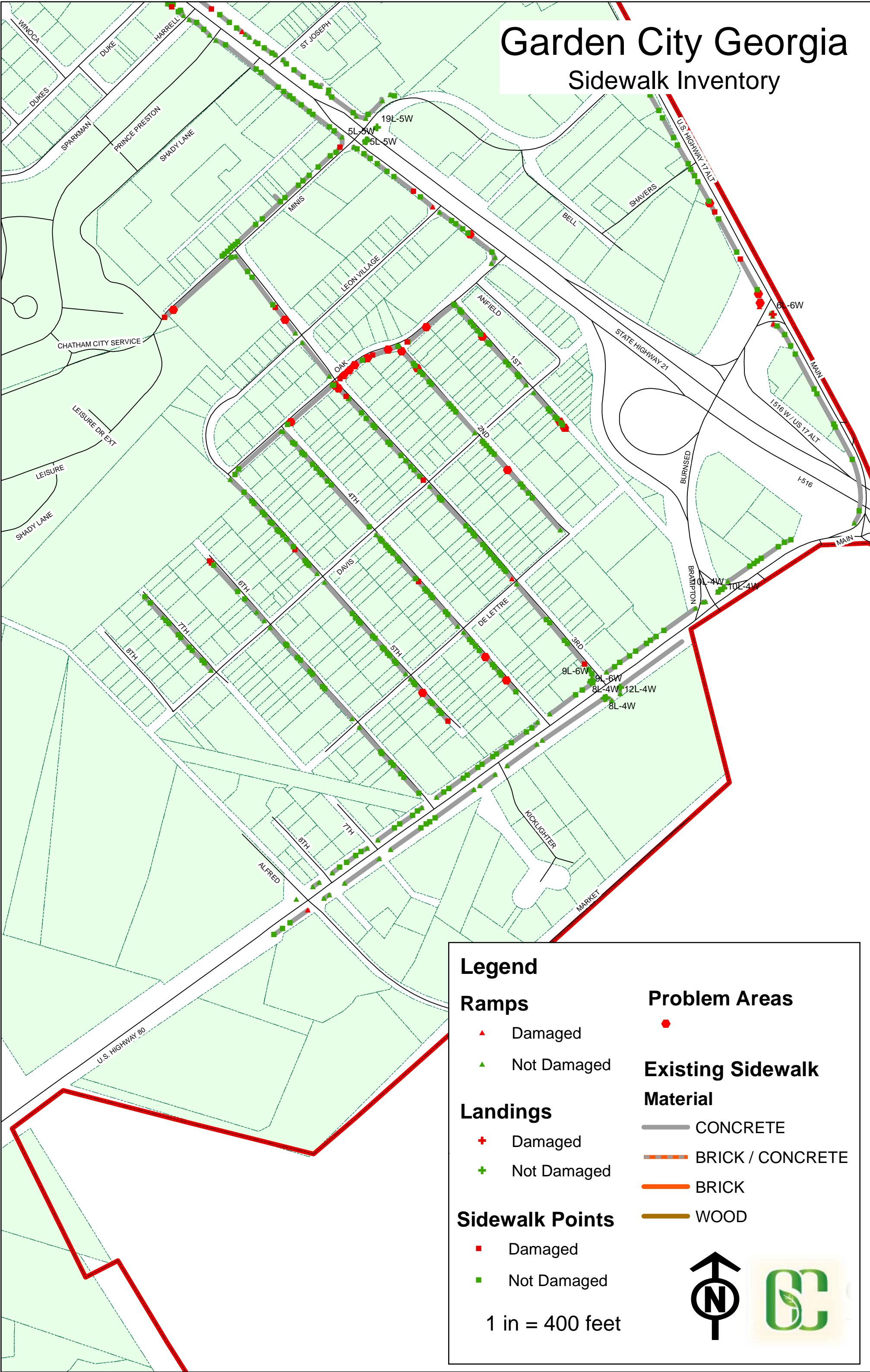
Garden City Georgia

Sidewalk Inventory



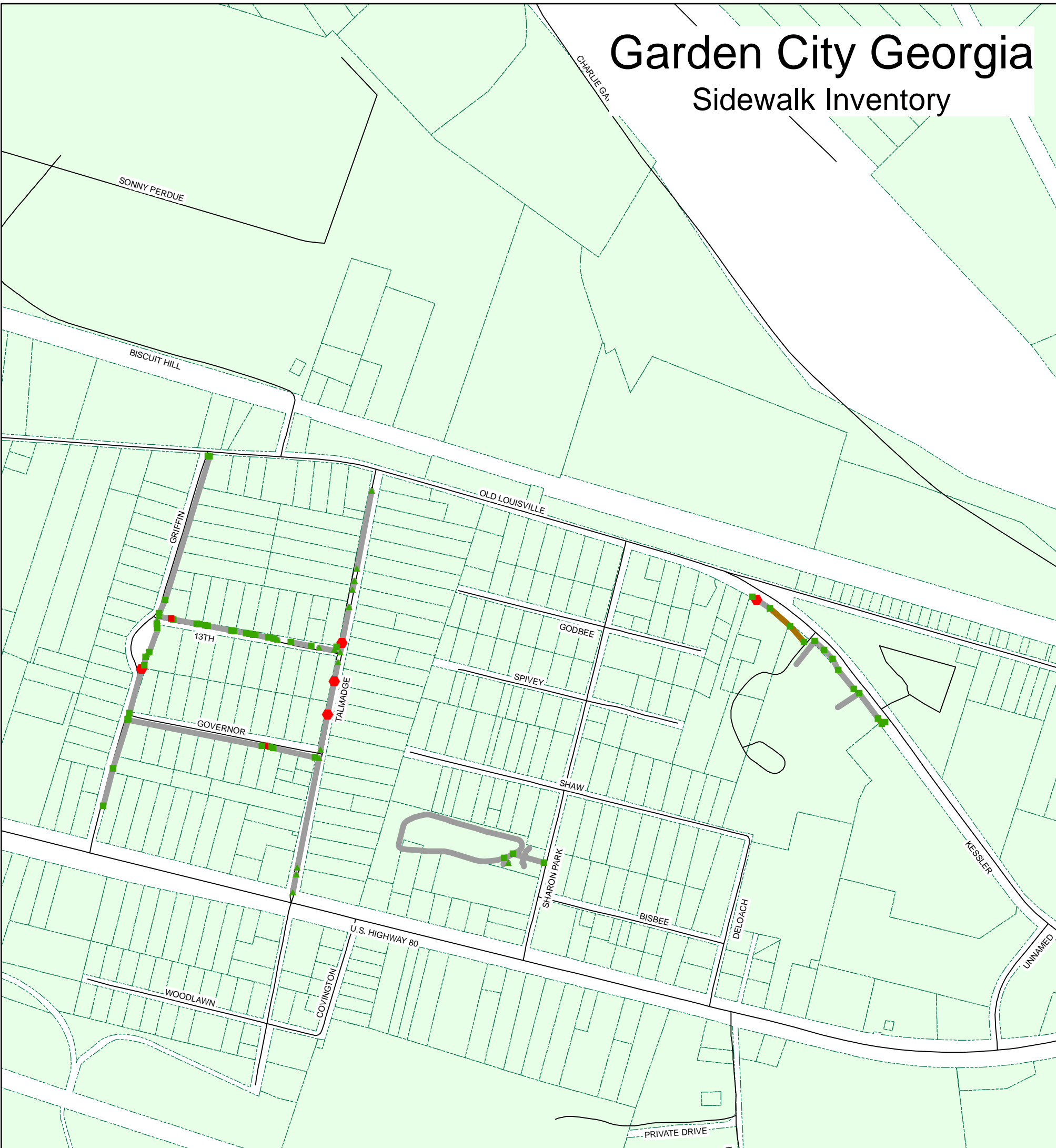
Garden City Georgia

Sidewalk Inventory



Garden City Georgia

Sidewalk Inventory



Legend

Ramps

- ▲ Damaged
- ▲ Not Damaged

Landings

- + Damaged
- + Not Damaged

Sidewalk Points

- Damaged
- Not Damaged

Problem Areas



Existing Sidewalk Material

- CONCRETE
- BRICK / CONCRETE
- BRICK
- WOOD

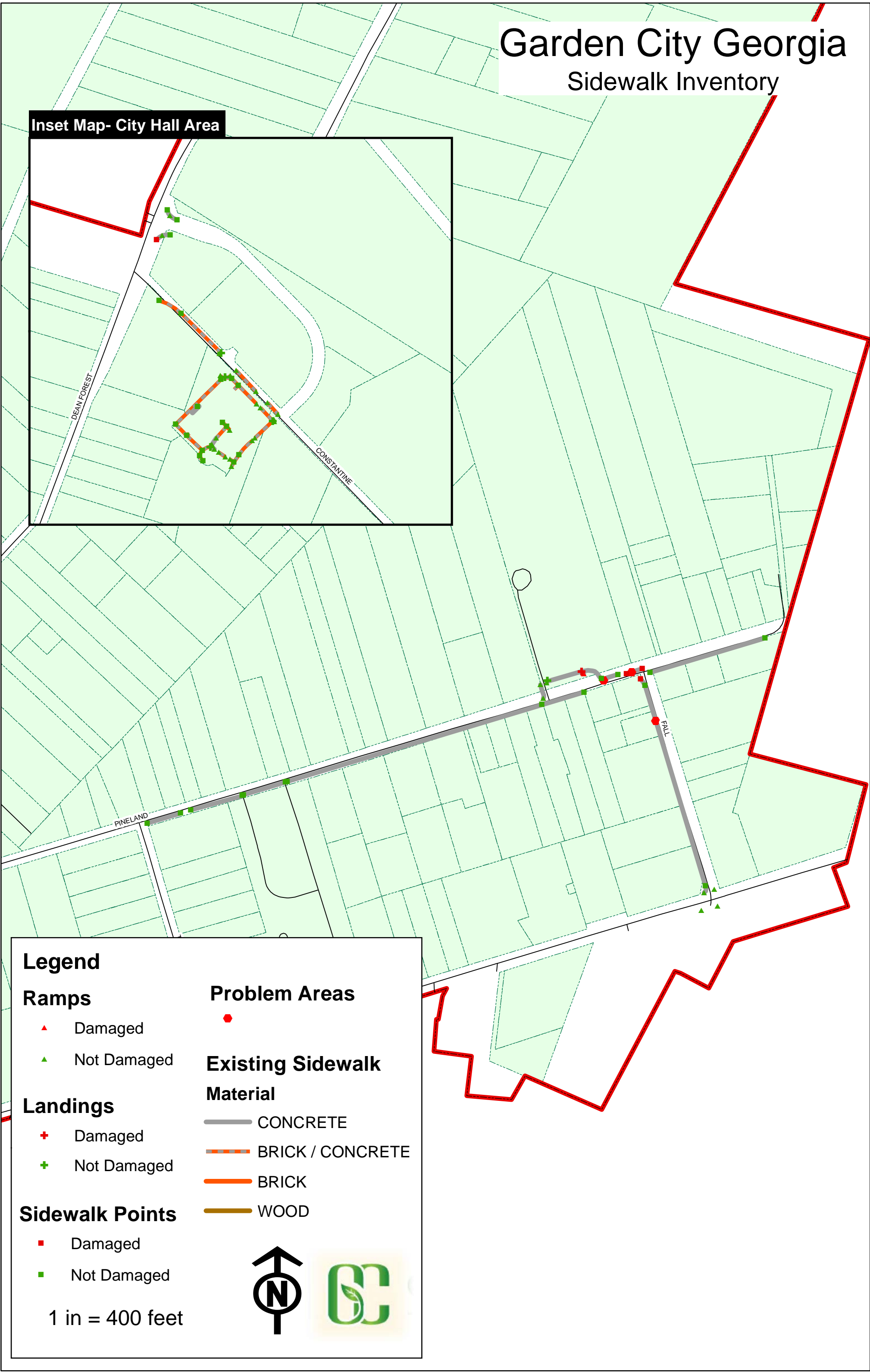
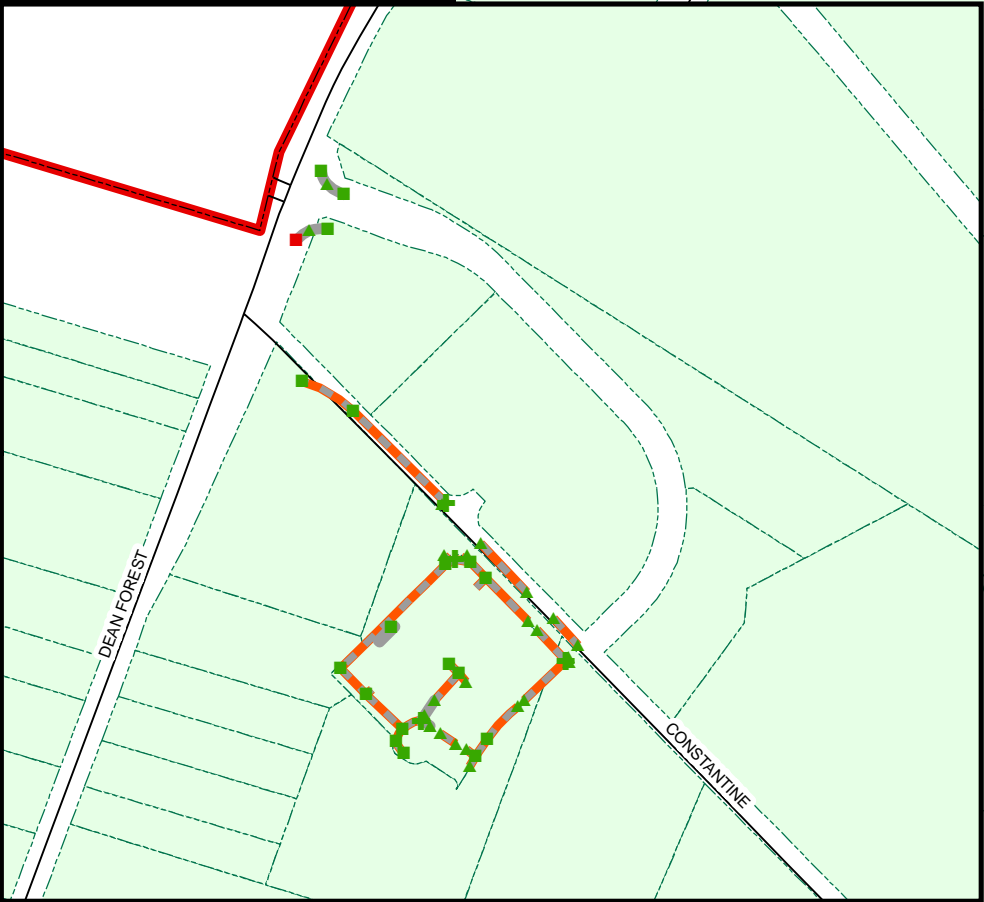
1 in = 600 feet



Garden City Georgia

Sidewalk Inventory

Inset Map- City Hall Area



Legend

Ramps

- ▲ Damaged
- ▲ Not Damaged

Landings

- + Damaged
- + Not Damaged

Sidewalk Points

- Damaged
- Not Damaged

Problem Areas



Existing Sidewalk Material

- CONCRETE
- BRICK / CONCRETE
- BRICK
- WOOD

1 in = 400 feet



Appendix D: Action Log Report of Accomplishments Form

ACTION LOG REPORT OF ACCOMPLISHMENTS YEAR _____

Action Item	Schedule	Status
<i>Physical Barriers</i>		
1. Complete ADA inspections at remaining Garden City Facilities.	2012	
2. Solicit quotes to perform renovation/construction work necessary to bring facilities into compliance with ADA standards.	2013	
3. Perform assessment of renovation/construction projects based on criteria and develop prioritized ADA Facility Improvement Plan.	2013	
4. Implement ADA Facility Improvement Plan as funding becomes available.	2014	
5. Review sidewalk inventory and perform an assessment of the ramps to determine ADA compliance.	2012	
6. Develop prioritized Sidewalk Improvement Plan.	2013	
7. Implement Sidewalk Improvement Plan as funding becomes available.	2014	
<i>Programmatic Barriers</i>		
1. Post ADA Grievance Policy and Procedures.	2012	
2. Distribute Reasonable Modification Policy.	2012	
3. All forms of public communication approved by ADA coordinator.	2012	
4. Print large-font agenda text.	2012	
5. Improve web site communication accessibility.	2014	
6. Research ways to provide more accommodations for participation in public meetings.	2014	
7. Ensure public meetings are held in an accessible facility.	2012	
8. Determine availability of closed captioning for	2013	

Action Item	Schedule	Status
public meetings on cable access channel.		
9. Investigate TTD/TTY to determine feasibility of offering this service.	2014	
10. Include appropriate ADA Compliance language in Legal Documents.	2012	
11. ADA coordinator to review hiring procedures in each department to determine compliance with ADA.	2013	
12. Develop Formal ADA Recreational Policy	2013	
13. Investigate availability of accessible vehicle purchase or rental.	2014	
14. Advertize backdoor trash pickup for disabled residents.	2012	
15. Perform training for City staff on ADA Transition Plan	2012	
16. Investigate available training courses for field staff.	2013	
17. Training for ADA Coordinator	2013	