City of Elkhart

Americans with Disabilities Act Transition Plan: Programs and Services, and Facilities

2012

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INTRODUCTION

The purpose of this plan is to ensure that the City of Elkhart's programs and services, and facilities which are used by the public are accessible to people with disabilities. The City of Elkhart has made a significant and long-term commitment to improving the accessibility of those programs and services, and facilities. This Transition Plan identifies barriers and prioritizes improvements that should to be made throughout the City of Elkhart. This Transition Plan also describes the existing policies and programs that enhance the overall accessibility for persons with disabilities.

TRANSITION PLAN HISTORY AND OVERVIEW

The City of Elkhart's Transition Plan for Pedestrian Facilities in the Right-of-Way ("Plan 1") will be presented for approval by resolution of the Common Council along with this Transition Plan for Programs and Services, and Facilities ("Plan 2"). Concurrently with the work done on Plan 1, the Transition Plan Committee ("Committee") began the process of self-evaluation of the City's programs and services, and facilities. After completing the initial self-evaluation, drafting Plan 1, then holding the meeting for public comment, the Committee moved its focus to Plan 2.

TRANSITION PLAN COMMITTEE

The Transition Plan Committee was created in 2011 and is comprised of various professionals employed by the City of Elkhart. The Committee includes the City Engineer, Michael C. Machlan, Right-of-Way Engineer and ADA Coordinator, Leslie Miller, GIS and Records Manager, Matthew Heineman, Human Relations Department Head, Traci Porter, Utility Staff Attorney Margaret M. Marnocha, Street Commissioner, Marty Morgan, Legal Assistant, Michelle Goodman, Engineering Tech, Josh Ehmer and Buildings and Grounds Department Head, Mike Lightner.

LEGAL REQUIREMENTS

The federal legislation known as the American with Disabilities Act (ADA), enacted on July 26, 1990, provides comprehensive civil rights protections to persons with disabilities in the areas of employment, state and local government services, and access to public accommodations, transportation, and telecommunications.

Title II of the ADA specifically applies to state and local governments, referred to as "public entities," and their programs and services, and facilities. Title II Article 8, requires public entities to take several steps designed to achieve compliance. The Transition Plan used to implement compliance must include:

1. A list of the physical barriers in a public entity's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities.

2. A detailed outline of the methods to prioritize the barriers removal and make the facilities accessible.
3. The schedule for taking the necessary steps to achieve compliance with Title II.
4. The name of the official responsible for the plan's implementation.

Transition plans provide a method for a public entity to schedule and implement ADA required improvements to existing streets, sidewalks, programs and facilities. Before a transition plan for programs and facilities can be developed, an inventory of the current programs and facilities must be performed.

IDENTIFIED OBSTACLES IN PUBLIC PROGRAMS AND SERVICES, AND FACILITIES

The City of Elkhart has completed its Self-Evaluation by using a system to identify and assess obstacles in its public programs and services, and facilities. That system initially groups the programs and services with the facilities in order to do an initial evaluation as to the accessibility of each. A detailed evaluation was then started on the programs and services, and facilities in 2012 and continues to be an ongoing process. The accessibility barriers were identified using the *2010 Americans with Disabilities Act Standards for Accessible Design*.

INITIAL EVALUATION - QUESTIONNAIRE

The Programs and Services, and Facilities Self-Evaluation began in early 2012. The purpose of this evaluation is to obtain a comprehensive overview of the complete list of programs and services, and facilities open to the public; to determine which programs and services, and facilities are obviously not in compliance with the ADA Guidelines; and to get the highest priority programs and services under review and revision as soon as practical. The first step in the evaluation process was to distribute questionnaires to each department head for completion. The programs and services, and facilities inventory questionnaire is used to evaluate the types of programs offered to the public, the location of the program, and what areas of the City's facilities are open to the public. The questions asked in the questionnaire relate to the following issues:

Programs and Services

1. What type of program or service is it? Informational, educational, recreational, public service or public meeting?

2. How often does it take place?

Facilities

1. Is the facility a building or outside space?

2. Is the entire area open to the public?

3. Does the area which is open to the public appear to be accessible?

3. Is it currently accessible to disabled persons?

4. If it is not accessible, would making it accessible significantly change the nature of the program?

4. Is there any other location where the program or service could be located?

Each department-specific evaluation included a description of programs and services, a contact person, the locations of operations, and the current practices that facilitate the participation of persons with disabilities in programs and activities as well as action steps.

The Findings and Conclusions of the Initial Evaluation are as follows:

It was determined that in-person interaction with the public is one of the primary functions of most City departments. The City as a whole and almost all departments do not have uniform established procedures for determining reasonable modifications to achieve program or service accessibility.

Some Departments have failed to notify the public of its right to participate in programs and meetings, and how to request auxiliary aids in accessible formats such as assistive listening devices or large print documents.

Most City departments have utilized some form of communication modification, such as paper and pencil.

Public notification regarding program, events and registration often does not include nondiscrimination language. In addition, 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.

The Questionnaire as well as the answers given can be found in Attachment A.

DETAILED EVALUATION

The second step in the Self-Evaluation requires staff review of the questionnaire responses. The Preliminary Evaluation Questionnaire was completed in early 2012 and was used as a basis of identifying all of the programs and services, and facilities offered to the public, and any obvious accessibility issues associated with each. The detailed evaluation includes staff reviewing the programs and services for accessibility issues and also performing a detailed measured evaluation at the public areas of each facility.

The Detailed Evaluation of Programs and Services includes review of every department with concentration on public interaction, printed material and meetings. The recommendations are as follows:

Make appropriate modifications to regular practices in order to accommodate the needs of individuals with disabilities when providing customer service at City all transaction counters.

Provide standard equipment at each site where programs are administered to facilitate basic communications access. Equipment may include paper and pencil, and a copy machine to enlarge print.

Assign a staff member to act as a host at public meetings and events. Identify the staff member as a resource for persons with disabilities who may require assistance.

For departments that use contract labor to provide services to the public, a procedure should be drafted and followed to ensure that the work of the contract labor is in compliance with Title II of the ADA.

Increase outreach to persons with disabilities. The City should endeavor to inform the public of the possible modifications it is required to do and how it plans to make its services, programs, and activities accessible.

Include a statement regarding the City's commitment to providing accessible services in all City publications that provide general information about or registration information for City services, programs, or activities. The notice should also be produced in poster-size form and placed in all City departments in a location that will maximize public exposure.

Nondiscrimination language should appear on both hard copies and documents posted on the web.

The Detailed Evaluations of the Programs and Services, and the Facilities can be found in Attachment B.

REMOVING BARRIERS IN PROGRAMS AND SERVICES

METHODS

The City of Elkhart utilizes many different approaches in removing barriers in its programs and services, including proactively identifying and eliminating the barrier, responding to public complaints, as well as creating or altering programs and services which enhance accessibility for disabled persons.

PRIORITIES

The City of Elkhart bases barrier removal priorities on a number of factors: special request, location, accessibility condition, type of program or service, cost effectiveness, and considerations of any substantial change or effect to the nature of the program or service.

Special request

Elkhart will attempt to give priority to any program or service where a disabled person has requested help.

Location

The location priority will be discussed in the section Removing Barriers from Facilities, below.

Type of Program or Service

Elkhart identified its programs and services priority as follows:
1. Services which perform a necessary government function for the public. (Public meetings, court functions, and permits.)
2. Programs with educational purposes.
3. Programs with recreational purposes.
4. The number of times per year that the specific program is offered.
5. Accommodations that would not substantially change the nature of the program or service.

Accessibility Condition

Using the data from the Detailed Evaluation, an accessibility condition can be determined. If the accessibility condition is extremely poor, this will elevate the level of priority when combined with the other priority factors.

Substantial Change to Program

After determining the accessibility of each program, the City of Elkhart will evaluate the necessary changes to comply with ADA mandated accessibility, and then determine if those changes will significantly alter the program in a manner which substantially changes the nature of the event. If it is not possible to make the program accessible without substantially changing it, the City of Elkhart will determine whether to continue offering the program or eliminating it altogether.

Cost Effectiveness

After the cost is determined, the cost will factor into the determination of the priority and the City of Elkhart will attempt to maximize the work accomplished for the dollars spent.

REMOVING BARRIERS IN FACILITIES OPEN TO THE PUBLIC

METHODS

The City of Elkhart utilizes many different approaches in removing barriers from its public facilities, including proactively identifying and eliminating the barrier, responding to public complaints, ensuring the appropriate design and build-out of renovations or new construction of a facility following the most recent design guidelines, as well as changing the location of its program or service in order to provide an accessible location.

PRIORITIES

The City of Elkhart bases barrier removal priorities on a number of factors: special request, location, accessibility condition, and cost effectiveness.

Special request

The City will attempt to give priority to any facility where a disabled person has requested assistance or filed a grievance.

Location

The City identified its facilities location priority as follows:

1. Facilities, or areas within a facility, which are open to the public and perform a necessary government service for the public, regardless of the frequency of use. (Public meetings used in the legislative process, court functions, and permits.)
2. Facilities, or areas within a facility, which are open to the public and used for educational purposes.
3. Facilities, or areas within a facility, which are open to the public and used for recreational purposes.
4. The number of times per year that facilities, or areas within a facility, are open to the public and used for educational or recreational purposes.

Accessibility Condition

Using the data from the Detailed Evaluation, an accessibility condition can be determined. If the accessibility condition is poor, this will elevate the level of priority when combined with the other priority factors.

Cost Effectiveness

After the cost is determined for each facility, barrier removal will be prioritized using the cost factors. The cost factors will attempt to maximize the work accomplished for the dollars spent.

POLICIES

The City of Elkhart has made an ongoing commitment to ADA compliance. By instituting various policies and procedures, as described in this Transition Plan, the City is pledging to continuously review and evaluate its programs and services, facilities, and the Transition Plans approved by resolution of the Common Council.

PUBLIC GRIEVANCE PROCESS

The public grievance process is an integral part of the Transition Plan. Public grievances or requests may often drive the prioritization of improvements. To file a grievance or a request regarding accessibility of a program, service, or facility, contact the ADA Coordinator in writing and describe the issue in detail, including the location. If the person filing the grievance needs assistance in providing the ADA Coordinator with a written grievance, assistance will be given upon request. The ADA Coordinator will route the information contained in the grievance to the appropriate City of Elkhart department for inspection and possible action. That department will then respond to the ADA Coordinator with its findings, and the ADA Coordinator will record the formal response and reply to the complainant or requestor. All grievances, requests and responses will be kept on file. Attachment C includes a copy of the City of Elkhart's Grievance Procedure and supporting documents for Programs and Services, and Facilities.

REPORTING

Elkhart is using two methods to inform the public and city officials about the progress being made in removing barriers.

First Method: The Public Works Department will submit an annual report to the City of Elkhart Board of Public Works. The report will summarize accomplishments from the previous year, plans for the current year and any anticipated challenges that need to be addressed.

Second Method: The City of Elkhart Website has a separate section devoted to ADA rules, plans, contact information, policies, ordinances, and reports. The Annual Report to the Board of Public Works will also be posted here for public review.

TRAINING

The City of Elkhart has begun an extensive training program to ensure that its staff is prepared for implementation of this Transition Plan. The plan considers different levels of training based upon the level of involvement of each staff member with the Plan implementation. After the initial training, follow-up training will be provided as needed, at least on an annual basis.

Committee Training

The Transition Plan Committee Members attended the following seminars from 2011 through 2012:

1. ADA Transition Plan Workshop (MACOG)

2. 98th Annual Purdue Road School – ADA Sessions

3. ADA Self-Evaluation & Transition Plan Seminar (DLZ)

4. ADA Symposium (Great Plains ADA Center)

5. ADA Workshop for ADA Coordinators and Technical Staff (MACOG)

Overview Training

Department Heads and key management staff attended an in-house seminar in May 2012, covering the law and practical applications of the elements of the law.

Compliance Training for Additional Affected Staff

City Court staff, Common Council, Boards and Commissions support staff, Buildings and Grounds staff, Parks and Recreation staff, Tolson Center staff, Police Department personnel, Fire Department personnel, Communication Center personnel, and Elkhart Environmental Center personnel are, or will be, scheduled to attend training sessions in 2013. The seminars will include the techniques used to present or modify programs and facilities in order to comply with ADA regulations, as well as necessary training for personnel required to have direct contact with the general public.

ESTIMATED COMPLIANCE COSTS

The estimated cost for implementing this transition plan is:

$2,200,000.00

Several programs and services, and facilities have accessibility issues that cannot be definitively calculated without entering into the actual design and bid project phase. The estimated cost given in this section represents the total cost based upon the known noncompliance areas and the estimated cost to correct as determined by nonbinding quotes received from various contractors and comparison of costs associated with other local ADA Transition Plans.

The estimated costs do not include any costs for training, data acquisition or data management.

SCHEDULE

The City of Elkhart will make reasonable efforts to improve the accessibility of programs and services, and facilities by appropriating funding specifically for ADA compliance through the Common Council. The Council will determine the appropriate amount to spend each year. There will be times when is it technically infeasible to provide technical compliance, or a program will be substantially changed by making it accessible for all persons. The City of Elkhart 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 of Elkhart 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 individuals with disabilities, as long as the program as a whole is accessible. With that in mind, it is the intent of the City of Elkhart to use the following schedule as a guide for compliance:

PROGRAMS AND SERVICES SCHEDULE

The City will implement a phased approach to bring all of its programs and services into compliance.

2013 – 2014

Programs and services related to government actions and services will be addressed first. These may include:

- City Court
- Common Council Meetings
- Boards Meetings
- Commissions Meetings
- Staff training

Programs and services related to paying invoices or applying for permits will be addressed second. These may include:

- City Court fines and fees (access to City Clerk)
- Permits and approvals related to building or developing within the City
- Billing and fees from the City Controller and the Elkhart Public Utilities

2014-2016

Programs and services related to recreational activities and printed documents. These may include:

- Public Postings
- Reports, instructions and written programs

- Outdoor Events

FACILITIES SCHEDULE

The City has already begun the arduous task of bringing its facilities into compliance. Elkhart plans to bring its facilities into basic compliance then expand its accessibility to more areas improving the overall accessibility. The basic access compliance will continue as follows:

2013-2014

- City Hall
- Public Works and Utilities Building
- City Hall Annex
- Lerner Theater

2015-2016

- Police Department
- Fire Department
- Park Pavilions
- Playgrounds
- Other Park Properties

RESPONSIBLE INDIVIDUAL

The official responsible for the implementation of the City of Elkhart's ADA Transition Plan is:

Leslie Miller   Email: leslie.miller@coei.org
Right-of-Way Engineer   Phone: (574) 293-2572
1201 S Nappanee Street   Fax: (574) 293-7658
Elkhart, IN 46516   TTY: 1-800-743-3333

PUBLIC INPUT

The City of Elkhart provided opportunities for individuals to comment on this Transition Plan, which included:

- Document copies available and notices sent to local public libraries
- Document made available on the City of Elkhart's website
- Open house and presentation at a public meeting on November 15, 2012.

- Document copies available at Elkhart Public Works

The City of Elkhart published legal notices in the Elkhart Truth on November 5, 2012 and November 12, 2012. On November 11, 2012, a prominent advertisement was placed in the Elkhart Truth. Copies of that notice and advertisement are attached as Attachment D. The legal notices announced the availability of the Transition Plan draft at the Elkhart Public Works with easy public access, as well as the posting on the City's website. Invitations were sent to all City of Elkhart Boards, Commissions and the Common Council along with a number of special interest groups. These notices also provided instructions regarding the timetable for comments and where to send them. Public comments were accepted for a period of no less than 30 days, ending December 15, 2012. Public comment form is available on Attachment E.

Formal adoption of the Transition Plan is proposed to take place on December 17, 2012. It will be available on the website and by written formal request to the ADA Coordinator.

ATTACHMENT A

INITIAL EVALUATION

1. QUESTIONNAIRE

2. ANSWERS TO QUESTIONNAIRE

Americans with Disabilities Act Self-Evaluation Program, Services, and Activities Questionnaire
City of Elkhart, Indiana

DEPARTMENT:

CONTACT PERSON:

PHONE:

E-MAIL:

The ADA prohibits the denial of services or benefits to persons with disabilities. In the performance of common, every day services provided by local units of government, you must ensure that all services are available in some way to persons with all disabilities. To better allow us to understand each department's interactions with the public, we request that you complete this questionnaire. Your responses are vital to ensuring that modifications can be made throughout the City to ensure access to all programs and services, if necessary. Please discuss with your staff as needed to provide thorough, complete, and accurate responses to each question. The information provided is intended to allow for changes throughout the City to provide equal access to programs and activities to everyone, without exception.

1. **What programs or services are offered in your department to the public? Please list them and also indicate the level of interaction your department has with the public (infrequent, daily, etc.).**

2. **Are all programs offered by your department available to persons with disabilities noted below? Consider the unique challenge each presents to you and the person (i.e. can someone in a wheelchair see over your service counter, how you would communicate with someone with a severe hearing loss, etc.).**
   a. **Physical challenge? (Uses a wheelchair, can't stand for long periods, etc.)**

   b. **Sensory challenge? (Visual loss or hearing loss)**

   c. **Cognitive challenge? (May have difficulty understanding)**

3. **Are programs, services or activities offered by your department the same for people with disabilities or are separate or different accommodations necessary?   Explain.**

4. **Do any programs segregate people with disabilities from others participating in the same program service or activity?**

5. **Are reasonable modifications necessary to provide programs, services, and activities? If so, what are your suggestions.**

6. **Does your department offer any permits, licensing, or certifications to citizens (building permits, voter registration, handgun purchase, etc.)? If YES, please list.**

7. **Is the building your programs are provided in owned by the City or leased? Please consider all facilities used by your Department.**

8. **What auxiliary aids are provided for people with hearing impairments (may include: qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, and exchange of written notes) and where are they located?**

9. **What auxiliary aids are provided for people with visual impairments? (may include: qualified readers, taped texts, audio recordings, Braille materials, large print materials, and assistance in locating items) and where are they located?**

10. **What auxiliary aids are provided for people with cognitive impairments? (may include: computer terminals, speech synthesizers, and communication boards) and where are they located?**

11. **Do any of the programs offered by your department have papers or documents that are given to employees or the public? Please list and include all publications.**

12. **Do any of the programs have any audio/visual media that is offered to employees or to the public? Please list and include information included on the City web site.**

13.   **What policies and procedures are in place for each program?**

14.   **Has your department designated an employee to act as liaison to the City ADA Coordinator? If so who is it and provide contact information (telephone and e-mail). How long have they been performing this function? Have they previously attended ADA-related training? Have they attended meetings (other than the one where this questionnaire was distributed) for the Self-Evaluation and Transition Plan for the City of Elkhart?**

15.   **Has anyone in your department had any training specific to the ADA? If so identify the staff person, who provided the training, what the topic of the training was, and the date(s) of the training.**

16.   **Has your department had any interactions with persons with a disability? If so, identify the type of disability and the methods used to provide equal service to them.**

17.   **Do you have any recommendations for changes that would allow your department to better serve persons with disabilities?**

Department	Department Head	Contact Within Department
City Hall		
Building & Code	Dennis Mann	Dennis Mann
City Clerk/Court	Sue Beadle	Sue Beadle
Mayor's Office	Mayor Moore	Arvis Dawson
Board Of Works	Arvis Dawson	Nancy Wilson
Community & Redevelopment	Crystal Welsh	Crystal Welsh
Controllers Office	Stephen J. Malone	Stephen J. Malone
Economic Development	Barkley Garrett	Barkley Garrett
Human Relations	Traci Porter	Traci Porter
Law Department	Vlado Vranjes	CRYSTAL ROGERS
Planning & Zoning	Arvis Dawson	Eric Trotter
Permit Center		Robbin Miller
Public Work & Utilities		
Billing Office	Laura Kolo	Deana Ward
Collections	Laura Kolo	Dale Reecer
Engineering Utility	Mike Machlan, Laura Kolo	Leslie Miller
Labaratory	Laura Kolo	Lynn Brabec
Operations	Laura Kolo	John Mahoney
Regulatory Affairs	Laura Kolo	Sarah Mitchell
Stormwater	Mike Machlan	Joe Foy
Office Services	Mike Machlan, Laura Kolo	Tim Reecer
City Engineer	Mike Machlan	Mike Machlan
Distribution	Laura Kolo	Jonathan Brown
Information Technology	Jeff Tucker	Jeff Tucker
City Hall Annex.		
Parks & Recreation	Karin Frey	Karin Frey
Human Resources	Victoria Moore	Victoria Moore
Grants	ROBIN WENGER	ROBIN WENGER
Outlying		
Elkhart Environmental Center	Laura Kolo	Tim Cataldo
Street Department	Marty Morgan	Marty Morgan
The Lerner	David Smith	David Smith
NYCRR Museum	Robin Hume	Robin Hume
Probation	Anthony Weaver	Anthony Weaver
Police Department	Dale Pflibsen	Captain Joel Bourdon
Fire Department	Mike Compton	Chief Mike Compton or Asst. Chief Rodney Dale
Aviation	Andy Jones	Andy Jones
Buildings & Grounds	Mike Lightner	Peter Gurka
Cemetery		VICKI EDSON
Central Garage	Joe Kaler	Joe Kaler
Communications	Shelia Malone	Shelia Malone
Emergency Management	Bill Faus	Bill Faus

Phone Number	Email Address
574-293-5471 x101	dennis.mann@coei.org
574-522-5272	sue.beadle@coei.org
574-294-5471 x242	arvis.dawson@coei.org
294-5471 ext 301	nancy.wilson@coei.org
574-294-5471 x 124	crystal.welsh@coei.org
574-294-5471	steve.malone@coei.org
574.294.5471 X109	barkley.garrett@coei.org
574.294.5471, ext. 310	traci.porter@coei.org
(574) 294-5471 EXT. 320	CRYSTAL.ROGERS@COEI.ORG
	eric.trotter@coei.org
574-294-5471 ext. 121	robbin.miller@coei.org
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574-293-2572	lynn.brabec@coei.org
293-2572 X 344	john.mahoney@coei.org
574 293-2572	sarahmitchell@coei.org
293-2572	joe.foy@coei.org
574-293-2572 x202	tim.reecer@coei.org
574-293-2572 x212	mike.machlan@coei.org
574-293-2572 ext. 301	jon.brown@coei.org
574-293-2572 x343	jeff.tucker@coei.org
574-295-7275	karin.frey@coei.org; wendy.terrazas@coei.org
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294-5471	robin.wenger@coei.org
574-293-5070 (office) 574-320-3427 (cell)	tim.cataldo@coei.org
574-293-5518	marty.morgan@coei.org
574 296 7893	david.smith@coei.org
294-3001	robin.hume@coei.org
574-522-2854	tony.weaver@coei.org
574-295-7070 ext. 423	joel.bourdon@elkhartpolice.org
574-596-8274	mike.compton@elkhartfire.org
574-903-4815	andy.jones@coei.org
office 970-0542, cell 320-5014	peter.gurka@coei.org
293 2811	vicki.edson@coei.org
293-0147	joe.kaler@coei.org
574-522-4312	sheila.malone@elkhartpolice.org
970-7996	william.faus@ceoi.org

Question	
1. What programs or services are offered in your department to the public? Please list them and also indicate the level of interaction your department has with the public (infrequent, daily, etc.).	
Department	**Responses**
City Hall	
Building & Code	1. Permits 2. Code consultations 3. Building trades consultations Permits done on daily basis. Consultation is needed
City Clerk/Court	Court proceedings (traffic & misdemeanor & ordinance violations) Daily up to over 100 citizens appear for court or to pay fines.
Mayor's Office	Our office is open to the public daily.
Board Of Works	1- Board of Works Regular Meetings held in Council Chambers 1st & 3rd Tuesday of every month. Pre-agenda meetings are held in the Board of Works Conference room 3rd floor City hall Board of Works Office. 2- Board of Safety Meetings held in Council Chambers 2nd & 4th Tuesday of every month. Citizens wanting to make an appeal to the BOS for dangerous dogs bring their paperwork to me in person, and they also attend the BOS public meeting. 3- Lerner Board Meetings held in the Council Chambers 2nd Wednesday of every month. 4- Event Permits- applications processed in Board of Works Office daily 5- Damage Claims processed by Board of Works Clerk in person and via email. 6- Notary Public service provided by BOW Clerk to the public as requested.
Community & Redevelopment	Our department has frequent contact with the public both in our office and in their homes and public facilities. We are under the ADA for our HUD funded programs and take efforts to meet the needs of our community including those with disabilities. I have included a copy of our citizen participation plan that outlines our efforts to serve the public.
Controllers Office	• A/R acceptance of payments – daily. • Pet registration and licensing – daily. • Solicitor permits – infrequently. • Taxi driver permits – infrequently.
Economic Development	Environmental Assessments, Business Retention
Human Relations	Training programs and information relating to fair housing and equal employment. Investigation of discrimination charges in housing, employment, education and public accommodations. Daily interaction with the public due to responsibilities and due to department location on the third floor of City Hall next to the court.
Law Department	Requests for access to public records (infrequent) Prosecution of ordinance violations (daily) Collection of costs owed to the City (infrequent) Exemption/forbearance of payment of ambulance fees (infrequent) Notary Public services (infrequent)
Planning & Zoning	BZA meeting is held once per month in Council Chambers. Plan Commission is held once per month in Council Chambers. Historic Commission is held once per month in Council Chambers. Residents and other visitors are served in our office as they seek zoning information about the use of property. The office has multiple daily visitors and multiple phone queries on three different phone lines.

Permit Center	Constant interaction on a daily basis issuing building permits, zoning clearances, registering licensed contractors, registering rentals (rental listing program), registering contractors for license examination (electrical and mechanical), receipt in payments from customers.
Public Work & Utilities	
Billing Office	We are the utility billing office, people pay their bills, set up service and numbers other tasks associated with a billing office. The public is in our office daily and frequently
Collections	We do not offer any programs on site. The services we provide would be investigating sewer calls such as backups and odor complaints. We also check drainage problems and investigate sinkholes. We have to communicate our findings to homeowners so I would say we have daily contact with residents either in person or over the phone.
Engineering Utility	Public meetings; public contact on projects (water shutdown notificaiton, driveway shut down notification, etc)
Labaratory	We analyze drinking water samples for individuals not on city water. Our interaction with the public is infrequent. There are also tours that come through the lab at the end of plant tours.
Operations	Infrequent – tour of the wastewater plant Infrequent – tour of the potable water plant Frequent – Customer service concerning water quality/water service over the phone Frequent – Lease curb stop keys to customers Infrequent – Distribution of water meter yoke
Regulatory Affairs	I do offer written documents such as policies, plans and ordinances. The requests for these are very rare. Several times a year I also assist in a water conservation seminar. This occurs a few times a year. Several times a year I host a meeting with people from other cities.
Stormwater	We talk to the public on a daily basis about stormwater and drainage issues. One to two times a year we also organize public meetings to discuss projects with nearby residents.
Office Services	Sewer Insurance, Act as a liaison between public & Bordens, Collections, Distribution, Lab, Operations, Engineering.
City Engineer	a. See Tim Reecer's comments concerning the Public interaction at the front counter b. Services i. Telephone and in person visits to discuss individual issues related to ROW and utilities ii. Public hearings for information about various Public Works projects
Distribution	The Utility currently offers to repair customer side service leaks in the public right of way. We leave door tags that explain the customer's responsibility which may not practical for the visually impaired). Access to PWU to sign repair agreement which may not be practical for customers that have mobility problems.
Information Technology	N/A
City Hall Annex.	
Parks & Recreation	The Department offers programming throughout the entire calendar year – softball; swimming; tennis; rental of pavilions/facilities; festivals; parades; summer camps; etc. Staff is in daily interaction with the public – rental facilities and program signups.
Human Resources	Employment opportunities – daily interaction
Grants	The Grants Dept offers no official programs or services to the public. At least 90% of my interactions are with other city employees, contractors, and consultants, and not always at my office, but at PW, MCR, Museum, Enviro Center, PD, FD, etc. The other 10% are mostly community groups who have 501(3) C , non-profit status, who request technical assistance with grant makers and applications. Over half of these contacts are made at their places of work.
Outlying	

Elkhart Environmental Center	• Building facility is open to the public from 8 am until 5 pm Monday through Friday, excepting holidays. Also open for scheduled evening or weekend programs and on Saturdays May - September when volunteer staff is available. Interaction with visitors is frequent and daily. • Services & programs offered by the EEC include: o Education programs for elementary (K-6) school classes, home school groups, Cub/Girl Scouts, other youth groups o Public informational & recreational programs: some for adults only and some for families and/or children o Summer day camps for children entering 1st through 6th grades • Periodic members' meetings for local environmental groups (e.g. Audubon Society, INPAWS, Indiana Master Naturalists) • Friends of the EEC Board of Directors' meetings
Street Department	1. Recycle bin, front entrance, somewhat frequent. 2. Questions on roadways, signs, and sidewalks, ect., somewhat frequent. At our Traffic building there is not any services open to the public.
The Lerner	• We have daily interaction with the public individually and in large groups. • The public uses our box office daily (Mon – Sat) to secure show tickets. • The theatre events involve the public in numbers up to 1700 at a time. These events can occur any day of the week. • The Crystal Ballroom is used any day of the week and can accommodate up to 800 people at a time. • Premier Arts accesses the lower level almost daily. • The building provides tours on a as requested basis. The tours will include different areas within the building.
NYCRR Museum	Daily interaction with the public. We offer historic Exhibits for public to enjoy. Many verbal interactions with public We take and process Admission fees and gift shop payments We occasionally conduct tours.
Probation	A. Interviewing clients placed on probation by the court. B. The Theft Accountability Program-monthly C. Answer questions for the public
Police Department	Accident Reporting- daily / Offense Reporting- daily / Animal Control Contact- daily Traffic Citations- daily / Traffic Control- daily / Child Restraint Training and Inspections- annually Neighborhood Association Meetings- monthly / Domestic Violence Referrals- daily Night Out Against Crime- annually / Bicycle Safety Program- annually / Meth Awareness- varies Child Safety Programs- varies / Investigators interviews with witnesses, victims, suspects, which are video recorded - daily Additionally we obviously have numerous Citizen Contacts each day where we provide services such as giving directions, problem resolution, providing information on how to contact other departments, etc. This listing certainly does not encompass everything we do, however it does cover the predominate services.
Fire Department	Fire prevention/code enforcement – 50+ weekly
Aviation	Board of Aviation commissioners meeting monthly. Public will come in to ask about hangar rental.

Buildings & Grounds	We provide tree planting and tree removal along with a daily brush removal. We also supply the Public Works Environmental Center wood cutting lot with firewood and issue fire wood permits to the public. The brush removal program follows the weekly trash route. Tree planting and removal generally is initiated with a phone call and no office visit. Once there is a request for a tree planting, forestry will then hang the door knockers on any surrounding properties that are missing trees with no office visit. All activities are on a daily or weekly frequency.
Cemetery	We have daily interaction with the public. We have people come in on a daily basis to find cemetery lots and to purchase them
Central Garage	1.) Fleet Auctions / Annual 2.) Fleet Parts Suppliers & Sales Representatives / Daily 3.) Building Maintenance Contractors / Daily 4.) Shippers (UPS/FEDEX) / Daily
Communications	We have one or two people come in daily for information. Basically, we are a secure environment with a small lobby that people can come into and buzz for assistance
Emergency Management	*Left Blank*

Question		
2. Are all programs offered by your department available to persons with disabilities noted below? Consider the unique challenge each presents to you and the person (i.e. can someone in a wheelchair see over your service counter, how you would communicate with someone with a severe hearing loss, etc.).		
	a.) Physical	b.) Sensory	c.) Cognitive
Department	**Responses**		
City Hall			
Building & Code	Narrow aisle ways	*Left Blank*	Chairs are provided
City Clerk/Court	Yes	Visual – we would read information to them Hearing – printed matter	We use a translator for all court sessions, many of our forms are also printed in Spanish. Other cognitive issues, I'm not sure.
Mayor's Office	*Left Blank*	*Left Blank*	*Left Blank*
Board Of Works	Wheel chairs can access me and I can give them a clip-board to write on. My applications can be emailed to their home and I can receive faxes and emails if they do not want to come to me in person to apply for permits. I have a chair for citizens to rest when they come in to see me	My minutes are all available on CD audio format if requested. Council Chambers equipped with hearing audio enhancement devices. A hand held microphone is available for citizens who can not reach the podium. I can print the agenda or minutes in large print if requested.	I have to help this person personally. I can send the paperwork home with them to allow family members to assist them.
Community & Redevelopment	We will sign papers in the client's home, we assist clients as much as possible. Our conference room is difficult to get to in a wheelchair but we could make easy changes to our office to make it work. we always hold our public meetings in the council chamber or other physically accessible location	We currently have a client with vision loss and had her have a trusted representative read her the documents. We often have clients with moderate hearing loss and we use printed material and speak loudly to help them.	We try to explain our program details in a manner that persons of all intellectual abilities can understand.
Controllers Office	Yes, for those who are wheelchair bound, the receptionist interacts from a standing position so that the 42" high counter does not present an obstacle. A 27" high desk is provided as a writing surface for those in a wheelchair. Chairs are located in the lobby for those who can't stand for long periods	Yes.	Yes.
Economic Development	*Left Blank*	*Left Blank*	*Left Blank*

Human Relations	Chairs are available in the hall as well as in the office. Offices are accessible; however, if needed a conference room can be used.	Information can be verbally or if required notepads or sign language interpreter can be contacted.	Extra time is given for the interview and if necessary suggest that the individual bring someone with them or request that they allow staff to speak with some they designate.
Law Department	The same level of service is provided to all persons. The service counter is very low. Chairs are readily available at the service counter.	The same level of service is provided to all persons. Written communication would be provided for persons with visual loss.	The same level of service is provided to all persons. Assistance filling out forms is available at the service counter.
Planning & Zoning	A person using a wheelchair would access our first floor location by using the lift. A person who cannot stand for long periods of time would be offered a seat in our front area. Persons attending meetings in Council Chambers would utilize the lift. There has been a BZA petitioner whose chair did not fit in the lift. He was provided with a listening device. His verbal input was audible in Council Chambers. A person using a wheelchair would require a lower podium if he/she wished to speak	Staff members can provide verbal answers and information. None of our printed materials are available in braille. Submittal packet information could be developed on audio CD. A person with hearing loss can be served by providing written responses or increasing the volume of the spoken word. Our office does not have access to audio enhancing devices. A person who cannot speak could provide questions in writing. Persons attending meetings in Council Chambers have access to audio enhancing devices. They would have no access to any visual presentation.	Unless the person with a cognitive challenge brought a person with him/her to explain our information and answers, it would be difficult to ensure the person with the disability was grasping the information as provided. Zoning staff members would not automatically know how to craft their responses in a manner that would be understood by the person with the cognitive disability.
Permit Center	Programs are offered, but counter is too high.	No	No
Public Work & Utilities							
Billing Office	Our office is set up for wheelchairs to come and go but we our service counter can not be seen over by a wheelchair. We have chairs in front lobby	Hearing loss we can write down information and we have standard information in writing already. We can read the information to a person with visual loss	Can have numerous people explain in different manners. Not sure what else can be done

Collections	We would meet them at their own home so I don't think there would be a problem	Again we would be meeting someone at their home so we can speak to someone with a visual loss. We have handouts that explain how are sewer insurance program works for someone that has a hearing loss but that wouldn't cover everything. Because in our case the resident is initiating the contact they generally let us know how to communicate with them.	I think our staff have been able to break things down in terms that people can understand. We have found that in cases like this many times people are assisted by a friend or relative.
Engineering Utility	Usually, public meetings	No, not public meetings not flyers for shut down notifications.	No
Labaratory	Someone in a wheelchair could tour the lab in their chair.	I don't know how we could accommodate someone with visual loss but we have a hearing impaired employee that may be willing to use ASL (American Sign Language) to interpret.	We give tours to all ages, if someone had a cognitive challenge we can use more basic terms to explain how the lab works.
Operations	Wastewater plant tour cannot be conducted for people who cannot climb stairs.. Curb stop keys are kept in a building that has stairs	Tours are not available for those who cannot see or hear. Instructions for location of curb stop require that someone is able to locate boundaries and landmarks.	Most of the customer service can be explained simply for those with cognitive challenges.
Regulatory Affairs	yes - Meeting locations could be a challenge for individuals that are in a wheelchair or that are not very ambulatory	yes -Written documents would present a challenge to those with visual loss; the seminar would present challenges for those with hearing loss and visual loss	yes - there may a challenge here
Stormwater	Most of our contact with the public is on-site at a project area, so we are usually in areas that they travel in on a daily basis.	Materials are not currently available for persons with a vision or hearing loss.	We currently strive to translate complex engineering concepts into laymen's terms and try to explain them in such a way that is understandable on multiple cognitive levels.
Office Services	Yes	Yes	Yes
City Engineer	i. Generally most meeting can accommodate physical challenges ii. We need to look at PW building when public meetings are held there	i. No current plan for addressing these challenges	i. No current plan for addressing this challenge

Distribution	See #1			See #1			See #1	
Information Technology	N/A							
City Hall Annex.								
Parks & Recreation	Yes Our counter is wheelchair accessible, as well as our entry.			Yes			Yes	
Human Resources	Yes			Yes			Yes	
Grants	My department is located in the City Hall Annex Building. This building is shared with the Parks Dept and HR. This building is already considered to be ADA Compliant, and if someone should be physically challenged, I would arrange to have them meet me in the Annex Conf Room. This is easily accessible from the main entrance.			No			No	
Outlying								
Elkhart Environmental Center	• Wheelchair ramp is at entrance; main meeting room, display room and restrooms are wheelchair accessible. Tables are available and are often set up for public programs. • Some programs have an outdoor component requiring walking on unpaved trails.			• Visual loss: most programs involve visual demonstration and often include audiovisual presentation on projected screen or large TV monitor • Hearing loss: most programs involve spoken voice; TV monitor has speakers; if digital projection, then speakers on laptop computer are typically used to deliver sound.			• Complexity of program content varies according to the intended audience. On occasion, educational program curriculum for grades K – 6 has been adapted & presented to developmentally challenged adults (e.g. ADEC's independent living groups).	
Street Department	yes, maybe counter problems.			yes			we have people that would understand.	

The Lerner	• The building renovation was completed in summer 2011 and all ADA requirement should be in place, The box office has a lower window for wheelchair access. • Every section within the theatre has appropriate number of wheelchair locations according to ADA requirements. • In an effort to stay on top of ADA requirement, Key Lerner staff participated on a ada/theatre related conference call in June 2011. • We have auto door on Franklin and Main that are opened by a button.	• The box office has hearing assistance devices available for patron use. They are free and issued upon request. Patron are encourages to use their personal "ear buds" however, The Lerner does have disposable "ear buds" available for a minimal cost. • We have several patron who informed us of their visual loss. We have assisted them in securing the seat locations they prefer.	• Our guest service strategy is to provide the best we can for all patrons. If we encounter public that requires additional assistance understanding Lerner management is asked to assist.
NYCRR Museum	We can accommodate except for historic railroad cars. We have 3 ramps into and out of the building and handicap access bathrooms.	Hearing loss has not been a problem, if necessary we write notes to the person if they do not read lips. The Sight Impaired could be accommodated with a tour by one of our employees or volunteers acting as a guide. So far all visually impaired people visiting us have had their own guides with them.	We are quite familiar with those who have cognitive challenges and adapt our explanations or tours to our audience.
Probation	A person in a wheelchair can gains access to our department through the back door. This has not been a problem. There is no need to stand for long periods in our office.	All probation information can be vocalized if a person has poor or no vision. Nearly all probation information is in writing. We have had persons with hearing difficulty in the past. It has not been a major problem for them	People with a serious challenge are usually not placed on probation. However, if the challenge is moderate, the probation staff is patient and willing to go over material until the person understands. We also supply most important information in writing to the client and or the clients guardian or payee.

Police Department	Yes	Yes	Yes The Elkhart Police Department provides multiple programs, services and Citizen Assistance and makes every attempt within reason to accommodate the needs of all Citizens.
Fire Department	Yes	Yes	Yes
Aviation	*Left Blank*	*Left Blank*	*Left Blank*
Buildings & Grounds	The wood cutting permit is the only permit that would require someone come to our office. We do not provide a customer service counter, but do provide plenty of chairs and tables. We could improve on signs for direction and our doors are not wheelchair friendly.	For those with hearing loss we can communicate with pad and paper. For persons with vision loss we currently do not provide any way of communicating, but they probably will not be operating a chain saw.	I do not believe this has been a problem
Cemetery	We have chairs in the office to sit in with desktops that are low enough for anyone to use or see over	Cards and maps are available to anyone with a hearing loss	If we have a problem with someone understanding us we will normally take them to the gravesite they are looking for to make sure they get there
Central Garage	NO – Don't have wheelchair available YES – Plenty of Seating	NO – Hearing YES – Visual (Braille Signs)	NO – Bilingual Speaking Personnel
Communications	Since we are a secure department, seldom do visitors come past the lobby. If they had to do so, it would be hard to reach the radio room in a wheel chair.	We talk with the person personally.	We talk with the person personally and can usually understand enough of what they are asking. We also utilize language line if needed.
Emergency Management	No	No	No

Question	
3. Are programs, services or activities offered by your department the same for people with disabilities or are separate or different accommodations necessary? Explain.	
Department	**Responses**
City Hall	
Building & Code	Same
City Clerk/Court	Yes
Mayor's Office	They are the same for everyone but we can accommodate any disabilities if necessary.
Board Of Works	I do not have separate programs. I need to make accommodations.
Community & Redevelopment	Yes, we provide housing services that include accessibility related work.
Controllers Office	Yes.
Economic Development	*Left Blank*
Human Relations	SAME
Law Department	The same level of service is provided to all persons.
Planning & Zoning	The packets of information we distribute that explain the process of submitting a petition or submittal are not available in braille nor on a CD. Either of these media forms would solve the vision issue.
Permit Center	Yes. We try to accommodate everyone who needs assistance in the Permit Center. There are no separate accommodations.
Public Work & Utilities	
Billing Office	Yes, they are the same
Collections	The same
Engineering Utility	The same
Labaratory	We have not been challenged with presenting to someone with a disability.
Operations	No accommodations are currently available.
Regulatory Affairs	Different accommodations would be necessary. People with visual disabilities may have difficulty reading the documents as they currently are and seeing the visual part of the presentation. People with hearing disabilities my have difficulty hearing the presentation as it is currently presented. Different accommodations would have to be made for individuals with physical challenges when they attend meetings
Stormwater	Currently they are the same.
Office Services	Yes
City Engineer	a. In the PW Building any meeting in the lower conference room would need to provide an alternate viewing area for some people with physical challenges. There is only a stairway to access the lower level b. Any of the times when a face to face meeting is needed; the meeting can be easily moved to an area that is ADA compliant. c. We do not currently have a formal plan for accommodating Sensory Disabilities
Distribution	See #1
Information Technology	N/A
City Hall Annex.	
Parks & Recreation	Yes - When necessary and advised prior to a program, we can bring in trained Staff to accommodate.
Human Resources	It would depend on the disability and which service or program. Some may need to be offered with personal assistance, in an alternate format, or in another area that is accessible.
Grants	No
Outlying	
Elkhart Environmental Center	• Currently, little or no accommodations have been necessary, with exception of what was described in item 2-c above
Street Department	They are offered to all.

The Lerner	• Mostly all of our activities are presented for the general public. The Ballroom and the Theatre will host private events that might be different according to their guest list.
NYCRR Museum	Same with for all patrons.
Probation	All programs are the same with one exception. We do not offer a Spanish Language Theft Accountability Program
Police Department	In most circumstances they are the same, however when needed, individual accommodations are made. An example of this circumstance would be when vehicular transportation is provided and utilized for disabled Citizens to be able to participate in the Elkhart Police Department Citizens Academy.
Fire Department	We will read to them – have written documentation for them to read
Aviation	B.O.A.C. meeting agenda type size same as on this page. No amplifier for meeting audio.
Buildings & Grounds	Yes, all tree related services are provided to the community the same.
Cemetery	All services are the same for all people
Central Garage	Same
Communications	The only program that we participate in is the Police Citizens Academy in which we do bring the participants over for a tour and answer questions. It is the same with people with disabilities
Emergency Management	Same

Question	
4. Do any programs segregate people with disabilities from others participating in the same program service or activity?	
Department	**Responses**
City Hall	
Building & Code	No.
City Clerk/Court	No
Mayor's Office	No
Board Of Works	No..
Community & Redevelopment	No, we do offer additional work items to reduce maintenance if the client is elderly or disabled upon request.
Controllers Office	No.
Economic Development	No
Human Relations	NO.
Law Department	No.
Planning & Zoning	No.
Permit Center	No
Public Work & Utilities	
Billing Office	No
Collections	N/A
Engineering Utility	No
Labaratory	It would not be necessary to segregate anyone while giving a tour.
Operations	Mobility for tours.
Regulatory Affairs	No
Stormwater	No.
Office Services	No
City Engineer	a. Only as in 3. a above
Distribution	Closing sidewalks for water service repairs may limit accessibility
Information Technology	N/A
City Hall Annex.	
Parks & Recreation	None
Human Resources	Again this would be dependent on the program and the disability. It may also depend on personal preference of the individual.
Grants	No
Outlying	
Elkhart Environmental Center	• No.
Street Department	No
The Lerner	• No with the exception of securing special procedures, as needed, to insure patrons with disabilities receive the best guest experience possible. An example of this is setting aside a designated area for people requiring extra time or assistance to queue up before opening the theatre. Then allowing first them entry. No different than airlines allowing people with children and those needing extra time to board first.
NYCRR Museum	No
Probation	No
Police Department	No
Fire Department	No
Aviation	No
Buildings & Grounds	No
Cemetery	No
Central Garage	NO
Communications	No
Emergency Management	No

Question
5. Are reasonable modifications necessary to provide programs, services, and activities? If so, what are your suggestions.

Department	Responses						
City Hall							
Building & Code	Yes, lower counter tops						
City Clerk/Court	Don't think so						
Mayor's Office	Take the program to the individuals						
Board Of Works	We have a not so user friendly wheel chair lift from the lobby to the lower level to access the elevator. It is not always big enough.						
Community & Redevelopment	Small change to office layout should do it.						
Controllers Office	No.						
Economic Development	No						
Human Relations	NO.						
Law Department	No modifications are necessary.						
Planning & Zoning	A counter of a lower height should be made available. The Council Chambers should be provided with a podium of a lower height. Submittal packets should be available on (audio) CD. Printed materials should be available on larger font.						
Permit Center	Yes. Portion of counter top should be lowered for wheelchair bound customers. Need wider aisle space in Permit Center just in case a customer does come in in a wheelchair. We currently do not have permit applications in Braille for the blind, nor a TTY for the hearing impaired.						
Public Work & Utilities							
Billing Office	Put in a lower service counter						
Collections	No						
Engineering Utility	Actual staff-to-person contact for shut downs, not just flyers (visually challenged; cognitive); would need accommodations for deaf as public meetings						
Labaratory	A closed-captioned video could be produced or someone could sign the presentation on a video or tour.						
Operations	We have discussed recording a tour of the wastewater plant. Curb keys can be delivered to the customers vehicle. Paperwork can be processed outside of the building.						
Regulatory Affairs	Yes, documents could be read by a text reader or person, the presentation could be given is sign language, the meeting could be in location that is easily accessible						
Stormwater	We may need to have some information transferred to a braille or soundtrack format for visually challenged individuals and may need the services of an American Sign Language interpreter for public meetings.						
Office Services	No						
City Engineer	a. Alternate meeting areas, b. Typing or writing information for Hearing challenges c. Digital voice or text accommodation for visual challenges						
Distribution	*Left Blank*						
Information Technology	N/A						
City Hall Annex.							
Parks & Recreation	Approach to beach front at Ideal Beach						
Human Resources	One on One presentations that would otherwise be given in a meeting format, Personal assistance, audio recordings of information, providing programs, trainings by video or other electronic format, providing same in printed format (digital or hard copy).						
Grants	No						
Outlying							
Elkhart Environmental Center	• Hikes in less accessible outdoor areas could be videotaped.						

Street Department	No modifications necessary.
The Lerner	It this time I do not believe we do, with the possible exception of automatic door opener leading into the box office from the vestibule.
NYCRR Museum	A tour of the inside of the rail cars could be made, if we need to accommodate those who can not get up into our historic exhibits.
Probation	Yes
Police Department	Building accessibility has not been an issue to date and while occasionally small modifications have been made, however, no suggestions of significance come to mind.
Fire Department	Case by case basis accommodations
Aviation	N/A
Buildings & Grounds	If necessary the door knockers and tree catalogs could be printed in large print or with braille if needed.
Cemetery	Physically handicapped people are now using ramps that lead into the back of the building. From that point they are brought into the office
Central Garage	YES
Communications	If ever we allow anyone into the radio room such as the Citizens Police Academy, we do have a step that they have to go up in the radio room
Emergency Management	No

Question	
6. Does your department offer any permits, licensing, or certifications to citizens (building permits, voter registration, handgun purchase, etc.)? If YES, please list.	
Department	**Responses**
City Hall	
Building & Code	Yes, building, plumbing, electrical permits
City Clerk/Court	No
Mayor's Office	Voter registration
Board Of Works	I process many permits: Civic Plaza, Central Park, Temporary Street Closing, Stop Light Fund Raisers, Use of Riverwalk, Banners on bridges, Plaza message sign, General Release & Indemnification, Alcohol, & Noise Ordinance Exceptions.
Community & Redevelopment	NO
Controllers Office	Yes. Pet registration and licensing. Solicitor permits. Taxi driver permits.
Economic Development	No
Human Relations	NO.
Law Department	No.
Planning & Zoning	Zoning staff issue permits called Zoning Clearance.
Permit Center	Yes. See question 1.
Public Work & Utilities	
Billing Office	Demolition permits
Collections	No
Engineering Utility	Excavation permits; sewer/water connections
Labaratory	No
Operations	No
Regulatory Affairs	NA
Stormwater	Yes. Stormwater Pollution Prevention Permits, Swimming Pool Discharge Applications, Stormwater Assessment Appeals.
Office Services	Excavation permits, Revocable Permit, Driveway Permits, Drainage Permit, Excavator Licensure
City Engineer	a. See Tim Reecer's b. Sewer and Water IDEM permits c. Sewer, Water, Roadway plan reviews
Distribution	Left Blank
Information Technology	N/A
City Hall Annex.	
Parks & Recreation	Written or verbal permission – not permitting
Human Resources	No
Grants	No
Outlying	
Elkhart Environmental Center	• No.
Street Department	No
The Lerner	• No we do not issue such items
NYCRR Museum	No
Probation	No
Police Department	Hand Gun Registration / Fingerprinting / Portions of the Handgun Permit Process / Criminal Background Checks (Please See the Tabbed Dividers in the back of this notebook for programs, data, information and services provided to Citizens)
Fire Department	Burn permits citation for code violations
Aviation	Hangar leases
Buildings & Grounds	Firewood cutting permits.
Cemetery	We provide copies of cemetery deeds as well as maps to help locate cemetery spaces. People also come into our office to purchase cemetery spaces

Central Garage	NO
Communications	No
Emergency Management	No

Question								
7. Is the building your programs are provided in owned by the City or leased? Please consider all facilities used by your Department.								
Department	**Responses**							
City Hall								
Building & Code	City owned							
City Clerk/Court	Owned by City							
Mayor's Office	Yes							
Board Of Works	The City owns my office in City Hall.							
Community & Redevelopment	Yes							
Controllers Office	Programs provided by the Controller's Office are provided in the Municipal Building, which is owned by the City.							
Economic Development	Owned							
Human Relations	Owned by COE							
Law Department	Owned by the City.							
Planning & Zoning	Yes, City Hall.							
Permit Center	Owned.							
Public Work & Utilities								
Billing Office	Yes, the city owns the building							
Collections	N/A							
Engineering Utility	Owned							
Labaratory	Owned by the City							
Operations	Owned w/ the exception of the Biopad. The Biopad is leased.							
Regulatory Affairs	NA							
Stormwater	The Stormwater Pollution Prevention Permits are processed by the Elkhart County Soil and Water Conservation District at their office.							
Office Services	City Owned							
City Engineer	a. All owned by the City or Utilities							
Distribution	Left Blank							
Information Technology	N/A							
City Hall Annex.								
Parks & Recreation	All are owned by either the City or Park Board							
Human Resources	Owned							
Grants	CITY OWNED							
Outlying								
Elkhart Environmental Center	• Owned by the City							
Street Department	Owned by the city.							
The Lerner	• Owned							
NYCRR Museum	Owned by the City							
Probation	Owned							
Police Department	Owned							
Fire Department	Yes, city owned							
Aviation	Both							
Buildings & Grounds	All of our buildings are city owned.							
Cemetery	City owned							
Central Garage	OWNED							
Communications	Owned by the City							
Emergency Management	Owned by the City							

Question
8. What auxiliary aids are provided for people with hearing impairments (may include: qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, and exchange of written notes) and where are they located?

Department	Responses							
City Hall								
Building & Code	City owned							
City Clerk/Court	None							
Mayor's Office	All of the above. In the Council Chambers & Human Relations.							
Board Of Works	Hand Held Audio enhancement devices in the drawer in the Council Chambers next to the Clerk's seat far stage left.							
Community & Redevelopment	City offers some in the council chambers. I have never received a request.							
Controllers Office	Written materials are provided to those with hearing impairments. Staff is can also communicate by exchanging written notes							
Economic Development	None							
Human Relations	Telecommunications devices for deaf persons (TDDs), and exchange of written notes. All located in office.							
Law Department	Note takers and interpreters are provided as necessary. Telecommunications devices for deaf persons are located at the City Hall Annex Building.							
Planning & Zoning	There is nothing in our office area. Council Chambers offers an audio device.							
Permit Center	None							
Public Work & Utilities								
Billing Office	Written material and computer screens							
Collections	Only the written handouts explaining sewer insurance.							
Engineering Utility	Writtedn materials (sometimes)							
Labaratory	We have a telephone with an amplifier which is hearing aid compatible located in the instrumentation lab off of the main lab							
Operations	None currently available							
Regulatory Affairs	None are currently provided							
Stormwater	Paper and pen are available at the front desk.							
Office Services	A notepad and a pen/pencil.							
City Engineer	a. No formal program currently							
Distribution	See #1							
Information Technology	N/A							
City Hall Annex.								
Parks & Recreation	Note takers or qualified interpreters who call and identify themselves for the person needing assistance							
Human Resources	Exchange of written communications via email or in hard copy, written materials, digital materials. Usually produced as needed. Digital materials are stored in the HR computer files.							
Grants	None							
Outlying								
Elkhart Environmental Center	• No auxiliary aids are provided at this time.							
Street Department	Note takers if necessary.							
The Lerner	• The box office has hearing assistance devices available for patron use. They are free and issued upon request. Patron are encourages to use their personal "ear buds" however, The Lerner does have disposable "ear buds" available for a minimal cost.							
NYCRR Museum	We have a receptionist always stationed at the front desk to take or write notes.							
Probation	We offer no electronic devices for the hearing impaired. Written material is offered if needed.							
Police Department	One of our Officers is skilled in American Sign Language and additional interpreters are available to our Department when requested to the Communications Center.							

Fire Department	Passed out and installed homes vibrating & flashing smoke detector alerts
Aviation	None
Buildings & Grounds	None are provided.
Cemetery	None
Central Garage	NONE – Paper & Pen
Communications	We do have a TDD for callers calling in an emergency or other business. We do not have one in the lobby where people come in asking for information.
Emergency Management	NO

Question	
9. What auxiliary aids are provided for people with visual impairments? (may include: qualified readers, taped texts, audio recordings, Braille materials, large print materials, and assistance in locating items) and where are they located?	
Department	**Responses**
City Hall	
Building & Code	City owned
City Clerk/Court	We can always enlarge print on copier if needed
Mayor's Office	None
Board Of Works	Large print agendas and minutes available on request from my office and printer in a matter of minutes.
Community & Redevelopment	Upon request we can provide large print and recordings of some meetings but not all.
Controllers Office	Staff is available to read written material to those with visual impairments.
Economic Development	None
Human Relations	Large print documents upon request. Located in office.
Law Department	*Left Blank*
Planning & Zoning	There is nothing in our office area. Submittal packets can be produced in large font in the future.
Permit Center	None
Public Work & Utilities	
Billing Office	We can read but no one is a qualified reader. We can blow up material on copiers to larger print. Copier in hall
Collections	I think our office staff at times have made items available in larger print if needed.
Engineering Utility	None
Labaratory	There are none at this time.
Operations	None currently available
Regulatory Affairs	None are currently provided
Stormwater	None
Office Services	Nothing at this time. We can enlarge documents with the copier.
City Engineer	a. No formal program currently available
Distribution	Large print door tags????
Information Technology	N/A
City Hall Annex.	
Parks & Recreation	Depending on the needs – audio recording of board meetings; large print – supply closet
Human Resources	Qualified readers – staff of HR department
Grants	None
Outlying	
Elkhart Environmental Center	• No auxiliary aids are provided at this time.
Street Department	Can make large printed materials in office
The Lerner	• We have several patron who informed us of their visual loss. We have assisted them in securing the seat locations they prefer
NYCRR Museum	We provide physical assistance finding what the patron is looking for. There is a receptionist always on duty, as well as tour guide in the back of the museum to answer questions and act as a guide.
Probation	None
Police Department	Public Access Restrooms and Police Lobby have Braille Signage.
Fire Department	None
Aviation	*Left Blank*
Buildings & Grounds	None are provided.
Cemetery	We can enlarge copies of maps and burial cards on the copy machine. For someone visually impaired we will take them to the grave to make sure they find it
Central Garage	Braille Signs for Restrooms (Only)
Communications	We work with a citizen who comes into the Center personally. They come in for copies of Calls for Service.
Emergency Management	None

Question
10. What auxiliary aids are provided for people with cognitive impairments? (may include: computer terminals, speech synthesizers, and communication boards) and where are they located?

Department	Responses							
City Hall								
Building & Code	City owned							
City Clerk/Court	None							
Mayor's Office	None							
Board Of Works	None that I know of.							
Community & Redevelopment	None that I am aware of							
Controllers Office	Staff is available to direct attention to applicable written material, to read it and to explain the meaning.							
Economic Development	None							
Human Relations	None at this time							
Law Department	*Left Blank*							
Planning & Zoning	There is nothing in our office area.							
Permit Center	None							
Public Work & Utilities								
Billing Office	None							
Collections	N/A							
Engineering Utility	None							
Labaratory	None at this time							
Operations	None currently available							
Regulatory Affairs	None are currently provided							
Stormwater	None							
Office Services	Nothing at this time							
City Engineer	a. No formal program currently available							
Distribution	*Left Blank*							
Information Technology	N/A							
City Hall Annex.								
Parks & Recreation	Brochures and a patient staff							
Human Resources	Personal assistance from HR staff							
Grants	None							
Outlying								
Elkhart Environmental Center	• No auxiliary aids are provided at this time.							
Street Department	*Left Blank*							
The Lerner	• Our guest service strategy is to provide the best we can for all patrons. If we encounter public that requires additional assistance understanding Lerner management is asked to assist.							
NYCRR Museum	We have reliable and helpful staff to assess the needs of our patrons and find the best way to assist them based on their needs.							
Probation	None							
Police Department	None to my knowledge.							
Fire Department	Computer terminal not for public use though							
Aviation	None							
Buildings & Grounds	None are provided.							
Cemetery	None							
Central Garage	Annual Auction Flyer, Application for Employment, Bid Packets for Suppliers							
Communications	We meet the person, have them fill out a request, and then provide them the information if it can be released.							
Emergency Management	None							

Question								
11. Do any of the programs offered by your department have papers or documents that are given to employees or the public? Please list and include all publications.								
Department	**Responses**							
City Hall								
Building & Code	No.							
City Clerk/Court	Yes, appointment/court appearance slips – available in Spanish							
Mayor's Office	No							
Board Of Works	Agendas, Minutes, contact information, and meeting date calendars for Board of Works, Board of Safety, and Lerner Theatre Board. Every permit I process is available in paper or electronic format. I have printed banner dimensions and stop light fundraiser guidelines I give if requested.							
Community & Redevelopment	Many some on in interoffice mail. Consolidated Plan, program guidelines, citizen participation plan, section 3 plan, etc.							
Controllers Office	Yes. Pet registration form. Solicitor permit application. Taxi operator permit application. Receipts.							
Economic Development	None							
Human Relations	Yes. HRC Brochures, Fair Housing, Equal Employment, Landlord Tenant Relations booklet.							
Law Department	Hardship application for exemption/forbearance of payment of ambulance fees. Access to Public Records Request Form.							
Planning & Zoning	The following documents would be services, not programs. Zoning clearance Zoning verification letter Explanation packets for BZA and Plan Commission submittals Explanation packets for Technical Review Driveway Construction Standards (a Public Works packet, but available in this office							
Permit Center	Permit applications, registration applications, building specification sheets, public records requests							
Public Work & Utilities								
Billing Office	Sign up paper work							
Collections	Only the Sewer Insurance handout and that program is actually run by our Engineering Department.							
Engineering Utility	Project advertisements; notifications; reports							
Labaratory	There are water sampling instructions sheets that are given to individuals requiring water							
Operations	Meter yoke instructions are provided when a meter yoke is purchased.							
Regulatory Affairs	Yes, all Water and Wastewater Utility policies, ordinances and plans such as the Wellhead Protection Plan, Utility Conservation Plan, the Long-term Control Plan, Emergency Response Plan							
Stormwater	Swimming Pool Discharge Application, Stormwater Pollution Prevention Application, Stormwater Assessment Appeal form, a variety of stormwater related inspection forms for facilities, project sites and other regulatory program needs.							
Office Services	Various Flyers, Applications							
City Engineer	a. See Tim Reecer's comments b. SURO c. Construction Specification d. Master Plans e. CSO LTCP							
Distribution	Door tags????							
Information Technology	N/A							
City Hall Annex.								

Parks & Recreation	Most of the employee paperwork is produced by H.R.; Department regulations; seasonal brochures; contracts; receipts; class enrollment forms
Human Resources	Yes – Job applications, job descriptions, policies, benefits information and documents, memorandums, employment paperwork, training information handouts.
Grants	No
Outlying	
Elkhart Environmental Center	• Various program brochures: Biosolids/Compost, Educational Programs, Summer Camp, Upcoming Events,General EEC brochure with trail map • Green Gazette (EEC newsletter)
Street Department	We hand out written material when paving streets or installing sidewalks.
The Lerner	• Tickets, Confirmations and Programs
NYCRR Museum	No
Probation	Probation agreement, probation user fees information, appointment letters, appointment cards, release of information forms, police reports, probation violation reports, intake/presentence form, chronological narrative form, plea bargains, notice to appear(in court) forms, restitution forms, Alcoholic Anonymous attendance sheets, treatment referral forms, Indiana Risk Assessment forms, Elkhart Count Sheriffs Alternative Program sheet, Elkhart County Corrections Center form, Center for Community Justice (Community Service) form, Urine drug screen sheet, Evaluation and assessment appointment sheet
Police Department	Please see the information, forms and misc. documents included in the tabbed dividers in the provided notebook.
Fire Department	Fire safety materials
Aviation	Agenda for monthly B.O.A.C. meeting
Buildings & Grounds	Yes, Door knockers, tree catalogs and firewood permits.
Cemetery	Please list and include all publications. Copies of cemetery deeds, maps, and burial cards
Central Garage	NO
Communications	For schools or Night Out Against Crime, we have color books, book marks and other 9-1-1 literature for children.
Emergency Management	Newsletters to the employees only

Question
12. Do any of the programs have any audio/visual media that is offered to employees or to the public? Please list and include information included on the City web site.

Department	Responses							
City Hall								
Building & Code	No.							
City Clerk/Court	No							
Mayor's Office	No							
Board Of Works	no							
Community & Redevelopment	No							
Controllers Office	Yes. Posted to the City web site: City budget, monthly financial reports, pet registration form.							
Economic Development	None							
Human Relations	N/A							
Law Department	No.							
Planning & Zoning	Current materials are limited to 8 ½ x 11 printed documents. CITY WEB SITE: Upcoming Meetings: Plan Commission, date, location, primary contact, Board of Zoning Appeals, date, location, primary contact City Services: Agendas for Plan Commission and Board of Zoning Appeals Forms and Applications: Certificate of Appropriateness: Change of Use, Conditional Use, Minor Subdivision, Plan Review, Site Plan Review, Wireless Communication Facility Signage: Request for Floodplain Information, Rezoning, Special Exception, Subdivision, Variances Departments: Planning and Zoning, Department News – Yard Sales In This Department: Accessory Structures, Development Guidelines, Floodplain & Floodway, Neighborhood Planning, Signs, Subdivisions, Technical Review Committee, Zoning, Yard Sales Boards and Commissions: Board of Zoning Appeals, Historical & Cultural Preservation Committee, Plan Commission Specialty Units: Comprehensive Plan, Related Pages, Zoning Ordinance 4370, 1996 Comprehensive Plan, Agendas & Minutes							
Permit Center	No							
Public Work & Utilities								
Billing Office	No, not that I'm aware of							
Collections	N/A							
Engineering Utility	Visual displays for public meetings							
Labaratory	No							
Operations	None currently available.							
Regulatory Affairs	Yes, all of the above listed documents plus informational material about water conservation							
Stormwater	None.							
Office Services	No							
City Engineer	a. No							
Distribution	*Left Blank*							
Information Technology	N/A							
City Hall Annex.								
Parks & Recreation	An updated web site; life guard training; visual media for equipment use and qualified staff instructions;							
Human Resources	Yes – Training CD's, DVD's, Webinars, Teleconferences. Website – general employment information, job applications, job postings, job descriptions, Indiana Drug Card. City Network – For your benefits/safety newsletters and related documents, training power points and quizzes							

Grants	No							
Outlying								
Elkhart Environmental Center	• Some educational/informational programs for adults or children involve videos played on large TV monitor or PowerPoint presentations projected on a screen.							
Street Department	No.							
The Lerner	NA							
NYCRR Museum	No							
Probation	None							
Police Department	Yes, 911-Tribute Media							
Fire Department	Fire prevention CD's							
Aviation	**?**							
Buildings & Grounds	None are provided.							
Cemetery	No							
Central Garage	None							
Communications	We have our department on the City web site that tells about our Communications Center. We also have some childrens videos for schools and Night Out Against Crime on 9-1-1 Calls.							
Emergency Management	NO							

Question	
13. What policies and procedures are in place for each program?	
Department	**Responses**
City Hall	
Building & Code	Nothing at present
City Clerk/Court	N/A
Mayor's Office	*Left Blank*
Board Of Works	none
Community & Redevelopment	We have some guidelines – they are included in the packet.
Controllers Office	Pet registration and licensing is governed by City ordinance.
Economic Development	N/A
Human Relations	N/A
Law Department	N/A
Planning & Zoning	N/A
Permit Center	None
Public Work & Utilities	
Billing Office	na
Collections	N/A
Engineering Utility	None
Labaratory	None at this time
Operations	None.
Regulatory Affairs	None
Stormwater	*Left Blank*
Office Services	None at this time
City Engineer	a. No formal program currently available
Distribution	*Left Blank*
Information Technology	N/A
City Hall Annex.	
Parks & Recreation	Policies are listed in our brochures; procedures are combined in a Staff manual – located at each site. Staff is aware of all procedures – it is provided in written form and also verbally explained during facility and seasonal Staff training
Human Resources	Relative to ADA – policies required by law for employment practices. Procedures are to accommodate as needed for each specific situation either with resources already in place or by finding or creative necessary resources.
Grants	N/A
Outlying	
Elkhart Environmental Center	None
Street Department	*Left Blank*
The Lerner	NA
NYCRR Museum	N/A
Probation	Be on time and participate
Police Department	31.2.3 / 41.2.7 / 70.3.1 / 70.3.3 / A copy of each of these policies have been included in the tab marked Policy/G.O.s Also included in this tab is a list of training that is provided to Officers of the Elkhart Police Department.
Fire Department	Currently working on some to help us be compliant
Aviation	None
Buildings & Grounds	N/A
Cemetery	N/A
Central Garage	NO
Communications	*Left Blank*
Emergency Management	None

Question
14. Has your department designated an employee to act as liaison to the City ADA Coordinator? If so who is it and provide contact information (telephone and e-mail). How long have they been performing this function? Have they previously attended ADA-related training? Have they attended meetings (other than the one where this questionnaire was distributed) for the Self-Evaluation and Transition Plan for the City of Elkhart?

Department	Responses
City Hall	
Building & Code	Robbin Miller. Admin. Assistance to first floor
City Clerk/Court	Sue Beadle, Only training for employee accommodation
Mayor's Office	Arvis Dawson 574-294-5471 x242. No.
Board Of Works	I am a one person department. I report directly to the Mayor.
Community & Redevelopment	Right now - ME
Controllers Office	No.
Economic Development	Barkley Garrett - No
Human Relations	Yes to all. Contact info same as above.
Law Department	Crystal Rogers (574) 294-5471 ext. 320 crystal.rogers@coei.org
Planning & Zoning	No.
Permit Center	Yes (for Permit Center only). Robbin Miller, 574-294-5471, ext. 121, robbin.miller@coei.org. Just been assigned. Have not attended training or meeting.
Public Work & Utilities	
Billing Office	??
Collections	No
Engineering Utility	Leslie Miller; since the beginning; yes;yes
Labaratory	No
Operations	John Mahoney Information as above. No training
Regulatory Affairs	Myself. This would be a new role for me and I have not had any previous training.
Stormwater	*Left Blank*
Office Services	Tim Reecer, since 6/26/12, No, No
City Engineer	a. Yes b. Leslie Miller c. Yes several
Distribution	See Laura Kolo
Information Technology	N/A
City Hall Annex.	
Parks & Recreation	Karin Frey – attended state and national conferences – including workshops on ADA Wendy Terrrazas – awareness and compliant with Department facilities under her jurisdiction; has attended workshops
Human Resources	Victoria Moore, Department Head. Have attended seminars on ADA law. No additional meetings regarding the evaluation and transition plan.
Grants	No
Outlying	
Elkhart Environmental Center	NO
Street Department	Marty Morgan
The Lerner	• David Smith General Manager david.smith@coei.org • Ranee Robinson Ranee.Robinson@thelerner.com – Participated in ADA theatre training via webinar conference call in June 2011
NYCRR Museum	Robin Hume Museum Coordinator will act as liaison. Email robin.hume@coei.org, phone 574 294-3001, No other meetings
Probation	No

Police Department	Yes, a Primary and Secondary Liaison PRIMARY LIASON Captain Joel Bourdon 574-295-7070 ext.423 Since the meeting relative to this questionnaire. No No SECONDARY LIAISON Sergeant Bryan Moore 574-295-7070 ext. 311 Just started, however, he did perform this duty when employed previously by a private company. Yes, about fifteen years ago and the training was specific to building access and accommodations. No
Fire Department	I will be appointing Chief Dale to the task
Aviation	No – should be me, I guess. No training.
Buildings & Grounds	The contact person is Peter Gurka, no ADA training. Office- 574-970-0542, cell- 574-320-5014, email-peter.gurka@coei.org
Cemetery	No
Central Garage	NO
Communications	Sheila Malone, sheila.malone@elkhartpolice.org 574-522-4312 I have not had training for several years.
Emergency Management	Yes Bill Faus

Question							
15. Has anyone in your department had any training specific to the ADA? If so identify the staff person, who provided the training, what the topic of the training was, and the date(s) of the training.							
Department	**Responses**						
City Hall							
Building & Code	Yes. Jim Holtz. Olin Zuercher						
City Clerk/Court	No						
Mayor's Office	No						
Board Of Works	no						
Community & Redevelopment	I attended a HRC disability awareness training in 2007 or so Traci would know.						
Controllers Office	No.						
Economic Development	No						
Human Relations	Yes. Traci Porter. DLZ, 2012 ADA Symposium.						
Law Department	No.						
Planning & Zoning	No.						
Permit Center	None that we are aware of.						
Public Work & Utilities							
Billing Office	No, not that I'm aware of						
Collections	Mike Machlan and Matt Heineman on 6-18-12						
Engineering Utility	Numerous						
Labaratory	No						
Operations	None						
Regulatory Affairs	No						
Stormwater	*Left Blank*						
Office Services	No						
City Engineer	a. See the ADA spreadsheet						
Distribution	*Left Blank*						
Information Technology	N/A						
City Hall Annex.							
Parks & Recreation	Training through workshops (Park and Recreation Conferences) and manuals						
Human Resources	Victoria Moore – attended seminars on ADA law (2 that I recall). 1 was provided by Warrick & Boyn about 2 years ago, the other was a webinar on ADA law updates last year.						
Grants	No						
Outlying							
Elkhart Environmental Center	NO						
Street Department	We did in the past for mainly ADA ramps. Robert Honorable and Marty Morgan. INDOT						
The Lerner	• Ranee Robinson Ranee.Robinson@thelerner.com – Participated in ADA theatre training via webinar conference call in June 2011						
NYCRR Museum	No						
Probation	No						
Police Department	Yes Sergeant Bryan Moore 574-295-7070 ext. 311 Just started, however, he did perform this duty when employed previously by a private company. Yes, about fifteen years ago and the training was specific to building access and accommodations.						
Fire Department	No						
Aviation	No						
Buildings & Grounds	No						
Cemetery	No						
Central Garage	NO						
Communications	No						

Emergency Management	NO

Question									
16. Has your department had any interactions with persons with a disability? If so, identify the type of disability and the methods used to provide equal service to them.									
Department	**Responses**								
City Hall									
Building & Code	Yes, wheelchair								
City Clerk/Court	Wheel chair bound Cognitive (usually ability to understand English) – translator & printed matter in Spanish								
Mayor's Office	No								
Board Of Works	I provide audio enhancement devices to Board members that utilize them. I have assisted customers that can't read with writing. I have provided CD's with meeting minutes on audio.								
Community & Redevelopment	Yes many of our client are older and have disabilities. We have scheduled for document signing to take place in their home when they cannot or do not want to come to our office, we have included work items for their home renovation projects to address their needs.								
Controllers Office	Yes. This has been described above.								
Economic Development	None								
Human Relations	Interactions with mobility issues have prompted staff to meet in a different location; and on occasion staff will travel to the individual's location or home.								
Law Department	Yes. Infrequently, wheel-chair bound persons have been summoned to court, and enter the Legal department to speak about their case or request a continuance. The same level of service is provided to all persons.								
Planning & Zoning	Our department has had very limited interaction with persons with disabilities. It is more common to deal with someone who seems overwhelmed by the filing process for a petition to appear before the BZA or Plan Commission. Materials need to be available in larger font and audio CD. We have no suggestions for those persons with cognitive disabilities.								
Permit Center	A couple of times with someone who was wheelchair bound. Moved chairs and had the customer sit away from the counter. Provided a clip board in order for the customer to complete the permit application								
Public Work & Utilities									
Billing Office	Wheelchair bound and walking issues, we help them do what is needed, we have gone to their car before to do what was needed								
Collections	No								
Engineering Utility	Not to my knowledge								
Labaratory	We have a hearing impaired staff member. We have provided a hearing aid compatible phone with an amplifier. We provide one on one training and informational sessions when there are group training sessions or informational sessions.								
Operations	Not yet								
Regulatory Affairs	No								
Stormwater	*Left Blank*								
Office Services	Yes. I cannot ask, so I would not know what disability they have. We mainly interact with individuals with disabilities for requests for disabled parking spaces.								
City Engineer	a. A blind person who walked near our project had a problem with the barricades during a construction project. The City had the barricades modified to accommodate the person b. All DPW projects now replace all curb ramps within project limits to comply with ADA								
Distribution	In the past when a customer indicates that they have mobility problems I have taken repair agreements to their home.								
Information Technology	N/A								

City Hall Annex.	
Parks & Recreation	Sightless golfer – attending person; ADEC clients at water facilities (bring ADEC Staff); have pool lift
Human Resources	Employees/applicants with cognitive difficulties have been provided personal assistance by explaining or reading information and materials to them and walking them through filing out forms and such. Hearing impaired employee has been provided trainings and quizzes in electronic format and one on one presentations in smaller room where she can hear and read lips more easily than in a large room with others murmuring around her. Also communicate mostly via emails that she can read it.
Grants	No
Outlying	
Elkhart Environmental Center	• Developmentally disabled teens & adults: education programs were adapted from elementary grade curriculum. • Wheelchair-bound students: EEC staff assisted teachers or chaperones to carry student in wheelchair up steps during outdoor hike component of environmental education program presented to visiting school classes; also adjusted pacing and reduced number of stops on outdoor hike to accommodate slower speed of wheelchair
Street Department	We have had interaction because of sidewalk replacements, wheelchair, canes and blind. Method, face to face contact explaining what we are going to do.
The Lerner	• Hearing impairment - we offered amplification devices • Wheelchair, scooters, walkers – Our volunteer and city staff assist with access in to the building as needed, remove secured seats to provide wheelchair space, assist disabled with finding seats and securing their items, insure seats are available for those waiting and access in to the theatre is smooth. • Visual impairment – When we know in advance we work to secure the best viewing opportunity for the patron. If we are informed of an issue at show time our during a show, we do the best we can with the available seats to improve the experience.
NYCRR Museum	Yes many. Wheelchair bound ramps, handicap accessible bathrooms. Hearing Impaired-wrote notes and enunciated clearly for lip reading patrons. Vision impaired-had a guide.(which we could serve as if necessary). Cognitive Impairment-adjusted tour and instructions to the persons needs. Escorted them to the exhibits that interested them. We Take time to understand our visitors needs, so we can provide the best, most informative, and kindest service possible, no matter what the barriers might be.
Probation	Hearing impaired – Gave written material Persons in wheelchairs – Person entered the probation department through the rear door.
Police Department	Yes Providing transportation for wheelchair bound individuals, interpreters and Sign Language trained Staff to communicate with citizens, provide arrangements to deal with the mentally ill or individuals in behavioral crisis. Once again, the Elkhart Police Department is very responsive in providing necessary accommodations or making arrangements to provide them from an outside source if required. I am sure that I have not encompassed all areas in my list but I will be more than willing to provide or retrieve more information if needed.
Fire Department	All have had Autism training along with EMS for the physically and mentally challenged.
Aviation	Not really except difficulty hearing people talk during meeting.
Buildings & Grounds	No

Cemetery	We occasionally have someone one crutches or in a wheelchair enter our office. If they can't come up the steps in the front we take them around to the ramp that comes into the back of the building. For hearing impaired people we will write notes back and forth
Central Garage	NO
Communications	Yes, we have an employee who has a physical disability. We talked with him and asked if there was anything additional that he needed. Another one is an employee who was very heavy and we purchases a 24 x 7 chair for him for his weight.
Emergency Management	None

Question							
17. Do you have any recommendations for changes that would allow your department to better serve persons with disabilities?							
Department	Responses						
City Hall							
Building & Code	Wider aisle ways. Lower counter tops.						
City Clerk/Court	*Left Blank*						
Mayor's Office	No						
Board Of Works	Adding roll call to the agenda for Board meetings so that a person listening will know who is present and speaking.						
Community & Redevelopment	Document review to be sure we have all the appropriate information.						
Controllers Office	No.						
Economic Development	None						
Human Relations	Not at this time.						
Law Department	No.						
Planning & Zoning	A lowered counter area Handouts in larger font Audio CD's Access to audio enhancing equipment perhaps from Council secretary Telecommunications device for phone Wheelchair lift that fits larger units Braille hall signage						
Permit Center	Lowered counter space for those in a wheelchair. Easier access to counter, shelves, etc. More space to allow access for people in wheelchairs. TTY for hearing impaired. Applications, documents in Braille for those with visual impairments.						
Public Work & Utilities							
Billing Office	Need lower counter						
Collections	No						
Engineering Utility	Provide resources for deaf/vision impaired/cognitive disibilites at public meetings. Have staff contact residents affected by projects in person to be sure they have and can interpret project information						
Labaratory	Not at this time						
Operations	No						
Regulatory Affairs	Certain material could be made available so that text reading programs could be used, larger print could be used in some instances, first floor meeting areas that are accessible						
Stormwater	*Left Blank*						
Office Services	Lower a section of the counter to allow people with disabilities to see over. Provide staff the necessary tools to improve customer interactions						
City Engineer	*Left Blank*						
Distribution	*Left Blank*						
Information Technology	N/A						
City Hall Annex.							
Parks & Recreation	Need additional, wider stairs with railings for Pierre Moran Pool; boardwalk to water at Heaton Lake						

Human Resources	Provide more trainings in audio format as well as visual formats. Simplify some of the documents and forms as much as possible (most in house documents we create are while documents provided by benefits vendors usually are not). We interact with the public and employees mostly on a one on one basis allowing personal assistance or other accommodation as needed for those who have challenges. In situations were there are presentations in a group meeting format, we will meet one on one with individuals who feel they are better served in that manner. The building we are located in is accessible. If someone is not able to meet in the space of or come back to our office, we are able to relocate in an area of the building that is fully accessible in order to serve that individual..
Grants	*Left Blank*
Outlying	
Elkhart Environmental Center	• Recorded messages at displays • Videorecording of interpretive hikes
Street Department	*Left Blank*
The Lerner	• We are fortunate to have a new building that is at code. We continue to recognize opportunities to improve our service levels to all patron and repeat what works in the best interest of the patron. Making our successes a part of our standard operating proceedures.
NYCRR Museum	Not at this time
Probation	None
Police Department	I believe a meeting where trained personnel inspect our building and of the material included in this packet would certainly be the place to start.
Fire Department	I will certainly do everything I can to comply with any and all recoommendations.
Aviation	Depends of assessment of Administration Building. Perhaps move monthly B.O.A.C. meetings to City Hall. Make leases/signing hangar rent payments on sight at city hall only.
Buildings & Grounds	We could improve the accessibly at the shop not only for wheelchairs but also improve office signs.
Cemetery	Possibly having a ramp in the front of the building if the ones in the back do not qualify
Central Garage	NO
Communications	We have a small lobby - approx. 5 x 6 ft? that does not have any room for a chair or anything to sit on or write on. We have a bench outside the door, but does not help in the winter. I don't know if anything could be done there. We have a spiral stairway going into the basement. It is very narrow and hard to navigate. We can drive to the back parking lot and go in that door but if someone had to evacuate the building quickly, and the front door was blocked, it could be a problem for two employees. I don't know if that stairway could be changed due to space restrictions or not.
Emergency Management	Being that we do not deal with the public at our building, no

ATTACHMENT B

DETAILED EVALUATION

1. PROGRAMS AND SERVICES WITH DEFINITIONS

2. FACILITIES

Department:
Office:

	Yes	No	N/A
Public Contact/Interaction			
Telephone			
Internet			
Counter/Walk-in Assistance			
Tours/Entertainment & Events			
Printed Material			
Brochures/Fliers			
Billing			
Noticing (Agendas, Public Notices, Legal Notifications...)			
Document/Records/Staff Reports			
Per			
Meetings			
Official Public Meeting			
Community Programs/Outreach			
Inspections/Plan or Project Review (On Site)			
Visual Displays			
Bulletin boards			
Audio and video presentation materials			
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?			
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?			
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			
Are film or video materials provided captioned?			
Are printed materials available upon request, in alternative formats?			
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			
Is Real-Time Captioning scheduled for meetings of 100 people or more?			
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			
Is an audio description available of visual materials?			
Is the program accessible by speakerphone, Bridge Line or at alternate location?			
Physical Accessibility Checklist			
Does an accessible route exists from the street to the event and event activities?			
Is proper directional signage provided for all public event location?			

	Yes	No	N/A
Transportation			
If the events itself includes transportation, are wheelchair accessible vehicles made available and advertised as available to the public?			
Is the event or meeting close to accessible public transportation?			
Is an accessible route provided from the public transportation stop to the building or facility entrance?			
Is accessible parking available?			
Is there accessible passenger loading and unloading space?			
Amenities			
Are accessible toilets available within 200 feet of the event's location?			
Are accessible drinking fountains available? If provided.			
Are accessible telephones available? If provided.			
Are exhibits or art displays positioned to provide an accessible route and are not hazardous to people who are blind or have visual disabilities?			
Are food and beverages provided located on accessible route were items can be reached from a seated position with accessible operating mechanisms.			
Seating			
If seating is provided, wheelchair and companion seating is dispersed in multiple locations and seating ratio?			
Is seating available for deaf and hard of hearing people near the front of the space so that attendees may see the interpreter/captioner, or lip read?			
Are signs provided indicating the accessible seating areas for both wheelchair users and deaf and hard of hearing participants?			
Event Set-Up			
If a stage or platform is provided, is it accessible by means of a ramp, wheelchair lift, or portable wheelchair lift?			
If a dias or podium is provided for the public, is an accessible dias or podium also provided?			
Is fencing or other crowd control barriers are placed so as to provide an accessible route?			

Department: Aviation

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing			X
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports		X	
Per	X		
Meetings			
Official Public Meeting	X		
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?		X	
Is there signage of where to obtain ALDs posted with ALD symbol at event site?		X	
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?		X	
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: BOW/BOS

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers		X	
Billing			X
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting	X		
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials	X		
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?	X		
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?	X		
Is there signage of where to obtain ALDs posted with ALD symbol at event site?	X		
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Building and Code Enforcement

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing	X		
Noticing (Agendas, Public Notices, Legal Notifications…)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications…	X		
Meetings			
Official Public Meeting	X		
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)	X		
Plan/Project Review	X		
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials	X		
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?	X		
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?	X		
Is there signage of where to obtain ALDs posted with ALD symbol at event site?	X		
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Buildings and Grgounds

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance		X	
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers	X		
Billing			X
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports		X	
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Permits/Licensing/Certifications...	X		
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?			X
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?			X
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?			X
Is proper directional signage provided?			X

Department: Cemetary

This Section Only if Applicable to Program/Event	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing	X		
Noticing (Agendas, Public Notices, Legal Notifications…)		X	
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications…		X	
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?			X
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?			X
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?		X	
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

	Yes	No	N/A
Transportation			
If the events itself includes transportation, are wheelchair accessible vehicles made available and advertised as available to the public?			X
Is the event or meeting close to accessible public transportation?	X		
Is an accessible route provided from the public transportation stop to the building or facility entrance?	X		
Is accessible parking available?	X		
Is there accessible passenger loading and unloading space?	X		
Amenities			
Are accessible toilets available within 200 feet of the event's location?			X
Are accessible drinking fountains available? If provided.			X
Are accessible telephones available? If provided.			X
Are exhibits or art displays positioned to provide an accessible route and are not hazardous to people who are blind or have visual disabilities?			X
Are food and beverages provided located on accessible route were items can be reached from a seated position with accessible operating mechanisms.			X
Seating			
If seating is provided, wheelchair and companion seating is dispersed in multiple locations and seating ratio?			X
Is seating available for deaf and hard of hearing people near the front of the space so that attendees may see the interpreter/captioner, or lip read?			X
Are signs provided indicating the accessible seating areas for both wheelchair users and deaf and hard of hearing participants?			X
Event Set-Up			
If a stage or platform is provided, is it accessible by means of a ramp, wheelchair lift, or portable wheelchair lift?	X		
If a dias or podium is provided for the public, is an accessible dias or podium also provided?			X
Is fencing or other crowd control barriers are placed so as to provide an accessible route?	X		

Department: Central Garage

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing			X
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports		X	
Permits/Licensing/Certifications...	X		X
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?		X	
Is there signage of where to obtain ALDs posted with ALD symbol at event site?		X	
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?		X	
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: City Clerk

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events			X
Printed Material			
Brochures/Fliers	X		
Billing/Fines	X		
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...		X	
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?		X	
Is there signage of where to obtain ALDs posted with ALD symbol at event site?		X	
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?		X	
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Communications (9-1-1)

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers		X	
Billing			X
Noticing (Agendas, Public Notices, Legal Notifications...)		X	
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...			X
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?		X	
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Community and Redevelopment

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting	X		
Community Programs/Outreach	X		
Inspections/Plan or Project Review (On Site)	X		
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?	X		
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?	X		
Is there signage of where to obtain ALDs posted with ALD symbol at event site?	X		
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Controller

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers/Other	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)		X	
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards	X		
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?			X
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?			X
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?			X
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?			X
Is proper directional signage provided?			X

Department: Economic Development

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...		X	
Meetings			
Official Public Meeting	X		
Community Programs/Outreach	X		
Inspections/Plan or Project Review (On Site)	X		
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?	X		
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?		X	
Is there signage of where to obtain ALDs posted with ALD symbol at event site?		X	
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Emergeny Management

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance		X	
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers	X		
Billing/Payments		X	
Noticing (Agendas, Public Notices, Legal Notifications...)		X	
Document/Records/Staff Reports		X	
Permits/Licensing/Certifications...		X	
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?			X
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?			X
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?			X
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?			X
Is proper directional signage provided?			X

Department: Fire

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing/Payments		X	
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting		X	
Community Programs/Outreach	X		
Inspections/Plan or Project Review (On Site)	X		
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials	X		
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?	X		
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?		X	
Is there signage of where to obtain ALDs posted with ALD symbol at event site?		X	
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

This Section Only if Applicable to Program/Event	Yes	No	N/A
Transportation			
If the events itself includes transportation, are wheelchair accessible vehicles made available and advertised as available to the public?			X
Is the event or meeting close to accessible public transportation?	X		
Is an accessible route provided from the public transportation stop to the building or facility entrance?	X		
Is accessible parking available?	X		
Is there accessible passenger loading and unloading space?	X		
Amenities			
Are accessible toilets available within 200 feet of the event's location?	X		
Are accessible drinking fountains available? If provided.	X		
Are accessible telephones available? If provided.			X
Are exhibits or art displays positioned to provide an accessible route and are not hazardous to people who are blind or have visual disabilities?	X		
Are food and beverages provided located on accessible route were items can be reached from a seated position with accessible operating mechanisms.		X	
Seating			
If seating is provided, wheelchair and companion seating is dispersed in multiple locations and seating ratio?	X		
Is seating available for deaf and hard of hearing people near the front of the space so that attendees may see the interpreter/captioner, or lip read?		X	
Are signs provided indicating the accessible seating areas for both wheelchair users and deaf and hard of hearing participants?		X	
Event Set-Up			
If a stage or platform is provided, is it accessible by means of a ramp, wheelchair lift, or portable wheelchair lift?			X
If a dias or podium is provided for the public, is an accessible dias or podium also provided?			X
Is fencing or other crowd control barriers are placed so as to provide an accessible route?	X		

Department: Grants

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers		X	
Billing/Payments		X	
Noticing (Agendas, Public Notices, Legal Notifications...)		X	
Document/Records/Staff Reports		X	
Permits/Licensing/Certifications...		X	
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?			X
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?			X
Is proper directional signage provided?			X

Department: Human Relations

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers	X		
Billing/Payments		X	
Noticing (Agendas, Public Notices, Legal Notifications…)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications…			X
Meetings			
Official Public Meeting	X		
Community Programs/Outreach	X		
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards	X		
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?	X		
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?	X		
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?	X		
Is there signage of where to obtain ALDs posted with ALD symbol at event site?	X		
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Human Resources

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...		X	
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards	X		
Audio and video presentation materials	X		
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?	X		
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?	X		
Is there signage of where to obtain ALDs posted with ALD symbol at event site?	X		
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: IT

	Yes	No	N/A
Public Contact/Interaction			
Telephone			X
Internet			X
Counter/Walk-in Assistance			X
Tours/Entertainment & Events			X
Printed Material			
Brochures/Fliers			X
Billing/Payments			X
Noticing (Agendas, Public Notices, Legal Notifications...)			X
Document/Records/Staff Reports			X
Permits/Licensing/Certifications...			X
Meetings			
Official Public Meeting			X
Community Programs/Outreach			X
Inspections/Plan or Project Review (On Site)			X
Visual Displays			
Bulletin boards			X
Audio and video presentation materials			X
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?			X
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?			X
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?			X
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?			X
Is proper directional signage provided?			X

Department: Legal

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers		X	
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?			X
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?			X
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?			X
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?			X
Is proper directional signage provided?			

Department: The Lerner Theatre

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing/Payments		X	
Noticing (Agendas, Public Notices, Legal Notifications...)		X	
Document/Records/Staff Reports		X	
Permits/Licensing/Certifications...		X	
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards	X		
Audio and video presentation materials	X		
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?	X		
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?	X		
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?	X		
Are film or video materials provided captioned?	X		
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?	X		
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

This Section Only if Applicable to Program/Event	Yes	No	N/A
Transportation			
If the events itself includes transportation, are wheelchair accessible vehicles made available and advertised as available to the public?			X
Is the event or meeting close to accessible public transportation?	X		
Is an accessible route provided from the public transportation stop to the building or facility entrance?	X		
Is accessible parking available?	X		
Is there accessible passenger loading and unloading space?	X		
Amenities			
Are accessible toilets available within 200 feet of the event's location?	X		
Are accessible drinking fountains available? If provided.	X		
Are accessible telephones available? If provided.	X		
Are exhibits or art displays positioned to provide an accessible route and are not hazardous to people who are blind or have visual disabilities?	X		
Are food and beverages provided located on accessible route were items can be reached from a seated position with accessible operating mechanisms.	X		
Seating			
If seating is provided, wheelchair and companion seating is dispersed in multiple locations and seating ratio?	X		
Is seating available for deaf and hard of hearing people near the front of the space so that attendees may see the interpreter/captioner, or lip read?	X		
Are signs provided indicating the accessible seating areas for both wheelchair users and deaf and hard of hearing participants?	X		
Event Set-Up			
If a stage or platform is provided, is it accessible by means of a ramp, wheelchair lift, or portable wheelchair lift?	X		
If a dias or podium is provided for the public, is an accessible dias or podium also provided?	X		
Is fencing or other crowd control barriers are placed so as to provide an accessible route?	X		

Department: Mayor's Office

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers/Other	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications…)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications…		X	
Meetings			
Official Public Meeting	X		
Community Programs/Outreach	X		
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	X
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?		X	X
Are film or video materials provided captioned?		X	
Are printed materials available upon request, in alternative formats?	X		
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?	X		
Is there signage of where to obtain ALDs posted with ALD symbol at event site?	X		
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?		X	
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?		X	
Is proper directional signage provided?	X		

Department: National New York Central Railroad Museum

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)		X	
Document/Records/Staff Reports		X	
Permits/Licensing/Certifications...		X	
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?			
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?			X
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street to the event and event activities?			X
Is proper directional signage provided?			

This Section Only if Applicable to Program/Event	Yes	No	N/A
Transportation			
If the events itself includes transportation, are wheelchair accessible vehicles made available and advertised as available to the public?		X	
Is the event or meeting close to accessible public transportation?	X		
Is an accessible route provided from the public transportation stop to the building or facility entrance?	X		
Is accessible parking available?	X		
Is there accessible passenger loading and unloading space?	X		
Amenities			
Are accessible toilets available within 200 feet of the event's location?			
Are accessible drinking fountains available? If provided.			
Are accessible telephones available? If provided.			
Are exhibits or art displays positioned to provide an accessible route and are not hazardous to people who are blind or have visual disabilities?			
Are food and beverages provided located on accessible route were items can be reached from a seated position with accessible operating mechanisms.			
Seating			
If seating is provided, wheelchair and companion seating is dispersed in multiple locations and seating ratio?			
Is seating available for deaf and hard of hearing people near the front of the space so that attendees may see the interpreter/captioner, or lip read?			
Are signs provided indicating the accessible seating areas for both wheelchair users and deaf and hard of hearing participants?			
Event Set-Up			
If a stage or platform is provided, is it accessible by means of a ramp, wheelchair lift, or portable wheelchair lift?			
If a dias or podium is provided for the public, is an accessible dias or podium also provided?			
Is fencing or other crowd control barriers are placed so as to provide an accessible route?			

Department: Parks and Recreation

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting	X		
Community Programs/Outreach	X		
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards	X		
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?	X		
Are film or video materials provided captioned?		X	
Are printed materials available upon request, in alternative formats?	X		
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?		X	
Is there signage of where to obtain ALDs posted with ALD symbol at event site?		X	
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

This Section Only if Applicable to Program/Event	Yes	No	N/A
Transportation			
If the events itself includes transportation, are wheelchair accessible vehicles made available and advertised as available to the public?	X	X	
Is the event or meeting close to accessible public transportation?	X		
Is an accessible route provided from the public transportation stop to the building or facility entrance?	X		
Is accessible parking available?	X		
Is there accessible passenger loading and unloading space?	X		
Amenities			
Are accessible toilets available within 200 feet of the event's location?	X		
Are accessible drinking fountains available? If provided.	X		
Are accessible telephones available? If provided.			X
Are exhibits or art displays positioned to provide an accessible route and are not hazardous to people who are blind or have visual disabilities?	X		
Are food and beverages provided located on accessible route were items can be reached from a seated position with accessible operating mechanisms.	X		
Seating			
If seating is provided, wheelchair and companion seating is dispersed in multiple locations and seating ratio?	X		
Is seating available for deaf and hard of hearing people near the front of the space so that attendees may see the interpreter/captioner, or lip read?	X		
Are signs provided indicating the accessible seating areas for both wheelchair users and deaf and hard of hearing participants?		X	
Event Set-Up			
If a stage or platform is provided, is it accessible by means of a ramp, wheelchair lift, or portable wheelchair lift?		X	
If a dias or podium is provided for the public, is an accessible dias or podium also provided?		X	
Is fencing or other crowd control barriers are placed so as to provide an accessible route?	X		

Department: Permit Center

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting		X	
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)		X	
Visual Displays			
Bulletin boards	X		
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Planning & Zoning

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events			
Printed Material			
Brochures/Fliers	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting	X		
Community Programs/Outreach		X	
Inspections/Plan or Project Review (On Site)	X		
Visual Displays			
Bulletin boards	X		
Audio and video presentation materials		X	
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?	X		
Is there signage of where to obtain ALDs posted with ALD symbol at event site?	X		
Is Real-Time Captioning scheduled for meetings of 100 people or more?		X	
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Police

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting			X
Community Programs/Outreach	X		
Inspections/Plan or Project Review (On Site)			X
Visual Displays			
Bulletin boards	X		
Audio and video presentation materials	X		
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?		X	
Are printed materials available upon request, in alternative formats?	X		
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Probation

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events			
Printed Material			
Brochures/Fliers	X		
Billing/Payments		X	
Noticing (Agendas, Public Notices, Legal Notifications...)		X	
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...		X	
Meetings			
Official Public Meeting			X
Community Programs/Outreach			X
Inspections/Plan or Project Review (On Site)			X
Visual Displays			
Bulletin boards			X
Audio and video presentation materials	X		
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?		X	
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?		X	
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?		X	
Is proper directional signage provided?	X		

Department: Public Works

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events	X		
Printed Material			
Brochures/Fliers	X		
Billing/Payments	X		
Noticing (Agendas, Public Notices, Legal Notifications...)	X		
Document/Records/Staff Reports	X		
Permits/Licensing/Certifications...	X		
Meetings			
Official Public Meeting			X
Community Programs/Outreach	X		
Inspections/Plan or Project Review (On Site)	X		
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials	X		
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?		X	
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?		X	
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?		X	
Are printed materials available upon request, in alternative formats?	X		
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?		X	
Is the program accessible by speakerphone, Bridge Line or at alternate location?	X		
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

Department: Street and Traffic

	Yes	No	N/A
Public Contact/Interaction			
Telephone	X		
Internet	X		
Counter/Walk-in Assistance	X		
Tours/Entertainment & Events		X	
Printed Material			
Brochures/Fliers		X	
Billing/Payments		X	
Noticing (Agendas, Public Notices, Legal Notifications...)			
Document/Records/Staff Reports			
Permits/Licensing/Certifications...			
Meetings			
Official Public Meeting			X
Community Programs/Outreach			X
Inspections/Plan or Project Review (On Site)	X		
Visual Displays			
Bulletin boards		X	
Audio and video presentation materials	X		
Accessibility Checklist			
Program Accessibility Checklist			
Notices and announcements for event/meeting include accessible information?			X
Notices and announcements for event/meeting include contact information for accommodation accessibility requests?			X
If a microphone is provided for public request, is the cable long enough to serve accessible seating areas or a wireless unit is provided?			X
Are film or video materials provided captioned?			X
Are printed materials available upon request, in alternative formats?			X
Are Assistive Listening Devices (ALDs) available for meetings of 50 people or more?			X
Is there signage of where to obtain ALDs posted with ALD symbol at event site?			X
Is Real-Time Captioning scheduled for meetings of 100 people or more?			X
Is an American Sign Language Interpreter scheduled for meetings of 500 people or more?			X
Is an audio description available of visual materials?			X
Is the program accessible by speakerphone, Bridge Line or at alternate location?			X
Physical Accessibility Checklist			
Does an accessible route exists from the street or building to the office?	X		
Is proper directional signage provided?	X		

ATTACHMENT C

ADA GRIEVANCE PROCEDURE

The City of Elkhart, Indiana
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 Elkhart, Indiana**. The City'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:

Ms. Leslie Miller
ADA Coordinator and Right-of-Way Engineer
1201 S. Nappanee St., Elkhart, IN 46516

Within 15 calendar days after receipt of the complaint, *Leslie Miller* or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, *Leslie Miller* 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 Elkhart, Indiana,** and offer options for substantive resolution of the complaint.

If the response by *Leslie Miller* 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 **Board of Public Works** or its designee.

Within 30 calendar days after receipt of the appeal, the **Board of Public Works** or its designee will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting, the **Board of Public Works** or its 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 *Leslie Miller* or her designee, appeals to the **Board of Public Works** or its designee, and responses from these two offices will be retained by the **City of Elkhart, Indiana,** for at least three years.

ATTACHMENT D

ADVERTISEMENT AND PUBLIC NOTICE
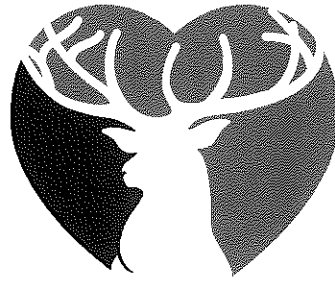
City of Elkhart

Americans with Disabilities Act
ADA
Public Meeting
Transition Plan for Programs & Facilities

November 15, 2012
5:00 – 7:00 P.M.
Pierre Moran Pavilion
119 W. Wolf, Elkhart, Indiana

The City of Elkhart invites all interested residents to come to the **ADA public meeting**. We will be sharing efforts the City is making on becoming **ADA** compliant and we will have our **ADA Transition Plan** available for comment and review.

Public comment will be accepted and encouraged.
Snacks and beverages will be provided.

Copies for the Transition plan can be obtained from
Leslie Biek at 574-293-2572 or
leslie.biek@coei.org.

For other formats, contact the
City of Elkhart ADA Coordinator: **Voice** (574) 293-2572;
TTY Indiana Relay 711 or 800-743-3333; **Fax** 574-293-7658;
Email leslie.biek@coei.org

City of Elkhart

PUBLIC NOTICE

Americans with Disabilities Act
ADA
PUBLIC MEETING
November 15, 2012
5:00-7:00 PM
Pierre Moran Pavilion

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Plan can be obtained from Leslie
Biek at (574) 293-2572 or
leslie.biek@coei.org
For other formats, contact the
City of Elkhart ADA Coordinator:
Voice (574) 293-2572
TTY Indiana Relay 711
Or (800) 743-3333
Fax (574) 2937658
Email leslie.biek@coei.org
Refreshments will be provided.

ATTACHMENT E

1.PUBLIC COMMENT AND RESPONSE FORM

PUBLIC COMMENT AND RESPONSE FORM

Date of Comment: _____

Name of Person: _____

Comment: _____

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Response: _____

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