Accessibility Survey for Staff

The City of Vallejo is in the process of updating its Americans with Disabilities Act (ADA) Self-evaluation and Transition Plan. As part of this process, the City is asking for your input by completing this questionnaire which addresses accessibility of programs, services, and activities offered to the public.

Please answer all questions as they pertain to the services, programs, and activities provided. Examples of programs, services, and activities include: obtaining a permit, paying a fee, participating in a recreational program, or attending a public meeting.

The purpose of this questionnaire is to gather information on how City department and division programs or services are, or are not, accessible to persons with disabilities. The goal is that when each program, service or activity, is viewed in its entirety, it is readily accessible to and usable by persons with disabilities.

Please complete and return your survey no later than December 7, 2018. Surveys may be returned and/or comments may be submitted using the contact information below. Additional survey forms, including an online form, are also available for your input.

Mey Saephan, ADA Coordinator Barbara Thorpe

City of Vallejo Disability Access Consultants (DAC)

555 Santa Clara Street 2243 Feather River Boulevard

Vallejo, CA 94590 Oroville, CA 95965

By email to ada@cityofvallejo.net By email to bthorpe@dac-corp.com

By phone at (707) 553-7239 By phone at (530) 533-3000

TTY: California Relay at 7-1-1

**Q1** Please complete the following:

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* I choose to remain anonymous

**Q2** What role most adequately describes your association with the City of Vallejo and the representation you are providing?

* City Volunteer
* Staff Member Full or Part-time - Responsible for administering a program, service or activity
* Staff Member Full or Part-time - Not responsible for administering programs, services or activities
* Department/Division Head, Director, Manager, Chief Officer

**Q3** The following departments/divisions within the City of Vallejo have been identified. Please check which department or division you primarily work or volunteer for.

* Building
* City Attorney
* City Manager
* Code Enforcement
* Economic Development
* Finance
* Fire
* Housing & Community Development
* Human Resources
* Information Technology
* Marina
* Planning
* Police
* Public Works
* Water
* Other - Please List: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q4** Are you aware of any specific concerns, complaints or problems regarding access for persons with disabilities to any of the programs, services or activities provided by the City of Vallejo?

* No
* Yes, Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q5** Do you know who the designated ADA Coordinator is for the City of Vallejo?

* No
* No, I have not had a need or reason to seek out this person.
* Yes - Please provide the name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q6** Is a “Notice under the Americans with Disabilities Act” or a nondiscrimination statement available and posted for program participants who may be persons with disabilities?

* Don't Know
* No
* Yes - Please describe the locations where it is available:

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

* N/A

**Q7** Are department/division staff familiar with the City's ADA grievance/complaint procedures for persons with disabilities?

* Don't Know
* No
* Yes
* N/A

**Q8** Do department/division notifications of public meetings, hearings, interviews, agendas, meeting minutes and conferences inform of the availability of adaptive/auxiliary aids and accommodations (such as assistive listening devices, readers for the blind, interpreters) to participants with disabilities and how to request such aids and accommodations?

* Don't Know
* The department/division does not provide notifications of public meetings, etc.
* No
* Yes - Please describe how the notifications are made and how much advance notice is required for requesting an accommodation:

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

* N/A

**Q9** What types of accessible alternate document formats does the department/division make available for persons with disabilities when requested?

* Don't Know
* The department/division does not provide any alternative formats
* Audio recording (cassette or digital)
* Braille
* Enlarged print
* Electronic copy (for use with a screen reader)
* Email (i.e. sending a document to a person directly who cannot access it on the web or in person)
* Other media type: Please list: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* N/A

**Q10** What types of accessible audiovisual, televised or online presentation formats does the department/division make available when requested?

* Don't Know
* The department/division does not provide alternative formats
* Captioning
* Transcription
* Other: Please list the other formats: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q11** Are staff members whom are responsible for web page content knowledgeable and trained on website accessibility requirements?

* Yes
* No
* Don't Know

**Q12** Do all video files available on the department's/division's web pages have audio descriptions of what is being displayed in order to provide access to visually conveyed information for people who are blind or have low vision?

* The department/division does not have video files on its web pages
* Yes
* No
* Don't Know

**Q13** What tools does the department/division use to communicate by phone with people with speech or hearing difficulties?

* Text-telephone (TTY/TTD)
* Third-party "relay" system where a trained operator facilitates a conversation between staff and the caller
* None
* Other - Please list: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Don't Know

**Q14** Does the department/division ensure that the electronic equipment is accessible to and usable by persons with disabilities? For example, is a public computer provided on a lowered counter or in an accessible workstation?

* Don't Know
* No
* Yes - Please describe how the equipment is made accessible:

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

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**Q15** Are policies and procedures in place to assure the purchase of accessible products where required?

* Don't Know
* No
* Yes - Please describe the policies and procedures:

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

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**Q16** Does the department/division require that public meetings and conferences be held in accessible locations?

* Don't Know
* No
* Yes

**Q17** Do all printed or electronic materials about department/division sponsored/hosted public events, public meetings, or public appearances by and with City officials include instructions about how to request accommodations?

* Don't Know
* No
* Yes - Please describe the instructions provided and how much advance notice is required to provide accommodations:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* N/A

**Q18** What types of accommodations can the department/division provide to the public when requested?

* American Sign Language interpreters
* Assistive listening devices (like FM transmitters)
* Real-time open captioning
* Electronic/computer-based document readers
* Call-in/speakerphone capability during meetings
* Large print
* Braille
* Other - Please list: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* N/A

**Q19** Are Assistive listening devices or systems available for public meetings?

* Don't Know
* No
* Yes - Please include how many are available and the capacity of seating in the combined rooms utilized for public meetings:

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

**Q20** Does the department/division have procedures to make sure facility tours or trips for members of the public including students, are accessible to persons who have visual, hearing, mobility and learning disabilities?

* Don't Know
* N/A
* No
* Yes - Please describe the procedures:

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

**Q21** Are consultants, contractors, or vendors who bid on capital projects or other contractual work requested to sign a statement of their intent to comply with the ADA and all applicable accessibility standards?

* Don't Know
* No
* Yes - Please list the types of consultants and contractors whom this is required from: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q22** Do department/division staff have an evacuation plan or procedures in place that describes how to evacuate persons with disabilities from a facility during an emergency?

* Don't Know
* No
* Yes - Please describe the procedures:

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

* N/A

**Q23** Is the evacuation route and/or instructions posted in a visible and accessible area of each floor in all facilities used by the department/division?

* Don't Know
* No
* Yes

**Q24** Do department/division staff having contact with the public receive training on interacting with persons with disabilities?

* Don't Know
* No, staff did not receive training
* Yes, staff training is provided. Please describe the staff training process:

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

* N/A

**Q25** Would other training or technical assistance services be helpful to department/division staff such as (check all that apply):

* Developing policies and procedures
* How to work with persons with disabilities
* Legal requirements
* How to respond to requests for accommodations (i.e. American Sign Language interpreters, assisted listening devices, etc.)
* How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.)
* Other - Please list: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* N/A

**Q26** Does the City plan and budget for improving accessibility to its facilities (i.e. buildings, parks, sidewalks, street crossings, parking lots)?

* Don't Know
* No
* Yes - Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* N/A

**Q27** What do you feel should be the highest priority of the City of Vallejo to improve accessibility for persons with disabilities?

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**Q28** Thank you for completing this questionnaire. The information collected will assist the various City departments, divisions, and the people it serves.  If you have any questions regarding the City of Vallejo's ADA Self-evaluation and Transition Plan, or aware of any specific physical or programmatic barriers, please use the space below for your suggestions or comments.

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Thank you for your input!