PROGRAMS, SERVICES AND ACTIVITIES ACCESSIBILITY QUESTIONNAIRE

INTRODUCTION AMERICANS WITH DISABILITIES ACT – PROGRAMS, SERVICES AND ACTIVITIES

Background:

The City of Las Vegas is in the process of updating the City's Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan. As part of this process, each department or division is requested to complete a questionnaire that addresses the accessibility of their programs, services, and activities offered to the public. For example, the Detention and Enforcement Department would complete one survey for the Animal Control Division, another for the Detention Center/Corrections Division and another for the Deputy City Marshals.

All questions should be answered as they pertain to the services, programs, and activities provided to the public. Examples of programs, services, and activities include: obtaining a permit, paying a fee, participating in a recreational program, or attending a public meeting such as a City Council meeting.

The purpose of this questionnaire is to gather information on how the department's and division's programs or services are, or are not, accessible to people 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 individuals with disabilities.

Please return the survey by **Thursday, February 19, 2015** to:
    Aly Mikos - Amikos@lasvegasnevada.gov.

Topics addressed in the Accessibility Questionnaire include:

A. Description of Program and Services
B. Customer Service
C. Notice Requirements
D. Printed Information
E. Television and Audiovisual Public Information
F. Website
G. Public Telephones and Communication Devices
H. Accessible/Adaptive Equipment
I. Public Meetings
J. Transportation Services
K. Tours and Trips
L. Use of Consultants and Contractors
M. Emergency Evacuation Procedures
N. Special Events and Private Events on City Properties
O. Training and Staffing
P. Facilities

This survey will take about 30-35 minutes to complete. If you have any questions or need further assistance, please contact Aly at (702) 229-5055 or amikos@lasvegasnevada.gov.

A. DESCRIPTION OF THE PROGRAM AND SERVICES

1. Department:

2. Division:

   Please identify the division or branch of the department the questionnaire will cover if more than one survey is required.

3. Name:

4. Title:

5. Telephone Number:

6. Email:

7. Date questionnaire completed:

8. Please describe the services, programs or activities the department/division offers including those that are provided to the public.

   I.e. – Human resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to the City's employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program and to maximize potential losses through a comprehensive risk management program.

IMPORTANT – PLEASE READ

Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

B. CUSTOMER SERVICE

1. If the program has eligibility requirements for participation, do they contain (check all that applies):

For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.

- ○ There are no eligibility requirements for participation
- ○ Physical fitness standards
- ○ Mental fitness standards
- ○ Testing requirements
- ○ Performance requirements
- ○ Safety standards
- ○ Don't know

Please provide copies of the applicable policies for each checked category.

2. If you have any such policies, how does the program ensure that these policies do not discriminate against people with disabilities?

3. Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

○ Don't Know   ○ No   ○ Yes

If yes, please describe and provide a copy of the written policy:

4. Does the program have standard operating procedures in place to include a person with disabilities?

For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location?

○ Don't Know   ○ No   ○ Yes

If yes, please describe and provide a copy of the written procedure:

5. Have the program staff that interact with the public been trained on the correct procedures to follow when a person requests an interpreter?

○ Don't Know   ○ No   ○ Yes

If yes, please describe the training:

6. How much notice is required to provide the accommodation request?

- ○ 24 hours or less (not including weekends/holidays)
- ○ 2-4 working days
- ○ More than 1 week
- ○ Don't know – have not completed such a request

7. Do you track accessibility requests for the program?	○ Don't Know	○ No	○ Yes	If yes, please list how many requests have been received in the past 12 – 36 months and what the requests were for:
8. Does the program charge an additional fee for modifying the program for a person with disabilities?	○ Don't Know	○ No	○ Yes	If yes, please describe:
9. Are there any hard copy or digital forms required for admission or participation in the program (I.e. tests, applications, registration forms, etc.)?	○ Don't Know	○ No	○ Yes	If yes, please list the forms:
10. Do the forms contain a notice that the City does not discriminate against people with disabilities?	○ Don't Know	○ No	○ Yes	
11. Is an interview required prior to an applicant's admission to the program?	○ Don't Know	○ No	○ Yes	If yes, please describe the selection criteria used in the interview.
12. When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?	○ Don't Know	○ No	○ Yes	
13. Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?	○ Don't Know	○ No	○ Yes	If yes, please explain the process to ensure opportunities are provided:

14. Are individuals with disabilities currently serving on any of the program's advisory boards or committees?	O Don't Know	O No	O Yes	If yes, please list the committees:

C. NOTICE REQUIREMENTS

15. Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?	O Don't Know	O No	O Yes	If yes, please describe all locations it is available:
16. Does the non-discrimination statement include information about the City's ADA coordinator and how to contact them or file a grievance?	O Don't Know	O No	O Yes	
17. Is program staff that regularly interact with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?	O Don't Know	O No	O Yes	
18. Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?	O Don't Know	O No	O Yes	If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations:
19. Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?	O Don't Know	O No	O Yes	If yes, please describe and provide a copy of the written policy:

D. PRINTED INFORMATION

20. Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?	○ N/A	○ No	○ Yes	If yes, please describe the printed materials:

21. Who manages the printed materials?	○ The department manages printed material ○ Printed materials are managed centrally ○ Both departmental and managed centrally ○ Don't know

22. Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?	○ Don't Know	○ No	○ Yes	If yes, please describe and provide a copy of the written policy:

23. What types of alternate document formats does the program make available when requested?	○ Do 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: _____

24. How much notice is required to provide the alternate document formats?	○ 24 hours or less (not including weekends/holidays) ○ 2-4 working days ○ More than 1 week ○ Don't know – have not completed such a request

25. Do you track accessibility requests for alternate formats of printed material?	○ Don't Know	○ No	○ Yes	If yes, please list how many requests have been received in the past 12 – 36 months and what the requests were for:

26. Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?	○ Don't Know	○ No	○ Yes	If yes, please describe:

27. Does the program include images of individuals with disabilities in the printed materials and publications?	○ Yes, photos of individuals with disabilities are included ○ No, photos of individuals with disabilities are NOT included ○ Do not include any photos of people in print material/publications

E. TELEVISION AND AUDIOVISUAL PUBLIC INFORMATION

28. Does the program produce audiovisual, (film, videotape, television, digital) presentations, or website demonstrations/ webinars for the public or provide these types presentations to the public?	○ Don't Know	○ No	○ Yes	If yes, please list the types of presentations that are provided:

29. Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?	○ Don't Know	○ No	○ Yes	If yes, please describe and provide a copy of the written policy:

30. What types of accessible audiovisual, televised or online presentation formats does the program make available when requested?	○ Do not provide alternative formats ○ Captioning ○ Transcription ○ Other: Please list the other formats: _____

31. How much notice is required to provide the accessible presentation formats?	○ 24 hours or less (not including weekends/holidays) ○ 2-4 working days ○ More than 1 week ○ Don't know – have not completed such a request

32. Do you track accessibility requests for accessible presentation formats?	○ Don't Know	○ No	○ Yes	If yes, please list how many requests have been received in the past 12 – 36 months and what the requests were for:

33. Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?	O Don't Know	O No	O Yes	If yes, please describe:

34. Do the audiovisual presentations include portrayals of individuals with disabilities?	O Yes, individuals with disabilities are portrayed O No, individuals with disabilities are NOT portrayed O Do not include any portrayals of people in audiovisual presentations

F. WEBSITE

35. Does the program provide information about its offerings to the public on the internet?	O Don't Know	O No	O Yes	If yes, please list the URL:

36. What information is provided on the internet?	Please describe briefly:

37. Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?	O Don't Know	O No	O Yes	If yes, please briefly describe what information is provided about accessibility:

38. Who manages the information regarding the facilities, programs and services provided on the internet?	O The department manages the webpage(s) content O Webpage(s) content is managed centrally O Both departmental and managed centrally O Don't know

39. Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?	O Don't Know	O No	O Yes	

40. Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?	○ Don't Know	○ No	○ Yes	
41. Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?	○ Don't Know	○ No	○ Yes	
42. Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?	○ Don't Know	○ No	○ Yes	
43. If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?	○ Don't Know	○ No	○ Yes	
44. Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?	○ Don't Know	○ No	○ Yes	
45. Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?	○ Don't Know	○ No	○ Yes	
46. Does the top of each page with navigation links have a "skip navigation" link? This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they more to a new page.	○ Don't Know	○ No	○ Yes	

47. Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?	O Don't Know	O No	O Yes	If yes, please briefly describe how the content is tested for accessibility:
48. Is there a formal policy established to ensure the webpages will be accessible?	O Don't Know	O No	O Yes	If yes, please provide a copy of the written policy:
49. Is the policy posted on the webpage, where is can be easily located?	O Don't Know	O No	O Yes	If yes, please provide the URL of the notice:
50. Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?	O Don't Know	O No	O Yes	If yes, please describe the process that has been established:
51. Does the in-house staff and contractors responsible for web page content development receive training on the guidelines for website accessibility?	O Don't Know	O No	O Yes	If yes, please describe the training process

G. PUBLIC TELEPHONES AND COMMUNICATION DEVICES

52. Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?	O N/A	O No	O Yes	
53. If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?	O Don't Know	O No	O Yes	

54. What tools does the program 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: _____

55. Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?	○ Don't Know	○ No	○ Yes

56. If a third-party "Relay" system is used, does program staff receive training on how to <u>place</u> a Relay call to a customer, as well as <u>receive</u> one?	○ Don't Know	○ No	○ Yes	If yes, please describe the training here:

H. ACCESSIBLE/ ADAPTIVE EQUIPMENT

57. Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?	○ Don't Know	○ No	○ Yes	If yes, please describe the equipment the public is allowed to use:

58. Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities? For example, is a public computer terminal provided on a lowered counter or in an accessible workstation?	○ Don't Know	○ No	○ Yes	If yes, please describe how the equipment is made accessible:

59. Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?	○ Don't Know	○ No	○ Yes	If yes, please describe:

I. PUBLIC MEETINGS

60. Does the program hold public meetings, hearings or conferences?	○ Don't Know	○ No	○ Yes
61. Does the program require that public meetings, hearing, and conferences be held in accessible locations?	○ Don't Know	○ No	○ Yes
62. Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?	○ Don't Know	○ No	○ Yes	If yes, please describe the instructions provided and how much advance notice is required to provide accommodations?

63. If yes, what types of accommodations can the program 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 ○ Other Please list:
64. How many Assistive listening devices are made available for public meetings? Table 219.3 provides the minimum number of devices required based on the seating in the assembly area.	Please include the capacity of Seating in the Assembly Areas utilized by the program:

65. Does the program charge an additional fee for providing accommodations for people with disabilities?	○ Don't Know	○ No	○ Yes	If yes, please describe:

J. TRANSPORTATION SERVICES

66. Does the program provide transportation to volunteers, visitors, or program participants?	O N/A	O No	O Yes	If yes, please describe:
67. Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?	O Don't Know	O No	O Yes	If yes, please identify the disability and procedures to make the transportation accessible:

K. TOURS AND TRIPS

68. Does the program provide facility tours or organize trips for members of the public?	O N/A	O No	O Yes	If yes, please list the tours and trips offered:
69. Does the program have procedures to make the tours or trips accessible to person who have visual, hearing, mobility and learning disabilities?	O Don't Know	O No	O Yes	If yes, please identify the disability and procedures to make the transportation accessible:

L. USE OF CONSULTANTS AND CONTRACTORS

70. Are consultants or contractors who bid on capital projects or other contractual work for the program required to sign a statement attesting to their intent to comply with the ADA?	O N/A	O No	O Yes	If yes, please list the consultants or types of contractors:
71. Does program staff monitor the consultants or contractors obligation to facilitate participation of individuals with disabilities?	O Don't Know	O No	O Yes	If yes, please describe the procedures:

72. When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?	○ Don't Know	○ No	○ Yes	If yes, please describe:

M. EMERGENCY EVACUATION PROCEDURES

73. Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?	○ Don't Know	○ No	○ Yes	If yes, please describe the procedures:

74. If yes, is there staff at each program facility trained to carry out the instructions of the plan or procedures?	○ Don't Know	○ No	○ Yes	If yes, please describe the training:

75. Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all program and public facilities?	○ Don't Know	○ No	○ Yes	

N. SPECIAL EVENTS AND PRIVATE EVENTS ON CITY PROPERTY

76. Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in these special events or private events held on public property?	○ Don't Know	○ No	○ Yes	If yes, please describe the notification:

O. TRAINING AND STAFFING

77. Does the program provide full and equal access to ALL its participants, regardless of ability?	○ Don't Know	○ No	○ Yes	

78. How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?	

79. Does the program staff who have contact with the public receive training on interacting with people with disabilities?	○ Don't Know ○ No, staff did not receive training ○ Yes, staff training provided If yes, describe the staff training process:

80. Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?	○ Don't Know	○ No	○ Yes	If yes, please list staff/positions that would benefit from additional training:

81. Would other training or technical assistance services be helpful to program staff such as (check all that apply):	○ Developing policies and procedures ○ How to work with people with disabilities ○ Legal requirements ○ How to respond to requests for accommodation (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:

82. Is there program staff that provide emergency services to the public?	○ Don't Know	○ No	○ Yes	

| 83. If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties? | O Don't Know | O No | O Yes | If yes, please describe the staff training process |

P. FACILITIES

| 84. List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.

A separate sheet of paper or file can be included to list the facilities. | | | | |

| 85. Has the program received requests to improve their programs' or facilities accessibility in the past 3 years? | O Don't Know | O No | O Yes | If yes, please describe the types of requests that were received and how many: |

Q. LAST QUESTION

Do you have any accessibility questions for the ADA self-evaluation and transition project?
Please use the box below for any other questions or comments.

Thank you for completing this questionnaire. The information collected will assist your department or division and the City in improving its ability to serve the needs of people with disabilities and their families.

When you are done with the questionnaire, please click the "QUESTIONNAIRE COMPLETE" button below. Once you click the button, a prompt to save the file will appear. Please save the file with the **department or division name in the filename** and submit via email Aly Mikos at amikos@lasvegasnevada.gov.
Please submit the completed questionnaire no later than Thursday, February 19, 2015.

QUESTIONNAIRE COMPLETE