

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

The Plan describes the process the City of Tampa (City) is, and will continue to use to evaluate its services, facilities, programs, and public rights-of-way in order to develop policy recommendations necessary to ensure and improve accessibility.

Transition Plan, Approval and Implementation

The City is currently implementing Phases I and II of the process for the accessibility of all City programs.

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

Phase II: Recommendations and Prioritization – includes data analysis, the development of recommendations for surveys on policies, procedures and communications, prioritization of program/policy modifications, creation of a database and internal website, review of streets, sidewalks, and traffic signal compliance and community involvement and outreach. This phase will also include the consideration of funding sources and the use of grants.

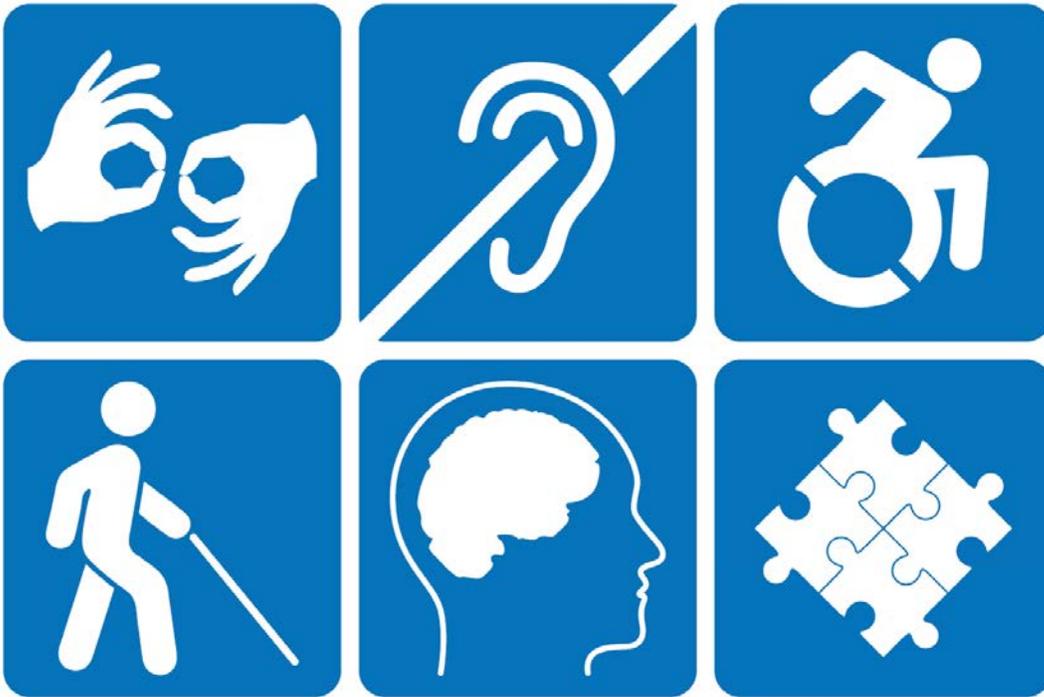
Phase III: Adoption and Implementation – will include the approval of recommended actions by the Mayor and implementation of the Plan.

This publication can be made available in alternative formats upon request such as Braille, large print, audiotape, or thumb drive/CD. Requests can be made by calling 813-274-3964 (voice) or 711 for the Florida Relay Service, or e-mailing the ADA Coordinator at TampaADA@Tampagov.net. Please allow 72 hours for your request to be processed.



ADA SELF-EVALUATION AND TRANSITION PLAN UPDATE

2020



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AMERICANS WITH DISABILITIES ACT TRANSITION PLAN

Advanced Draft
December 31, 2020

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SUMMARY

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

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

The Plan describes the process the City of Tampa (City) is, and will continue to use to evaluate its services, facilities, programs, and public rights-of-way in order to develop policy recommendations necessary to ensure and improve accessibility.

The Plan will assist the City in identifying policy, programmatic, and physical barriers to accessibility and in developing solutions for their removal. The Plan will guide the planning and implementation of necessary program and facility modifications over the next four (4) years.

SECTION I. CITY OF TAMPA AND THE ADA

A. Legislative Mandate

TITLE II: STATE & LOCAL GOVERNMENT PROGRAMS & SERVICES

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

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

Title II is based on *four principles*:

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

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

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

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

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

Title II requires the City to undertake five action steps:

1. Designate an official responsible for coordinating all compliance activities.
2. Provide notice to the public and employees of their rights and protections under the ADA and how the City complies.
3. Adopt and administer a grievance procedure for resolving ADA-related grievances and complaints from the public and employees.
4. Conduct a comprehensive review of policies and procedures (or Self-Evaluation) in four

areas: equal employment opportunity, nondiscriminatory operation of programs and services, effective communication, and program and facility accessibility.

5. Prepare and carry out a Transition Plan of structural modifications needed to remove barriers limiting access to programs, including installation of curb-ramps on walks and pedestrian ways.

DRAFT

SECTION I. CITY OF TAMPA AND THE ADA

B. ADA Self-Evaluation and Transition Plan Procedure

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

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

Phase II: Recommendations and Prioritization – Phase II will include the following activities:

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

This phase will also include the consideration of funding sources and the use of grants.

Phase III: Adoption and Implementation – Phase III will include the approval of recommended actions by the Mayor and implementation of the Plan.

ADA Evaluation Task Force

A Task Force will be established to provide oversight and help to establish the roles of all participants, assist with authorizing information for the process, assemble a final report and transition plan, and prepare recommended guidelines to carry out necessary changes. The Task Force will include the City's ADA Coordinator, its ADA Consultant, at least one member of the Mayor's Alliance for Persons with Disabilities (Mayor's Alliance), and a manager from the following City departments/administrations: Mayor's Office, Contract Administration, Infrastructure Services, Revenue & Finance, Mobility, Human Resources, Parks & Recreation, Neighborhood & Community Relations, Planning & Development, Police, and Fire. The City's Legal Department will serve the Task Force in an advisory capacity.

ADA Self-Evaluation Accessibility Liaisons

One to three Accessibility Liaisons will be assigned from each City department directly involved with public access facilities and directed by the City Architect in conjunction with the ADA Coordinator to assist in the Self-Evaluation process and other compliance activities. Information collected during the Self-Evaluation process will be reported via the Accessibility Liaisons and from public input through the Mayor's Alliance. An overall summary of findings and recommendations will be prepared and made accessible to the public as portions of each phase of the Transition Plan becomes available.

Methodology for the Self-Evaluation

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

- a. Review of policies, procedures, and other documents;

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

ADA Self-Evaluation Questionnaire Tools

Facility Questionnaires and site visits will be used to identify barriers and allow for recommended alterations in order to meet accessibility standards. The list of facilities surveyed will include:

- a. City-Owned Parks;
- b. City-Owned Buildings; and
- c. City Programs Housed in Leased Facilities.
- d. City-Owned and Maintained Rights-of-Way

The Facility Questionnaires will be divided into three broad categories:

1. Exterior Accessibility: Individuals with disabilities should be able to approach and enter a building as freely as everyone else. For instance, at least one (1) accessible route must be provided within the boundary of the site connecting elements such as accessible parking, sidewalks and or public transportation stops, to an accessible building entrance.

2. Interior Accessibility: The interior accessible route connects the accessible entrance with the program and services area. Typically, interior accessible routes are made up of hallways, corridors, and interior rooms and spaces. The accessible route is essential for people who have difficulty walking or who use wheelchairs or other mobility aids to access the services and programs areas.

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

3. Program Accessibility: The City's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. This standard, known as "program accessibility," applies to all existing City facilities.

Questionnaire results will form the basis of this Plan and strategy for remediation or resolution of identified barriers. Specific Questionnaires will be created for program, policy/procedure, and communication compliance. These questionnaires will be used to solicit information on how City departments communicate with the public, and how policies and procedures might adversely affect the disabled community, or provide for their inclusion in City programs and services as required under the ADA. These questionnaires will also enable the city to identify the differences among City departments.

Community involvement and Public Outreach

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

The Mayor's Alliance will take the lead role on the public outreach portion of this Plan, with close coordination with the ADA Coordinator. The Public Input Questionnaire will be placed on the City's website, and two public meetings will be scheduled. City staff and Mayor's Alliance members will facilitate the Public meetings.

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

City of Tampa Priority System for ADA Compliance

The recommended priority system from the Department of Justice (DOJ) will be used to implement recommendation(s) for ADA barrier removal. The primary prioritization system, governing the means by which recommendations will be ordered, **is at the discretion of the City.**

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

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

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

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

Priority One: The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place (e.g., parking, walks, ramps, stairs, doors, corridors, etc.).

Priority Two: A second level priority is placed on those barrier removal items that improve or enhance access to program use areas (e.g. transaction counters, conference rooms, public offices, restrooms, etc.).

Priority Three: A third level priority is placed on those barrier removal items that improve access to amenities serving program areas (e.g., drinking fountains, telephones, site

furnishings, vending machines).

Intent of the ADA Transition Plan Update Process

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

TIME FRAME FOR SELF-EVALUATION PROCESS PHASE I: PLANNING AND SELF-EVALUATION

Actions	Steps	Responsible Individual / department	Target date to start	Completion Date
City's ADA Self-Evaluation planning process begins.	1	ADA Coordinator/ Mayor's Alliance	-	January 1, 2008
City Grievance Procedure.	1	ADA Coordinator	March 2013	July 7, 2014 (date)
ADA Self-Evaluation & Transition Plan Update.	1	City Architect / ADA Consultant	May 15, 2013	March 1, 2016
Gather resources and information to determine scope of ADA Self-Evaluation Process.	2	City Architect / ADA Coordinator	-	March 2016
ADA personnel/facility Self-Evaluation process presentation to City Management Team and formation of City ADA Task Force Committee.	3	ADA Coordinator/ City Staff / City ADA Consultant / Mayor's Alliance	-	Task Force Completion Pending
ADA Self-Evaluation memorandum sent out requesting department contacts for Task Force and Accessibility Liaisons.	4A	City Architect / ADA Coordinator	-	-
Public announcement about starting City's ADA Self-Evaluation Process.	4A	City Architect / ADA Coordinator	September 2016	October 9, 2016
ADA facility Self-Evaluation process team formation.	4B	ADA Coordinator / City Architect	-	February 5, 2016
ADA Citywide personnel training.	4C	City Architect / ADA Coordinator	June 2014	On-Going
ADA personnel/facility Self-Evaluation training meetings on ADA and Process.	4D	ADA Coordinator/ ADA Consultant/Mayor's Alliance	-	February 26, 2016
ADA personnel Self-Evaluation intranet website development.	4E	T&I Rick Metz and Nicholas Stees	-	Need

Actions	Steps	Responsible Individual / department	Target date to start	Completion Date
ADA personnel/facility Self-Evaluation Questionnaires/Checklists distributed(Directors, Managers and Supervisors of departments).	4F	ADA Coordinator/Accessibility Liaisons		
Department site visit & interview Mayor.	4G	ADA Coordinator		
Initial Public Input / Public Meeting – Advocacy groups, Disability Agencies, General Public, etc.	5	ADA Coordinator / Mayor's Alliance	October 9, 2016	October 11, 2016

**TIME FRAME FOR SELF-EVALUATION PROCESS
PHASE II: RECOMMENDATIONS AND PRIORITIZATION**

Actions	Steps	Responsible Individual / Department	Target date to start	Completion Date
Complete Self-Evaluation Audit of returned	5	ADA Task Force		
Public Input – Advocacy groups, Disability Agencies, General Public,	5	ADA Coordinator/Mayor's Alliance		
Establish list of ADA compliance projects and prioritize each project needing corrective action.	6	ADA Task Force		

**TIME FRAME FOR SELF-EVALUATION PROCESS
PHASE III: ADOPTION AND IMPLEMENTATION**

Actions	Steps	Responsible Individual / Department	Target date to start	Completion Date
Draft report and Transition Plan and get public input; Administration and Council review.	7A	ADA Self-Evaluation Task Force / Mayor's Alliance		
Public Input – Advocacy groups, Disability Agencies, General Public,	7B	City Architect / ADA Coordinator		
Council review of final report and plan.	7C	City Council		
Mayor review and approval.	8	Mayor's Office		
Public release of final report and transition plan.	9	ADA Coordinator		

SECTION I. CITY OF TAMPA AND THE ADA

C. ADA Definitions

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

DISABILITY

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

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

QUALIFIED INDIVIDUAL WITH A DISABILITY

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

DISCRIMINATION ON THE BASIS OF DISABILITY

Discrimination on the basis of disability means to:

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

PHYSICAL OR MENTAL IMPAIRMENTS

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

SUBSTANTIAL LIMITATION OF MAJOR LIFE ACTIVITIES

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

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

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

HAVING A RECORD OF IMPAIRMENT

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

REGARDED AS HAVING A DISABILITY

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

REASONABLE PROGRAM MODIFICATIONS

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

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

Accommodation means modifications or adjustments:

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

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

Modification applies to:

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

Modification is not required if:

- It changes the essential nature of a program or activity of the individual with a disability.
- It creates a hazardous situation.

Adjustments or modifications requested are primarily for the personal benefit of the individual with a disability; or it poses an undue burden on the City.

UNDUE BURDEN

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

AUXILIARY AIDS AND SERVICES

The term auxiliary aids and services include:

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

SECTION II. ADA SELF-EVALUATION FINDINGS

A. City of Tampa Mayor's Alliance for Persons with Disabilities

The Mayor's Alliance comprises a group of residents appointed by the Mayor. The function of the Mayor's Alliance is to advise the City on issues and advocate on behalf of individuals with disabilities. Since its inception in September 1986, the Mayor's Alliance has provided and advised the City on many issues concerning the needs and rights of individuals with disabilities to ensure their full participation in and enjoyment of the City's facilities, programs and services.

The primary areas the Mayor's Alliance addresses are:

Compliance

The Mayor's Alliance provides guidance to the City when implementing laws and regulations affecting individuals with disabilities, including the ADA and related legislation.

Awareness

The Mayor's Alliance assists residents and community groups to raise awareness of the opportunities in the City available to disabled residents and visitors.

Housing

The Mayor's Alliance works with the City on housing issues, including modifications and reasonable accommodations for accessible living.

Transportation and Parking

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

Leisure and Fitness

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

SECTION II. ADA SELF-EVALUATION FINDINGS (IN PROGRESS)

B. ADA Self-Evaluation

The City is currently implementing Phases I and II of the Self-Evaluation process for the accessibility of all City programs. Multi-format questionnaires (generated by the ADA Consultant) are and will continue to be used by the Accessibility Liaisons in all City departments, the results of which will be compiled and reviewed for consideration under Phase III. Subsequently, data will be gathered and evaluated as to whether each department's programs are accessible to individuals with disabilities. Publication of Self-Evaluation data will be incorporated into the Plan as the information becomes available.

The Self-Evaluation process requires and involves the participation of all City departments with facilities and/or programs affected by ADA compliance. The City will hold monthly meeting with the ADA Task Force members, Department Accessibility Liaisons, its ADA Consultant and the Mayor's Alliance members.

The Questionnaires will include a review of the following information:

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

Customer Service

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

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

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

Recommended Action(s): Mandatory training for all city employees to ensure the consistent flow of information.

Community Outreach

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

Recommended Action(s):

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

PRINTED INFORMATION

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

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

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

Recommended Action(s):

- Provide information to each department on how to produce printed information in alternative formats for individuals with various disabilities to ensure that requests are handled in a uniform and consistent manner. Include a list of available resources for providing the services.
- Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested, including large-print media and taped announcements available over the telephone.
- If required, ensure the uniformity of charges for all formats of publication.
- Include the following notice on all materials in electronic and printed form that are made available to the public: "This publication can be made available upon request in alternative formats, such as Braille, large print, audiotape, or computer disk. Requests can be made by calling (813) 274-8456 or (813) 274- 8116 (Voice) or e-mail James.Jackson@tampagov.net. Please allow 72 hours for your request to be processed."
- Identify and have available a list of interpreters, readers, etc. to be used to accommodate requests for these services.
- Handle all requests for other alternative formats or lengthy documents on an individual basis.
- Provide program, facility, permits, and reservation information in a variety of formats upon request (for example, in large-print format for persons with visual disabilities or in simple language for persons with cognitive disabilities). Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.
- Provide an accessible permit, reservation, or registration system in a variety of formats. For example, provide Telecommunication Device for the Deaf (TDD) service for applications, reservations, and general queries.
- Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.

General Communication Publicity and Advertising

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

Recommended Action(s):

- Publicize efforts to increase participation by individuals with disabilities, which might include activities such as distributing program brochures to members of the disabled community.
- Develop a statement regarding accessible locations and the availability of auxiliary aids

upon request that is included in all public announcements, postings for City programs, and applications, including:

- o The notice of non-discrimination.
- o Information regarding site accessibility, including the accessible bus route serving the program, facility, or event.
- o The department's text telephone (TDD/TTY) number and the phone number and e-mail address of the person who can provide assistance in meeting special needs.

Televised and Audiovisual Public Information

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

Recommended Action(s):

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

- Explore the feasibility of using closed captioning or other alternatives to audio presentations during public meetings where audio/visual devices are present and operating.

City Website

The Internet is now a primary source of information regarding services, products, programs, and facilities. The City's website (www.tampagov.net) has taken on increased importance as a communications tool.

Recommended Action(s):

- Provide training to staff responsible for maintaining the City website, ensuring all are aware of the Section 508 of the Rehabilitation Act. This requirement would apply to any person in any department with authority to update any City-maintained web page.

- Additionally, the following will be done and continued:
 - o Continue maintaining the current level of access on the City's website.
 - o Continue soliciting feedback from the disabled community.
 - o Include the City's Policy on Non-Discrimination on the Basis of Disability on the City's website.
 - o List those City agencies, departments, and specialized services that offer TTY/TDD in the website telephone directory (the Contact Us web page), and include the following statement:

"The City of Tampa offers Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD) services for persons with speech or hearing impairments. City Staff are trained in the use of the Florida Relay System for the deaf."

- Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. The City will ensure this information is easily found by new web users.
- Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on its website.
- Continue monitoring the website and industry trends.
- Check the HTML address of all new City web pages and ensure that all links are kept current and working. Make sure that accessible elements are used, including alternate tags, long descriptions, and captions, as needed.
- If images are used, including photos, graphics, scanned images, or image maps, make sure to include alternate tags and/or long descriptions for each.
- If online forms and tables are used, make sure those elements are accessible.
- When posting documents on the City's website, provide them in HTML, a text-based format or as an accessible PDF.
- Develop a plan for making the existing web content more accessible. Describe the City's plan on an accessible web page. Encourage input on improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used.
- Ensure that in-house staff and consultants responsible for web page and content development are properly trained.
- Provide a way for visitors to request accessible information or services by posting a telephone number or e-mail address on the City's home page. Establish procedures to assure a quick response to users with disabilities who are trying to obtain information or services in this way.
- Periodically enlist disability organizations to test pages for ease of use; use this information to increase accessibility.
- Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities.

Training and Staffing

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

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

Recommended Action(s):

- Provide training to City staff that has contact with the public about modifications and using assistive devices to make programs accessible.
- Ensure that customer service training provided to City employees includes training with respect to communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department's accessibility training.
- Develop a comprehensive disability access training program.
- Educate all City staff in their responsibilities under the ADA. The City's ADA Coordinator will be responsible for ensuring that staff members receive training. Reference materials that address special modifications will be included in this training.
- Develop standard guidelines for outreach and written materials. These guidelines will include standard language that appropriately describes the City's policies on inclusion and non-discrimination, and staff members will receive training in using the guidelines effectively.
- Provide all City staff with ongoing awareness and sensitivity training. This training will include disability etiquette, and have a section that interacts with individuals with disabilities since it's helpful to have them as trainers.
- Widely disseminate information regarding the availability and location of City Telecommunication Devices for the Deaf (TDD), and train staff members in the use of TDD equipment or other means of communicating over the telephone with a person with a hearing disability.
- Ongoing training for design, maintenance, inspection, and construction staff with respect to building codes to achieve accessibility.
- Provide City staff with training in general building evacuation procedures for assisting persons with hearing, visual, mobility, and learning disabilities in an emergency.
- Designate one employee in each department to serve as the Disability Access Liaison. To assist in this important role, the Liaison will attend periodic retraining regarding accessibility issues.

Public Meetings

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

Recommended Action(s):

- Schedule public meetings in accessible locations whenever possible.
- When a fully accessible site is not available, then make reasonable modification(s) so that an individual with a disability can participate.

- Make information available to City staff on the types of modification requests that may be made by individuals with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning." Display a notice on meeting agendas indicating the availability of accessibility modifications.
- Provide agendas in alternative formats, when requested.
- Provide flexibility in the time limit on speaking for individuals with communication difficulties.
- Provide assistive listening devices at public meetings, when requested.
- Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:

"Translators, American Sign Language interpreters, and assistive listening devices for individuals with hearing disabilities will be available upon request. Please make your request at least 72 hours prior to the meeting. If you require other modification not listed above, please contact the City ADA Coordinator at (813) 274-8456 or (813) 274-8116."

Currently for public meetings held within City Council Chambers, the following notice is presented:

"In accordance with the Americans with Disabilities Act and Section 286.26, Florida Statute, persons with disabilities needing special accommodation to participate in this meeting should contact the Office of the City Clerk at (813) 274-8397 at least forty-eight (48) hours prior to the date of the meeting."

- Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments.
- Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to City departments and programs.
- Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the location of meetings upon request.

Public Telephones and Communication Devices

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

Recommended Action(s):

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

Purchasing Accessible/Adaptive Equipment

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

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

Recommended Action(s):

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

Emergency Evacuation Procedures

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

Recommended Action(s):

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

as audible exit signs for orientation and direction.

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

Services Provided by Contracted Services

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

Recommended Action(s): For those departments that use outside contracted employees to provide services to the public, a procedure will be set up to ensure that their work is consistent with City accessibility policies and standards.

Special Events on City Property

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

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

Policy and Document Review

City policies will be reviewed to determine if the policies inadvertently discriminate against people with disabilities when accessing City services.

Recommended Action(s): Review policies to ensure compliance on an annual basis.

Public Right of Way Accessibility Guidelines (PROWAG)

The U.S. Access Board is developing new guidelines for public rights-of-way that will address various issues, including access for blind pedestrians at street crossings, wheelchair access to on-street parking, and various constraints posed by space limitations, roadway design practices, slope, and terrain. The new guidelines will cover pedestrian access to sidewalks and streets, including crosswalks, curb ramps, street furnishings, pedestrian signals, parking, and other components of public rights-of-way. The Board's aim in developing these guidelines is to ensure that access for persons with disabilities is provided wherever a pedestrian way is newly built or altered, and that the same degree of convenience, connection, and safety afforded the public generally is available to pedestrians with disabilities. Once these guidelines are adopted by the Department of Justice, they will become enforceable standards under Title II of the ADA.

The City of Tampa Transportation & Stormwater Services (TSS) Department currently implements the following efforts to assess and implement ADA compliance:

- Sidewalk Construction and Restoration Program
- Street Repaving Program
- Downtown Curb Extensions
- Capital Improvement Program (CIP)

Accessible Pedestrian Signals (APS)

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

Signalized Intersections

Signalized intersections (including ADA-compliant locations) will be evaluated.

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

Evaluations made at signalized intersections will require that the following be considered:

- Non-compliant curb ramps – Assessment of running, side, and cross slopes, and landings.
- Dangerous transitions – Assessment of transitions from the base of the ramp to the roadway that exceed $\frac{1}{4}$ ".

Pedestrian push buttons – Determination of accessible path(s) to the buttons, clearance or space provisions, mount height for push buttons, and push button diameters less than 2".

Infrastructure

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

Buildings and Parking Lots

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

Evaluations made at these buildings will require that the following be considered:

- Accessible Parking – Provision of accessible parking.
- Accessible Paths to Building – Assessment of cross slopes, transitions, or the doors themselves relative to the paths from the parking lots to the building entrances.
- Counter Heights – Availability of counters in transaction areas; accessibility to

accommodate a citizen in a wheelchair.

- Bathroom Fixtures and Stalls – Compliance assessment
- Signage – Provision of sufficient signage for accessible parking spots and entrances.

City Parks

All parks will be evaluated as part of this Transition Plan. In addition to the park facilities, the associated parking lots will also be assessed.

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

Evaluations made at the park locations will require that the following be considered:

- Accessible parking.
- Accessible paths to play area.
- Signage – Signage for accessibility information.

Section III. ADA TRANSITION PLAN FOR FACILITIES, PROGRAMS & SERVICES

A. Transition Plan Overview

The Plan's goal is to:

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

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

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

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

- Program Uniqueness/Program Number: The number of programs (including those unique to a facility) gives an indication of the importance of the facility to the community. Many programs that are unique to a facility cannot occur elsewhere.
- Level of Use by the Public: The level of actual use by the public varies among facilities. Facilities that receive a high level of use by the public will be given a higher rating.
- Geographic Distribution: It is important that facilities are distributed throughout the City in order to ensure maximum access. The decision-making process for assigning priorities will involve several steps. In accordance with the criteria above, all City facilities will be listed and sorted by the staff responsible for the programs that use the facilities. During this process, it is the intent of the City to identify not only locations that represent all of the programs offered by the City, but also to prioritize the best of those programs and locations for access improvements.

SECTION III. ADA TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES

B. Self-Evaluation Priority Information

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

- **Priority One:** Approach and Access – The City will take measures to provide access to the facility from sidewalks, parking or public transportation. These measures may include, but are not limited to, installing an entrance ramp, widening entrances, and providing accessible parking spaces.
Note - Critical nature of the service provided: Facilities providing essential services related to health and safety and programs that are unique to a building, facility, or park, and cannot occur at another location.
- **Priority Two:** Goods and Services – The City will take measures to provide access to those areas where goods and services are made available. These measures may include but are not limited to adjusting the layout of display racks, rearranging tables, providing brailled and raised character signage, widening doors, providing visual alarms, and installing ramps.
Note - Level of use by the public: Facilities that receive a high level of public use.
- **Priority Three:** Restrooms – The City will provide access to restroom facilities. These measures may include but are not limited to removal of obstructing furniture or vending machines, widening of doors, installation of ramps, providing accessible signage, widening of toilet stalls and installation of grab bars.
Note - Geographic distribution: by selecting a range of facilities that are distributed throughout the City, the City can ensure maximum access for all.
- **Priority Four:** The City will consider other reasonable measures to enhance accessibility.

SECTION III. ADA TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES

C. Self-Evaluation Priority listings

A. NOTIFICATION – Priority One

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

B. ADA COORDINATOR – Priority One

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

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

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

D. GENERAL EFFECTIVE COMMUNICATION – Priority Two

To establish the following:

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

request accessible information, including an accessible form to submit feedback, an e-mail address, or a toll-free phone number (with TTY) to contact personnel knowledgeable about the accessibility of the website.

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

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

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

Key Points:

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

F. PROGRAM MODIFICATIONS (City departments) – Priority Two

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

Key Points:

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

G. EMPLOYMENT – Priority One

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

H. EMERGENCY MANAGEMENT PROCEDURES AND POLICIES - Priority One

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

I. SIDEWALKS - Priority Two

1. The City will implement a written process for requesting and receiving input from individuals with disabilities regarding the accessibility of its sidewalks.

2. Establish: (1) a plan for identifying all streets, roads, and highways that have been constructed or altered since January 26, 1992; and (2) a timetable for providing curb ramps or other sloped areas complying with the applicable architectural standards at all intersections of those streets, roads, and

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

J. MISCELLANEOUS PROVISIONS – Priorities Two and Three

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

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

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

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

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

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

SECTION III. ADA TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES

D. Transition Plan and Schedule for Improvements

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

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

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

The City will implement a phased approach (scheduled modifications to be determined):

FY	Facilities	Scheduled Modifications
2016 – present	Parks, City buildings/facilities, rights-of-way and parking Self-Evaluations in progress	

FY	Program and Services Scheduled Modifications

FY	City Policies
	ADA Accommodation Requests
June 2014 – December 2015	Service Animals in City Facilities
July 7, 2014	ADA Grievance Policy and Procedure
	City Limited English Proficiency (LEP)

SECTION III. ADA TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES

E. Transition Plan Action Items

Transition Plan Action Items Completed or is Ongoing	
Designate an ADA Coordinator	
Public Notification of their rights under the ADA	Poster (11" x 17") printed and posted at City Facilities.
ADA Staff Training	Process and procedure to be developed for City staff to receive training on a regular basis.
Make Reasonable Modification to Policies, Practices, or procedures to avoid discrimination.	Our City is commitment to ADA Compliance.
	Ensure that all employment practices are in compliance with the ADA and implementing regulations.
	Develop request for accommodation and complaint process for the public and City employees.
	Ensure meetings, hearings, trainings, classes, tours and events happen in accessible locations, provide auxiliary aids and services.
	Allow service animals, mobility devices (such as wheelchairs and "other power-driven mobility devices" (OPDMD) as
	Provide activities in the most integrated setting when necessary for equal opportunity and participation.
Effective Communication	Establish an employee customer service guide.
	Website update to conform to current DOJ Standards.
	Ensure effective communication with individuals with
	Provide auxiliary aids and services when necessary.
	Provide alternate formats to the public when requested.
	Provide Captioning for City live broadcast, videos and DVDS's developed by the City.
Ensure Accessibility of electronic communications (e.g., e-mail, social networking sites).	

Transition Plan Action Items Completed or is Ongoing - Continued	
Basic Access	Ensure that all City facilities are accessible.
	Ensure all programs and services will be in accessible locations and relocate as needed.
	Provide Notice of Accessible features (Signage).
	Maintain accessible features in accessible conditions by regular inspections.
	Provide enough accessible furniture and equipment to ensure opportunity for full participation.
	Ensure that all agencies/organizations that provide services on behalf of the City are not discriminating against individuals with disabilities.
	Ensure that the needs of individuals with disabilities are taken into account for evacuation of City facilities in emergency situations.
	Ensure accessible equivalent transportation when provided as part of a City activity or service.
Public Right of Way	Tampa Office of Human Rights – ADA Complaints.
	Customer Service Center – ADA Complaints.
	Planning and Development Department – ADA Complaints.
	Police Department Volunteer Road Patrol – ADA Complaints.
	Bikes & Pedestrians
	Facility Assessment of Capability to accommodate OPDMD.
	City of Tampa – Complete Streets
Street & Roadway Improvement, Transportation & Parking in Neighborhood and citywide Infrastructure Capital Improvement Fund.	

SECTION IV. CHARTING THE COURSE: CONCLUSION

The City has renewed its commitment to the ADA. It is in the process of completing the first phase of developing and implementing a Self-Evaluation and Transition Plan through facilities, programs and policy assessments. Subsequent to data collection and analysis of information collected from the public and City departments about successes and shortcomings, the City will chart a course to full compliance. This course will require deeper analysis of some programs and activities as recommended within this Plan, as well as similar evaluations of other programs, employment, IT, and facilities on an ongoing basis.

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

As the City moves forward in assessments and implementation, keeping paramount the views of the public and City management, supervisors and staff, it is on its way to full accessibility for individuals with disabilities.

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SECTION V. APPENDICES

Appendix A – Self-Evaluation Questionnaires Answer Results

Evaluations in progress; results to be posted at a later date.

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SECTION V. APPENDICES

Appendix B – ADA Self-Evaluation Process Team Members

ADA TASK FORCE MEMBERS	
Chief of Staff	Dennis Rogero
Administrator of Public Works and Utility Services	Brad Baird, P.E.
James Jackson, Jr., AIA	ADA Coordinator (Interim)
Norman Mallory / Ben Ritter	Mayor's Alliance
Sheryl Brown	Lighthouse for the Blind
James Jackson, Jr., AIA / Michael Chucran, P.E.	Contract Administration
Kimberly Crum	Human Resources Department
Sonya Little	Revenue and Finance
Eric Ward	Police Department
Tom Forward	Fire Department
Tom Snelling	Planning and Development
Grey Bayor	Parks & Recreation Department
Ocea Lattimore, E.I.	Logistics and Asset Management
Jean Duncan	Transportation and Stormwater Services

ADA SELF EVALUATION PROCESS ADVISORY TEAM	
Sal Territo	City Legal Department
Jan McLean	City Legal Department
Cathy Ginster	City Legal Department

ADA ACCESSIBILITY LIAISON MEMBERS	
ADA Coordinator (Interim)	James Jackson, Jr., AIA
Contract Administration	Jillian Howard
Mayor's Alliance	See listing below
Human Resources	Michael Swain
Police Department	Michael Baumaister
Fire Department	Frank Pfister
Revenue and Finance	Peggy Curtin
Technology & Innovation	Eric Hayden
Transportation & Stormwater Services	Milton Martinez, P.E.
Parks and Recreation	Brad Suder / John Allen
Solid Waste	Daryl Stewart
Logistics & Asset Management	Jameson Bachtel
Planning & Development	Vanessa McCleary
ADA Consultant	Sandy Sroka / Jack Humberg

MAYOR'S ALLIANCE BOARD OF DIRECTORS	
Norman Mallory, Chair Ben Ritter, Chair Brenda Clark, Treasurer Tiffany M. Sotelo, Secretary ADA Coordinator	

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SECTION V. APPENDICES

Appendix C – City Facilities Identified (Update Report, March 1, 2016)

Facility
City Hall
Tampa Municipal Office Building (TMOB)
Police Department Main and Training Building
Fire Department Headquarters
Fire Department Stations
City Sports Complexes
Recreation Centers
City Playgrounds
City-Owned Parking Facilities
Parks & Recreation Facilities

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Appendix D – Reasonable Accommodation Policy

City of Tampa

Policy for Applicant/Employee Requests for Reasonable Accommodation

I. POLICY.

It is the policy of the City of Tampa (the “City”) to provide accommodations for applicants and employees with disabilities and to return injured employees to work as soon as they can perform their assigned duties safely, efficiently, and effectively. Pursuant to Section B1.1 (Equal Opportunity) of the City of Tampa Personnel Manual; issued date August 18, 2014), the City shall not discriminate against any person in recruitment, examination, appointment, training, promotion, retention, or any other personnel action because of such person’s disability. Further, it is the policy of the City to accommodate applicants and employees with disabilities in the employment process to provide equal opportunities to compete for employment and advancement within the City’s workforce.

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

II. DESIGNATION.

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

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

III. ACCOMMODATION REQUEST PROCEDURE.

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

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

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

Forms will be available on the City’s Intranet or from the Human Resources Department and will be

made available in alternate formats as requested. Employees and applicants may contact the ADA Coordinator directly if they have questions, concerns, or are unsure of how the City's reasonable accommodation policy applies to their particular situation.

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IV. DETERMINATION OF DISABILITY.

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

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

V. CONFIDENTIALITY.

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

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

VI. DETERMINATION OF QUALIFICATIONS.

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

VII. DETERMINATION OF REASONABLE ACCOMMODATION.

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

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

management as required. Some applicants or employees may be required to perform actual or simulated tasks relevant to the position in question.

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- C. Additional meetings may be conducted to secure additional information, explore potential accommodations, and to make recommendations for what, if any, reasonable accommodations will be provided.
- D. Reasonable accommodations may include, but are not limited to: job restructuring, part-time or modified work schedules, reassignment to a vacant position, or acquisition or modifications of equipment or devices. The City is not required to reallocate the essential functions of a job, but may restructure a job by altering when and/or how an essential function is performed. Whenever possible, the applicant's or employee's preferred method of accommodation will be considered.
- E. The City will process requests and, where appropriate, provide accommodation in as short a period as reasonably possible. In certain circumstances, a request for a reasonable accommodation requires an expedited review and decision. This may include where a reasonable accommodation is needed:

To enable an applicant to apply for a job: Depending on the timetable for receiving applications, conducting interviews, taking tests, and making hiring decisions, there may be a need to expedite a request for reasonable accommodation to ensure that an applicant with a disability has an equal opportunity to apply for a job.

To enable an employee to attend a meeting scheduled to occur soon: For example, an employee may need a sign language interpreter for a meeting scheduled to take place in five days.
- F. Under certain extenuating circumstances, the time for processing a request will be extended as reasonably necessary. This includes circumstances that could not reasonably have been anticipated or avoided in advance of the request, or that are beyond the City's ability to control. Extensions will be limited to circumstances where they are absolutely necessary and only for as long as required to deal with the extenuating circumstance.

VIII. IMPLEMENTATION.

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

When a determination has been made that an employee cannot be reasonably accommodated in their current position, the Human Resources Director or designee shall meet with the employee and, over a *ninety (90)-day period*, assist the employee with seeking positions that may be suitable considering the employee's skills and/or restrictions in accordance with Section B1.1 (Equal Opportunity) of the City of Tampa Personnel Manual; issued date August 18, 2014). If a suitable position is not identified, Human Resources may issue a non-disciplinary separation.

Employees placed in new positions will be required to complete a *six-month* evaluation period. Performance problems unrelated to accommodation issues will be handled through the normal disciplinary process(es). If, during the *six-month* evaluation period, an employee has not performed

the essential functions of the position in a satisfactory manner, with or without reasonable accommodation(s), a non-disciplinary separation shall be issued.

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If the employee's disability and/or need for accommodation is the result of a workplace injury, the provisions of Section B1.1 (Equal Opportunity) of the City of Tampa Personnel Manual; issued date August 18, 2014) shall apply unless otherwise stated in an applicable collective bargaining agreement.

IX. FOLLOW-UP.

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

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SECTION V. APPENDICES

**Appendix E – ADA Resolution of Reasonable Accommodation
Resolution Form**

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ADA Resolution of Reasonable Accommodation Resolution Form

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

- 1. Name of Individual requesting reasonable accommodation: _____
- 2. Accommodation(s) requested: _____

- 3. Accommodation(s)
 - ____ Approved as specifically requested.
 - ____ Approved, but different from original request.*
 - ____ Denied.

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

- 4. If an alternative accommodation was offered, indicate whether it was:
 - ____ Accepted.
 - ____ Rejected.
- 5. Request denied because (may check more than one box):
 - Requester does not have a disability.
 - Accommodation ineffective.
 - Accommodation would cause undue hardship. Medical documentation inadequate.
 - Accommodation would require removal of essential function.
 - Accommodation would require lowering performance or production standard.
 - Other (please identify). _____
- 6. Detailed reason(s) for denial (must be specific, e., why accommodation would be ineffective or cause undue hardship): _____
- 7. If the ADA Coordinator or Designee offered an accommodation that is different from the one originally requested, explain (a) the reasons for the denial of the accommodation originally requested; and (b) why the alternative accommodation would be effective: _____

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

*Signature of ADA Coordinator or Designee
/Accepted*

Date Reasonable Accommodation Denied

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SECTION V. APPENDICES

Appendix F – The City of Tampa Grievance Procedure under the Americans with Disabilities Act

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

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

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

Raquel Pancho
ADA Coordinator
813.274.3964
TampaADA@tampagov.net
Chief of Staff
306 E. Jackson Street
Tampa, FL 33602

Within 15 calendar days after receipt of the complaint, ADA Coordinator or her/his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Tampa and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Chief of Staff or his/her designee. The Chief of Staff's designee will be only the Administrators or Department Directors.

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

All written complaints received by the ADA Coordinator or her designee, appeals to the Chief of Staff or his/her designee, and responses from these two offices will be retained by the City of Tampa for at least three years.



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

Discrimination Complaint Form – Employment(need)

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SECTION V. APPENDICES

**Appendix G – ADA Public
Notice**

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SECTION V. APPENDICES

Appendix H – Notification & Printed Information Statement

Printed Information Statement for Title II Entities under the ADA

Americans with Disabilities Act Notice and Grievance Procedure

Americans with Disabilities Act

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 (“ADA”) and ADA amendments, the City of Tampa will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: City of Tampa does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the Americans with Disabilities Act (ADA), as amended, (ADDA) and Chapter 12, the Tampa Human Rights Ordinance (Tampa Code).

Effective Communication: City of Tampa will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in City programs, services, and activities. This may include qualified sign language interpreters, accessible documents, and other accessible formats for people who have speech, hearing, or vision disabilities.

Modifications to Policies and Procedures: City of Tampa will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy the City’s programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact the applicable City department or ADA Coordinator at 813-274-3964, TampaADA@tampagov.net or Online Customer Service Center using the [ADA Accommodation Request Service](#) at least 48 hours prior to the meeting or event.

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

Complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to Raquel Pancho, ADA Coordinator, via phone 813-274-3964, email TampaADA@tampagov.net or 306 E. Jackson Street, Tampa, FL 33602.

The City will not place a surcharge on an individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

Americans with Disabilities Act Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Tampa. The City of Tampa's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities.

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

Raquel Pancho, ADA Coordinator
Office of the Chief of Staff
306 E. Jackson Street, Tampa, Florida 33602
813-274-3964 (711 Florida Relay)
TampaADA@tampagov.net

Within 15 calendar days after receipt of the complaint, Raquel Pancho, ADA Coordinator or her designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, Raquel Pancho, ADA Coordinator or her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Tampa and offer options for substantive resolution of the complaint.

If the response from the ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant or designee may submit a written appeal to the Mayor's Chief of Staff or his designee within 15 calendar days.

Within 15 calendar days after receipt of the appeal, the Mayor's Chief of Staff or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor's Chief of Staff or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Raquel Pancho, ADA Coordinator or her designee, appeals to the Mayor's Chief of Staff or designee, and responses from these two offices will be retained by the City of Tampa for at least three years.

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SECTION V. APPENDICES

**Appendix I – Accommodation Request
Form**

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It is the policy of the City of Tampa government to provide equal treatment of all persons without regard to race, color, religion, national origin, sex, sexual orientation, gender identity or expression, age, disability, familial status or marital status. The City endorses and requires compliance with applicable state and federal laws, including but not limited to the Civil Rights Act of 1991 and the Americans with Disabilities Act (ADA), to ensure equal employment opportunity and equal access to public services.

ADA Accommodations Request Form

Contact Information

*Full Name: _____
 Email: _____
 *Daytime Phone/TTY: _____
 *Address: _____
 Date: _____

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

I am requesting the following accommodation(s):

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

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

RETURN THIS FORM and submit ADDITIONAL QUESTIONS TO:

306 E. Jackson Street,
 4N Tampa, Florida,
 33602
 Office: (813) 274-8456 or (813) 274-8116 / Fax: (813) 274-7368

SECTION V. APPENDICES

Appendix J – ADA Coordinator Duties and responsibilities from DOJ

- The ADA Coordinator duties require the attention of a well trained and experienced professional who can effectively handle a variety of responsibilities.
- Coordinates and is responsible to assure compliance with the Americans with Disabilities Act (ADA), Sections ~~503 and~~ 504 of the Rehabilitation Act of 1973, and other federal and state laws and regulations pertaining to persons with disabilities.
- Responsible for coordinating policies and procedures relating to persons with disabilities, tracking city progress relating to its policies and procedures as well as state and federal laws relating to persons with disabilities.

Commented [RP1]: Not sure this is applicable for City.
Do we coordinate Federal Contractors?

Compliance Process Responsibilities:

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

Informational Responsibilities:

- Maintain, keep and update current information regarding state and federal laws and regulations as well as the best practices concerning the rights of persons with disabilities and ways of providing reasonable accommodations to persons with disabilities while maintaining program performance standards.
- Maintain, keep and update current information regarding state and federal laws and regulations as well as the best practices for city's employment policies and procedures.
- Ensures that city-related information is readily available on services, accommodations, policies, and demographics relating to persons with disabilities.

Outreach Responsibilities:

- Assist and provides ADA program information and facility interpretation and advice on compliance to all city departments and the community.
- Assist with development and maintains written materials and other informational pieces to broadly disseminate information regarding the ADA and the City's policies relating to persons with disabilities.
- Assist and participates in the development of presentations on the provision of equal opportunity for persons with disabilities.
- Act as the primary liaison with relevant state and federal agencies, as well as other ADA coordinators.

Reporting Responsibilities:

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

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