

TECHNICAL MEMORANDUM

DATE: August 8, 2019
TO: City of Bonney Lake
FROM: Parametrix
SUBJECT: ADA Transition Plan - Self Evaluation Summary
CC:

SELF-EVALUATION

A self-evaluation of City programs, services, and activities to identify any areas of deficiency has been completed. Under Title II of the Americans with Disabilities Act (ADA), the City of Bonney Lake must take reasonable action to eliminate any impediments to full and equivalent participation once deficiencies are identified. This memo summarizes the findings of the self-evaluation completed by all City departments. Detailed self-evaluation results are included at the end of this document.

Programs, Services, and Activities

The self-evaluation of programs, services, and activities evaluated whether any City activities, communications, and processes adversely affect the full participation of individuals with disabilities. The findings of the self-evaluation are summarized below.

Customer Service

Customer service includes interactions between the City and the public, including in-person, by telephone, by letters, and by email. Interactions between the City and residents with disabilities must be as effective as communication between the City and other members of the public.

The City is currently meeting ADA requirements in the following areas:

- One City department currently uses tools, such as a third-party relay system, to communicate between staff and individuals with speech or hearing impairments.
- None of the applicable City departments charge fees for providing materials in alternative formats or for providing accommodations to customers with disabilities.
- Most City departments can provide documents to the public in alternate formats (such as audio recordings, enlarged print, accessible website, email, computer disk) when requested.

There are several recommended areas where the City could improve including the following:

- Post a "Notice Under the Americans with Disabilities Act" flyer in the foyer, reception, or front office area of all departments that interact with the public.

- Provide TTY/TDD-equipped telephones that are available for use by the public when needed.
- Provide staff training on how to use text telephones as well as place and receive calls to a third-party relay system.
- Ensure all departments and staff can use text telephones and place and receive calls to a third-party relay system.
- Provide a TTY number in all communications that include the City's main information telephone number, such as in email signature blocks, letterheads, telephone books, and webpages.
- Provide the Washington State relay service number (711) in all communications that include individual employee or the department telephone number, as well as in email signature blocks, letterheads, telephone books, and webpages.
- Provide an easy one-step way for the public to bypass the automated telephone menu and reach a live operator during regular business hours for departments that use an automated system.
- Include information on how to request other formats in every letter or email communication.
- Ensure, whenever possible, that any documents sent to a customer as an attachment to an email are in an accessible format (i.e., sending original PDF documents rather than scanned versions).
- Ensure that promotional or public service videos produced for public viewing are captioned for hearing-impaired customers.

Public Meetings, Hearings, and Events

Public meetings, hearings, programs, and events that are open to the public must be accessible to all citizens, regardless of disability. The City should also provide reasonable accommodations when requested to ensure equal access to all.

The self-evaluation identified the following areas in which the City is already meeting ADA requirements:

- Most City departments provide alternative meeting formats when requested, such as audio recordings, meeting minutes online, call-in speakerphone capability, American Sign Language (ASL) interpreters, and assistive listening devices.
- None of the applicable City departments charge fees for providing accommodations to customers with disabilities.

Recommended areas of improvement include:

- Ensure consistency across City departments in the types of accommodations that can be provided.
- Include information on how to request accommodations on all advertisements, emails, or news releases sent out about City-sponsored events.
- Provide closed captioning for recordings of City meetings as necessary.

Printed Materials

All printed materials produced by the City for public use should be accessible to those with disabilities, including those who are visually impaired. If requested, materials should be made available in alternative formats, such as Braille, large print text, emails, or compact disks.

The City is currently meeting ADA requirements for printed materials in the following areas:

- Most City departments can provide alternative document formats when requested, such as audio recording, enlarged print, compact disk, and email attachments.
- None of the applicable City departments charge fees for providing materials in alternative formats to customers with disabilities.

Recommended areas of improvement include:

- Ensure consistency across City departments in the types of accommodations that can be provided.
- Include instructions on how to request alternative formats on all printed materials about or for City-sponsored/hosted public events, public meetings, programs, or public hearings.

Website

The City of Bonney Lake website (<http://www.ci.bonney-lake.wa.us/>) is often the first interface for the public to acquire information regarding City services, programs, and facilities. Because of its importance as the first point of contact for many residents, the website should also be fully accessible for those with disabilities. The City is planning to launch an updated website in August 2019 that has been designed to comply with website accessibility standards.

Contracting and Purchasing

Contractors, consultants, and vendors hired by the City for City project or services must also comply with the ADA.

The City of Bonney Lake is currently meeting ADA requirements in the following area:

- Most applicable City departments use criteria that do not discriminate based on disability when selecting contractors, consultants, or vendors for City projects or services.
- Most applicable City departments require contractors, consultants, and vendors to sign statements attesting to their intent to comply with the ADA.

Recommended areas of improvement include:

- Ensure that all departments require contractors, consultants, and vendors to sign statements attesting to their intent to comply with the ADA and Section 504 of the Rehabilitation Act.
- Ensure that all Requests for Proposals, contracts, and other bid solicitation documents contain a statement requiring contractors, consultants, and vendors to comply with the ADA.

Staff Training

Staff training should be conducted regularly on a periodic basis to ensure that City employees understand the requirements and regulations of the ADA. Training can be made available in several different formats, including written procedures, self-guided courses, or formal presentations. Currently, the City does not offer regular training on ADA compliance and regulations. All City departments that completed the self-evaluation reported that staff would benefit from additional ADA training.

Areas of recommended improvement include:

- Provide training on the development of policies and procedures surrounding accessibility and the ADA.

- Provide training for staff on how to use tools for communicating with persons with disabilities, such as TTY/TTD telephones and third-party relay systems.
- Provide training on how to respond to requests for disability accommodations, such as for printed materials or for public meetings and events.
- Provide training and information on how to work with people with disabilities (culture and etiquette).
- Provide training on legal requirements of the ADA.

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

Please fill out this form to the best of your abilities. If you have any questions regarding this form, please contact Leslie Harris at 253-447-3280.

The Americans with Disabilities Act defines ‘qualified individuals with disabilities’ as follows:

- 1) Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Q1: Please identify your department. (Required)

- Administrative Services
- Executive Department
- Finance Department
- Municipal Court
- Police Department
- Public Services

Q2: If you have elected to fill out one survey for each branch or division within your department, please identify the branch or division this particular survey will cover.
City Clerk’s Office

Q3: Please describe the services, programs or activities your department provides to the public.

The City Clerk serves as the Clerk of the Council and the Deputy City Clerk oversees the preparation of the Council’s meeting agendas, minutes and other official actions. The Clerk’s Office also makes physical

arrangements for Council's meeting, provides central reception and records management services for the City of Bonney Lake; and supports risk management, employee safety, and emergency management. The Clerk's Office also supports the community relations function by making notary services available, publishing Council brochures; providing for the codification and publication of the City's Municipal Code; processing press releases and posting and publishing legal notices; updating the city web site and other social media sites; and coordinating responses to public disclosure requests.

Q4: Does your department receive federal funding for any of its services, programs or activities, either in whole or in part?

- Yes
- No

Q4.1: If yes, does your department have an identified Section 504 Coordinator responsible for ensuring that the federally funded program, service or activity does not discriminate against persons with disabilities?

- Yes
- No

Q4.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q4.2: Comments:

The City of Bonney Lake received a grant of amateur radio equipment for emergency management purposes valued at \$5,368. The SHSP grant of equipment was provided by Homeland Security through the Pierce County Department of Emergency Management.

Q5: Does your department provide full and equal access to ALL its services, programs or activities, regardless of ability?

- Yes
- No
- N/A

Q5.1: If no, please describe the services, programs or activities that are not fully accessible, why they are not accessible and what, if any, options you provide to qualified individuals with disabilities interested in these inaccessible services,

programs or activities.
Click here to enter text.

Q5.2: Comments:
Click here to enter text.

Q6: Does your department's main public access number have an automated phone menu system (i.e. press 1 for...press 2 for...)?

- Yes
- No
- N/A

Q6.1: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

- Yes
- No

Q6.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q6.2: Comments:

The City of Bonney Lake uses its automated phone menu as a backup to live-answering incoming phone calls through the City's main phone line. The City's preferred response to calls on the main phone line is a live answer. Only if a live answer is not provided after ringing an aggregate of 8 times at several work stations does the call automatically go to a voice message box. One touch options are offered in the automated phone menu for various City services/departments.

Q7: What tool(s) does your department use to communicate by phone with people with speech or hearing impairments?

- Text telephone (TTY/TDD)
- Third-party "relay" system where a trained operator facilitates a conversation between you and the customer
- None
- Other (please list) [Click here to enter text.](#)

Q7.1: If none, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)

- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q7.2: If text telephone, do your staff receive regular and recurring training/refreshers on how to use the text telephone?

- Yes
- No

Q7.3: If third-party "Relay" system, do your staff know how to place a Relay call to a customer, as well as receive one?

- Yes
- No

Q7.2: Comments:

The City Clerk's Office of Bonney Lake currently uses neither of these accommodations in association with its phone services.

Q8: Does your department provide phones the public may use to make outgoing calls when needed?

- Yes
- No
- N/A

Q8.1: If yes, is one of the phones TTY/TDD equipped?

- Yes
- No

Q8.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term) Not sure

Q8.2: Comments:

[Click here to enter text.](#)

Q9: Do all printed materials (e.g. forms, newsletters, brochures, calendars, fact sheets, etc.) provided to the public by your department include instructions about how to request alternate formats?

- Yes
- No
- N/A

Q9.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q9.2: Comments:

The City Clerk's Office would first have to understand what alternatives are available in order to develop and provide the alternatives to its printed forms.

Q10: What types of alternate document formats can your department provide to the public when requested?

- Audio recording (cassette tape or digital) Enlarged print
- Braille
- Accessible website (high contrast colors, large fonts, no PDFs and alt text for all photos and graphics) Email (i.e. sending a document or survey to a person directly if they can't access it on the Web or in person)
- Computer disk
- None
- Other (please list) [Click here to enter text.](#)
- N/A

Q10.1: Comments:

Providing audio alternatives applies solely to the recordings of Council meetings.

Q11: How long does it take for your department to respond to a request that a document be provided in an alternate format, on average?

- 24 hours or less (not including weekends/holidays) 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q11.1: Comments:

The City currently posts to its website digital recordings of the City Council's regular and workshop meetings. Providing a copy to computer disc would not be difficult or time consuming.

Q12: Do all printed or electronic materials about department-sponsored/hosted public events, public meetings or public hearings include instructions about how to request accommodations?

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Q12.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q12.2: Comments:

Need additional information on alternative to be provided before estimating time to comply.

Q13: What types of accommodations can your department provide to the public when requested?

- American Sign Language interpreters
- Assistive listening devices, like FM transmitters
- Real-time open captioning
- Electronic/computer-based document readers
- Call-in/speakerphone capability during meetings
- Other (please list) [Click here to enter text.](#)
- N/A

Q13.1: Comments:

The City only has assistive listening devices available during City Council meetings held in the Council Chambers of the Justice and Municipal Center. When meetings are held elsewhere, no assistive listening devices are available.

Q14: How long does it take for your department to respond to a request for accommodations, on average?

- 24 hours or less (not including weekends/holidays)
- 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q14.1: Comments:

The City Clerk's Office has only been approached once or twice in the past 15 years for assistive listening devices during Council meetings. The equipment the City has was provided and was determined to be satisfactory by the requester.

Q15: Does your department charge fees for providing materials in alternative formats or for providing accommodations to customers with disabilities?

- Yes
- No
- N/A

Q15.1: Comments:

If the request is part of a public records request and is not identified as necessary for an individual with disabilities to use the records, then the City would charge a fee for producing/providing the alternative format. This applies only to copies of audio recordings of Council meetings and workshops. No other alternative formats currently exist.

Q16: Are promotional or public service videos produced for public viewing about your department or its services captioned for deaf or hard of hearing customers?

- Yes
- No
- N/A

Q16.1: If no, please provide an estimated time frame to correct this deficiency?

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q16.2: Comments:

No promotional or public service videos currently exist for public viewing about this department.

Q17: Does your department provide information about any of its services, programs or activities to the public on the Internet?

- Yes
- No
- N/A

Q17.1: If yes, is the content of these Web pages fully accessible to people with vision or mobility limitations? For example, do you provide "alternate text" descriptions for all photos, charts and graphics; do Web pages use large fonts and high contrast

colors; and do you provide “text rich” versions of PDF documents for people who use screen reading software on their computers?

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Q17.1.1: If no, please provide an estimated time frame to correct this deficiency on your department’s most popular/most visited Web page(s):

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q17.1.1.1: Please provide an estimated time frame to correct this deficiency on the rest of your department’s Web pages:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q17.2: Comments:

It is my understanding our new website will be fully accessible under the guidelines of the ADA.

Q18: Is a “Notice Under the Americans Disabilities Act” flyer posted in the foyer, reception or front office area of your department? (See example: www.ada.gov/adaidatta.htm)

Yes

No

N/A

Q18.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years
(long-term)

Not sure

Q18.2: Comments:

Assuming this is a requirement, I anticipate it can be corrected 12 months.

Q19: Is your department's staff familiar with the city's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

- Yes
- No
- N/A

Q19.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q19.2: Comments:

The department's customer-contact staff will be trained once appropriate training is identified.

Q20: Are contractors that bid on capital projects or other contractual work for your department required to sign a statement attesting to their intent to comply with the ADA?

- Yes
- No
- N/A

Q20.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q20.2: Comments:

This department/division has no capital projects or other contractual work performed for the department.

Q21: When selecting contractors or vendors, does the department use criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q21.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q21.2: Comments:

This department/division does not use contractors.

Q22: When hiring temporary or full-time employees, does your department consistently use selection criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q22.1: If no, please describe why the selection criteria for certain positions would discriminate based on disability (e.g. the applicant must be able to apprehend suspects fleeing on foot, drive a vehicle, lift heavy objects, etc.).

[Click here to enter text.](#)

Q22.2: Comments:

This effort is largely coordinated through the City's/department's HR division.

Q23: Does your department ensure individuals with disabilities are allowed the opportunity to participate as members of any associated citizen advisory boards or committees?

- Yes
- No
- N/A

Q23.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q23.2: Comments:

No analysis of barriers has been performed to assess whether those with disabilities are blocked from participating as members of any associated citizen advisory boards or

committees. If barriers are identified, it is assumed they can be remediated within 12 months.

Q24: Are individuals with disabilities now serving on any of your department's advisory boards or committees?

- Yes
- No
- N/A

Q24.1: Comments:

I do not believe we have identified or had anyone self-identify as disabled who currently serves on any of the City Council advisory boards or committees.

Q25: Would your department's staff benefit from additional training on how to provide access to your services and programs for people with disabilities?

- Yes
- No
- N/A

Q25.1: If yes, what kind of training or technical assistance would be helpful?

- Developing policies or procedures
 - How to work with people with disabilities
 - Legal requirements
 - How to respond to requests for accommodation (e.g. American sign language interpreters, assisted listening devices, etc.)
 - How to provide materials in alternate formats (e.g. Braille, audio recordings, etc.)
- Other (please list)

Q25.2: Comments:

The department can develop its own policies once an understanding is provided concerning the legal requirements, training provided with how to work with people with disabilities and appropriate accommodations and alternative formats.

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

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- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Q1: Please identify your department. (Required)

- Administrative Services
- Executive Department
- Finance Department
- Municipal Court
- Police Department
- Public Services

Q2: If you have elected to fill out one survey for each branch or division within your department, please identify the branch or division this particular survey will cover.

Click here to enter text.

Q3: Please describe the services, programs or activities your department provides to the public.

Provides Municipal Court Services to persons who need to appear in court. Process files, provide customer service.

Q4: Does your department receive federal funding for any of its services, programs or activities, either in whole or in part?

- Yes
- No

Q4.1: If yes, does your department have an identified Section 504 Coordinator responsible for ensuring that the federally funded program, service or activity does not discriminate against persons with disabilities?

- Yes
- No

Q4.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q4.2: Comments:

[Click here to enter text.](#)

Q5: Does your department provide full and equal access to ALL its services, programs or activities, regardless of ability?

- Yes
- No
- N/A

Q5.1: If no, please describe the services, programs or activities that are not fully accessible, why they are not accessible and what, if any, options you provide to qualified individuals with disabilities interested in these inaccessible services, programs or activities.

[Click here to enter text.](#)

Q5.2: Comments:

We provide the best possible services we can to our customers.

Q6: Does your department's main public access number have an automated phone menu

system (i.e. press 1 for...press 2 for...)?

- Yes
- No
- N/A

Q6.1: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

- Yes
- No

Q6.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q6.2: Comments:

We are currently in the process of adding a phone tree to provide customer service and it will include a caller bypass

Q7: What tool(s) does your department use to communicate by phone with people with speech or hearing impairments?

- Text telephone (TTY/TDD)
- Third-party "relay" system where a trained operator facilitates a conversation between you and the customer
- None
- Other (please list) [Click here to enter text.](#)

Q7.1: If none, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q7.2: If text telephone, do your staff receive regular and recurring training/refreshers on how to use the text telephone?

- Yes
- No

Q7.3: If third-party "Relay" system, do your staff know how to place a Relay call to a customer, as well as receive one?

Yes

No

Q7.2: Comments:

Most calls are received by the court from the calling party.

Q8: Does your department provide phones the public may use to make outgoing calls when needed?

Yes

No

N/A

Q8.1: If yes, is one of the phones TTY/TDD equipped?

Yes

No

Q8.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term) Not sure

Q8.2: Comments:

We do not have a phone at the counter, customers may provide the staff with a number to call for rides and the staff will place the call for them.

Q9: Do all printed materials (e.g. forms, newsletters, brochures, calendars, fact sheets, etc.) provided to the public by your department include instructions about how to request alternate formats?

Yes

No

N/A

Q9.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q9.2: Comments:

The initial infraction has the option for defendant to provide interpreter information if needed and the language and or ASL. We have the interpreter language available on the website and some court forms are available in Spanish language however interpreters are

provided at no expense to persons when they appear in court. We have the ability to call a language line for persons appearing at the counter if needed.

Q10: What types of alternate document formats can your department provide to the public when requested?

- Audio recording (cassette tape or digital) Enlarged print
- Braille
- Accessible website (high contrast colors, large fonts, no PDFs and alt text for all photos and graphics) Email (i.e. sending a document or survey to a person directly if they can't access it on the Web or in person)
- Computer disk
- None
- Other (please list) [Click here to enter text.](#)
- N/A

Q10.1: Comments:

We can provide forms by email and or at the counter if not able to access through web.

Q11: How long does it take for your department to respond to a request that a document be provided in an alternate format, on average?

- 24 hours or less (not including weekends/holidays) 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q11.1: Comments:

[Click here to enter text.](#)

Q12: Do all printed or electronic materials about department-sponsored/hosted public events, public meetings or public hearings include instructions about how to request accommodations?

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Q12.1: If no, please provide an estimated time frame to correct

this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q12.2: Comments:

Updating website and will provide information on how to request accommodations

Q13: What types of accommodations can your department provide to the public when requested?

- American Sign Language interpreters
- Assistive listening devices, like FM transmitters
- Real-time open captioning
- Electronic/computer-based document readers
- Call-in/speakerphone capability during meetings
- Other (please list) [Click here to enter text.](#)
- N/A

Q13.1: Comments:

[Click here to enter text.](#)

Q14: How long does it take for your department to respond to a request for accommodations, on average?

- 24 hours or less (not including weekends/holidays)
- 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q14.1: Comments:

[Click here to enter text.](#)

Q15: Does your department charge fees for providing materials in alternative formats or for providing accommodations to customers with disabilities?

- Yes
- No
- N/A

Q15.1: Comments:

[Click here to enter text.](#)

Q16: Are promotional or public service videos produced for public viewing about your department or its services captioned for deaf or hard of hearing customers?

- Yes

- No
- N/A

Q16.1: If no, please provide an estimated time frame to correct this deficiency?

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q16.2: Comments:

[Click here to enter text.](#)

Q17: Does your department provide information about any of its services, programs or activities to the public on the Internet?

- Yes
- No
- N/A

Q17.1: If yes, is the content of these Web pages fully accessible to people with vision or mobility limitations? For example, do you provide “alternate text” descriptions for all photos, charts and graphics; do Web pages use large fonts and high contrast colors; and do you provide “text rich” versions of PDF documents for people who use screen reading software on their computers?

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Q17.1.1: If no, please provide an estimated time frame to correct this deficiency on your department’s most popular/most visited Web page(s):

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.1.1.1: Please provide an estimated time frame to correct this deficiency on the rest of your department’s Web pages:

- 1-12 months (short-term)
- 1-2 years (medium-term)

- More than two years (long-term)
- Not sure

Q17.2: Comments:

Working on updating website at this time to accommodate for ADA

Q18: Is a “Notice Under the Americans Disabilities Act” flyer posted in the foyer, reception or front office area of your department? (See example: www.ada.gov/adaidatta.htm)

- Yes
- No
- N/A

Q18.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q18.2: Comments:

Will work with City to post

Q19: Is your department’s staff familiar with the city’s ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

- Yes
- No
- N/A

Q19.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q19.2: Comments:

Will work with City

Q20: Are contractors that bid on capital projects or other contractual work for your department required to sign a statement attesting to their intent to comply with the ADA?

- Yes

No

N/A

Q20.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q20.2: Comments:

[Click here to enter text.](#)

Q21: When selecting contractors or vendors, does the department use criteria that do not discriminate based on disability?

Yes

No

N/A

Q21.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q21.2: Comments:

[Click here to enter text.](#)

Q22: When hiring temporary or full-time employees, does your department consistently use selection criteria that do not discriminate based on disability?

Yes

No

N/A

Q22.1: If no, please describe why the selection criteria for certain positions would discriminate based on disability (e.g. the applicant must be able to apprehend suspects fleeing on foot, drive a vehicle, lift heavy objects, etc.).

[Click here to enter text.](#)

Q22.2: Comments:

HR

Q23: Does your department ensure individuals with disabilities are allowed the opportunity to participate as members of any associated citizen advisory boards or committees?

Yes

No

N/A

Q23.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q23.2: Comments:

[Click here to enter text.](#)

Q24: Are individuals with disabilities now serving on any of your department's advisory boards or committees?

Yes

No

N/A

Q24.1: Comments:

[Click here to enter text.](#)

Q25: Would your department's staff benefit from additional training on how to provide access to your services and programs for people with disabilities?

Yes

No

N/A

Q25.1: If yes, what kind of training or technical assistance would be helpful?

Developing policies or procedures

How to work with people with disabilities

Legal requirements

How to respond to requests for accommodation (e.g. American sign language interpreters, assisted listening devices, etc.)

How to provide materials in alternate formats (e.g. Braille, audio recordings, etc.)

Other (please list)

Q25.2: Comments:

[Click here to enter text.](#)

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

Please fill out this form to the best of your abilities. If you have any questions regarding this form, please contact Leslie Harris at 253-447-3280.

The Americans with Disabilities Act defines ‘qualified individuals with disabilities’ as follows:

- 1) Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Q1: Please identify your department. (Required)

- Administrative Services
- Executive Department
- Finance Department
- Municipal Court
- Police Department
- Public Services

Q2: If you have elected to fill out one survey for each branch or division within your department, please identify the branch or division this particular survey will cover.

Click here to enter text.

Q3: Please describe the services, programs or activities your department provides to the public.

Mayor, Legal, Events, Recreation, Communications, Facilities, Special Projects

Q4: Does your department receive federal funding for any of its services, programs or activities, either in whole or in part?

Yes

No

Q4.1: If yes, does your department have an identified Section 504 Coordinator responsible for ensuring that the federally funded program, service or activity does not discriminate against persons with disabilities?

Yes

No

Q4.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q4.2: Comments:

[Click here to enter text.](#)

Q5: Does your department provide full and equal access to ALL its services, programs or activities, regardless of ability?

Yes

No

N/A

Q5.1: If no, please describe the services, programs or activities that are not fully accessible, why they are not accessible and what, if any, options you provide to qualified individuals with disabilities interested in these inaccessible services, programs or activities.

[Click here to enter text.](#)

Q5.2: Comments:

[Click here to enter text.](#)

Q6: Does your department's main public access number have an automated phone menu system (i.e. press 1 for...press 2 for...)?

- Yes
- No
- N/A

Q6.1: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

- Yes
- No

Q6.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q6.2: Comments:

[Click here to enter text.](#)

Q7: What tool(s) does your department use to communicate by phone with people with speech or hearing impairments?

- Text telephone (TTY/TDD)
- Third-party “relay” system where a trained operator facilitates a conversation between you and the customer
- None
- Other (please list) [Click here to enter text.](#)

Q7.1: If none, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q7.2: If text telephone, do your staff receive regular and recurring training/refreshers on how to use the text telephone?

- Yes
- No

Q7.3: If third-party “Relay” system, do your staff know how to place a Relay call to a customer, as well as receive one?

- Yes

No

Q7.2: Comments:

[Click here to enter text.](#)

Q8: Does your department provide phones the public may use to make outgoing calls when needed?

Yes

No

N/A

Q8.1: If yes, is one of the phones TTY/TDD equipped?

Yes

No

Q8.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q8.2: Comments:

[Click here to enter text.](#)

Q9: Do all printed materials (e.g. forms, newsletters, brochures, calendars, fact sheets, etc.) provided to the public by your department include instructions about how to request alternate formats?

Yes

No

N/A

Q9.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q9.2: Comments:

[Click here to enter text.](#)

Q10: What types of alternate document formats can your department provide to the public when requested?

- Audio recording (cassette tape or digital) Enlarged print
- Braille
- Accessible website (high contrast colors, large fonts, no PDFs and alt text for all photos and graphics)
- Email (i.e. sending a document or survey to a person directly if they can't access it on the Web or in person)
- Computer disk
- None
- Other (please list) [Click here to enter text.](#)
- N/A

Q10.1: Comments:

Q11: How long does it take for your department to respond to a request that a document be provided in an alternate format, on average?

- 24 hours or less (not including weekends/holidays) 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q11.1: Comments:

[Click here to enter text.](#)

Q12: Do all printed or electronic materials about department-sponsored/hosted public events, public meetings or public hearings include instructions about how to request accommodations?

Y
e
s

N
o

N
/
A

Q12.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q12.2: Comments:

[Click here to enter text.](#)

Q13: What types of accommodations can your department provide to the public when requested?

- American Sign Language interpreters
- Assistive listening devices, like FM transmitters
- Real-time open captioning
- Electronic/computer-based document readers
- Call-in/speakerphone capability during meetings
- Other (please list) [Click here to enter text.](#)
- N/A

Q13.1: Comments:

[Click here to enter text.](#)

Q14: How long does it take for your department to respond to a request for accommodations, on average?

- 24 hours or less (not including weekends/holidays)
- 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q14.1: Comments:

[Click here to enter text.](#)

Q15: Does your department charge fees for providing materials in alternative formats or for providing accommodations to customers with disabilities?

- Yes
- No
- N/A

Q15.1: Comments:

[Click here to enter text.](#)

Q16: Are promotional or public service videos produced for public viewing about your department or its services captioned for deaf or hard of hearing customers?

- Yes
- No
- N/A

Q16.1: If no, please provide an estimated time frame to correct this deficiency?

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q16.2: Comments:

[Click here to enter text.](#)

Q17: Does your department provide information about any of its services, programs or activities to the public on the Internet?

- Yes
- No
- N/A

Q17.1: If yes, is the content of these Web pages fully accessible to people with vision or mobility limitations? For example, do you provide “alternate text” descriptions for all photos, charts and graphics; do Web pages use large fonts and high contrast colors; and do you provide “text rich” versions of PDF documents for people who use screen reading software on their computers?

Y
e
s

N
o

Q17.1.1: If no, please provide an estimated time frame to correct this deficiency on your department’s most popular/most visited Web page(s):

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.1.1.1: Please provide an estimated time frame to correct this deficiency on the rest of your department’s Web pages:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.2: Comments:

In process of developing new ADA friendly website

Q18: Is a “Notice Under the Americans Disabilities Act” flyer posted in the foyer, reception or front office area of your department? (See example: www.ada.gov/adaidatta.htm)

- Yes
- No
- N/A

Q18.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q18.2: Comments:

[Click here to enter text.](#)

Q19: Is your department’s staff familiar with the city’s ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

- Yes
- No
- N/A

Q19.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q19.2: Comments:

[Click here to enter text.](#)

Q20: Are contractors that bid on capital projects or other contractual work for your department required to sign a statement attesting to their intent to comply with the ADA?

- Yes
- No
- N/A

Q20.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)

- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q20.2: Comments:

[Click here to enter text.](#)

Q21: When selecting contractors or vendors, does the department use criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q21.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q21.2: Comments:

[Click here to enter text.](#)

Q22: When hiring temporary or full-time employees, does your department consistently use selection criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q22.1: If no, please describe why the selection criteria for certain positions would discriminate based on disability (e.g. the applicant must be able to apprehend suspects fleeing on foot, drive a vehicle, lift heavy objects, etc.).

[Click here to enter text.](#)

Q22.2: Comments:

[Click here to enter text.](#)

Q23: Does your department ensure individuals with disabilities are allowed the opportunity to participate as members of any associated citizen advisory boards or committees?

- Yes
- No

N/A

Q23.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q23.2: Comments:

[Click here to enter text.](#)

Q24: Are individuals with disabilities now serving on any of your department's advisory boards or committees?

- Yes
- No
- N/A

Q24.1: Comments:

No known disabilities

Q25: Would your department's staff benefit from additional training on how to provide access to your services and programs for people with disabilities?

- Yes
- No
- N/A

Q25.1: If yes, what kind of training or technical assistance would be helpful?

- Developing policies or procedures
 - How to work with people with disabilities
 - Legal requirements
 - How to respond to requests for accommodation (e.g. American sign language interpreters, assisted listening devices, etc.)
 - How to provide materials in alternate formats (e.g. Braille, audio recordings, etc.)
- Other (please list)

Q25.2: Comments:

[Click here to enter text.](#)

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

Please fill out this form to the best of your abilities. If you have any questions regarding this form, please contact Leslie Harris at 253-447-3280.

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- 1) Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Q1: Please identify your department. (Required)

- Administrative Services
- Executive Department
- Finance Department
- Municipal Court
- Police Department
- Public Services

Q2: If you have elected to fill out one survey for each branch or division within your department, please identify the branch or division this particular survey will cover.

Click here to enter text.

Q3: Please describe the services, programs or activities your department provides to the public.

Accepting payments for a variety of services

Q4: Does your department receive federal funding for any of its services, programs or activities, either in whole or in part?

Yes

No

Q4.1: If yes, does your department have an identified Section 504 Coordinator responsible for ensuring that the federally funded program, service or activity does not discriminate against persons with disabilities?

Yes

No

Q4.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q4.2: Comments:

[Click here to enter text.](#)

Q5: Does your department provide full and equal access to ALL its services, programs or activities, regardless of ability?

Yes

No

N/A

Q5.1: If no, please describe the services, programs or activities that are not fully accessible, why they are not accessible and what, if any, options you provide to qualified individuals with disabilities interested in these inaccessible services, programs or activities.

[Click here to enter text.](#)

Q5.2: Comments:

[Click here to enter text.](#)

Q6: Does your department's main public access number have an automated phone menu system (i.e. press 1 for...press 2 for...)?

- Yes
- No
- N/A

Q6.1: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

- Yes
- No

Q6.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q6.2: Comments:

[Click here to enter text.](#)

Q7: What tool(s) does your department use to communicate by phone with people with speech or hearing impairments?

- Text telephone (TTY/TDD)
- Third-party “relay” system where a trained operator facilitates a conversation between you and the customer
- None
- Other (please list) [Click here to enter text.](#)

Q7.1: If none, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q7.2: If text telephone, do your staff receive regular and recurring training/refreshers on how to use the text telephone?

- Yes
- No

Q7.3: If third-party “Relay” system, do your staff know how to place a Relay call to a customer, as well as receive one?

- Yes

No

Q7.2: Comments:

[Click here to enter text.](#)

Q8: Does your department provide phones the public may use to make outgoing calls when needed?

Yes

No

N/A

Q8.1: If yes, is one of the phones TTY/TDD equipped?

Yes

No

Q8.1.1: If no, please provide an estimated time frame to correct this deficiency: We need to have a phone for the public? You'd have to talk to Chuck. It would need to be on the counter.

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term) Not sure

Q8.2: Comments:

[Click here to enter text.](#)

Q9: Do all printed materials (e.g. forms, newsletters, brochures, calendars, fact sheets, etc.) provided to the public by your department include instructions about how to request alternate formats?

Yes

No

N/A

Q9.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q9.2: Comments:

[Click here to enter text.](#)

Q10: What types of alternate document formats can your department provide to the public

when requested?

- Audio recording (cassette tape or digital) Enlarged print
- Braille
- Accessible website (high contrast colors, large fonts, no PDFs and alt text for all photos and graphics) Email (i.e. sending a document or survey to a person directly if they can't access it on the Web or in person)
- Computer disk
- None
- Other (please list) [Click here to enter text.](#)
- N/A

Q10:1: Comments:

[Click here to enter text.](#)

Q11: How long does it take for your department to respond to a request that a document be provided in an alternate format, on average?

- 24 hours or less (not including weekends/holidays) 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q11.1: Comments:

[Click here to enter text.](#)

Q12: Do all printed or electronic materials about department-sponsored/hosted public events, public meetings or public hearings include instructions about how to request accommodations?

Y
e
s

N
o

N
/
A

Q12.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)

Not sure

Q12.2: Comments:

[Click here to enter text.](#)

Q13: What types of accommodations can your department provide to the public when requested?

- American Sign Language interpreters
- Assistive listening devices, like FM transmitters
- Real-time open captioning
- Electronic/computer-based document readers
- Call-in/speakerphone capability during meetings
- Other (please list) [Click here to enter text.](#)
- N/A

Q13.1: Comments:

[Click here to enter text.](#)

Q14: How long does it take for your department to respond to a request for accommodations, on average?

- 24 hours or less (not including weekends/holidays)
- 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q14.1: Comments:

[Click here to enter text.](#)

Q15: Does your department charge fees for providing materials in alternative formats or for providing accommodations to customers with disabilities?

- Yes
- No
- N/A

Q15.1: Comments:

[Click here to enter text.](#)

Q16: Are promotional or public service videos produced for public viewing about your department or its services captioned for deaf or hard of hearing customers?

- Yes
- No
- N/A

Q16.1: If no, please provide an estimated time frame to correct

this deficiency?

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q16.2: Comments:

[Click here to enter text.](#)

Q17: Does your department provide information about any of its services, programs or activities to the public on the Internet?

- Yes
- No
- N/A

Q17.1: If yes, is the content of these Web pages fully accessible to people with vision or mobility limitations? For example, do you provide “alternate text” descriptions for all photos, charts and graphics; do Web pages use large fonts and high contrast colors; and do you provide “text rich” versions of PDF documents for people who use screen reading software on their computers?

Y
e
s

N
o

Q17.1.1: If no, please provide an estimated time frame to correct this deficiency on your department’s most popular/most visited Web page(s):

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.1.1.1: Please provide an estimated time frame to correct this deficiency on the rest of your department’s Web pages:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.2: Comments:

Click here to enter text.

Q18: Is a “Notice Under the Americans Disabilities Act” flyer posted in the foyer, reception or front office area of your department? (See example: www.ada.gov/adaidatta.htm)

Yes

No

N/A I imagine this is posted somewhere in the building? We have nothing posted.

Q18.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q18.2: Comments:

Click here to enter text.

Q19: Is your department’s staff familiar with the city’s ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Yes

No

N/A

Q19.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q19.2: Comments:

Click here to enter text.

Q20: Are contractors that bid on capital projects or other contractual work for your department required to sign a statement attesting to their intent to comply with the ADA?

Yes

No

N/A

Q20.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q20.2: Comments:

[Click here to enter text.](#)

Q21: When selecting contractors or vendors, does the department use criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q21.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q21.2: Comments:

[Click here to enter text.](#)

Q22: When hiring temporary or full-time employees, does your department consistently use selection criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q22.1: If no, please describe why the selection criteria for certain positions would discriminate based on disability (e.g. the applicant must be able to apprehend suspects fleeing on foot, drive a vehicle, lift heavy objects, etc.).

[Click here to enter text.](#)

Q22.2: Comments:

[Click here to enter text.](#)

Q23: Does your department ensure individuals with disabilities are allowed the opportunity to participate as members of any associated citizen advisory boards or committees?

- Yes

No

N/A

Q23.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q23.2: Comments:

[Click here to enter text.](#)

Q24: Are individuals with disabilities now serving on any of your department's advisory boards or committees?

Yes

No

N/A

Q24.1: Comments:

[Click here to enter text.](#)

Q25: Would your department's staff benefit from additional training on how to provide access to your services and programs for people with disabilities?

Yes

No

N/A

Q25.1: If yes, what kind of training or technical assistance would be helpful?

Developing policies or procedures

How to work with people with disabilities

Legal requirements

How to respond to requests for accommodation (e.g. American sign language interpreters, assisted listening devices, etc.)

How to provide materials in alternate formats (e.g. Braille, audio recordings, etc.)

Other (please list)

Q25.2: Comments:

[Click here to enter text.](#)

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

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- 1) Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Human Resources – Additional Questions

HRQ1: Does the city offer employees training in working with people who have physical, mental or emotional disabilities, including mobility, speech, visual, hearing, cognitive/learning and psychiatric impairments?

- Yes
 No

HRQ1.1: If yes, how often is the training provided?

- At orientation
 Semi-annually
 Annually
 On request
 Other [Click here to enter text.](#)

HRQ1.2: If yes, who receives the training?
(check all that apply)

- All staff (full-time, part-time, temporary & seasonal)
- Salaried staff only
- Management/supervisors
- Customer service representatives/receptionists
- Public safety staff
- Other [Click here to enter text.](#)

HRQ1.3: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

HRQ1.3: Comments:

This will need to be researched and determined.

HRQ2: Does the city offer employees training in how to provide materials in alternate formats to those with disabilities (e.g. Braille, audio recordings, accessible Web design, etc.)?

- Yes
- No

HRQ2.1: If yes, how often is the training provided?

- At orientation
- Semi-annually
- Annually
- On request
- Other

HRQ2.1.1: If yes, who receives the training? (check all that apply)

- All staff (full-time, part-time, temporary & seasonal)
- Salaried staff only
- Management/supervisors
- Customer service representatives/receptionists

- Public safety staff
- Other

HRQ2.2: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

HRQ2.3: Other comments:

This will need to be researched and determined.

HRQ3: Does the city offer employees training in how to provide special accommodations to those with disabilities (e.g. American Sign Language interpreters, assistive listening devices, etc.)?

- Yes
- No

HRQ3.1: If yes, how often is the training provided?

- At orientation
- Semi-annually
- Annually
- On request
- Other

HRQ3.2: If yes, who receives the training? (check all that apply)

- All staff (full-time, part-time, temporary & seasonal)
- Salaried staff only
- Management/supervisors
- Customer service representatives/receptionists
- Public safety staff
- Other

HRQ3.3: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)

More than two years (long-term)

Not sure

HRQ3.3: Comments:

This will need to be researched and determined.

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

Please fill out this form to the best of your abilities. If you have any questions regarding this form, please contact Leslie Harris at 253-447-3280.

The Americans with Disabilities Act defines 'qualified individuals with disabilities' as follows:

- 1) Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Q1: Please identify your department. (Required)

- Administrative Services
- Executive Department
- Finance Department
- Municipal Court
- Police Department
- Public Services

Q2: If you have elected to fill out one survey for each branch or division within your department, please identify the branch or division this particular survey will cover.

Information Services.

Q3: Please describe the services, programs or activities your department provides to the public.

The Information Services Office serves the City for all data processing and computer needs. IS also coordinates all land and cellular phone systems, and assists with the City's radio communications

infrastructure. This office manages the procurement of hardware and software as well as temporary or contracted support as needed for special projects, backup and peak support.

Q4: Does your department receive federal funding for any of its services, programs or activities, either in whole or in part?

- Yes
 No

Q4.1: If yes, does your department have an identified Section 504 Coordinator responsible for ensuring that the federally funded program, service or activity does not discriminate against persons with disabilities?

- Yes
 No

Q4.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
 1-2 years (medium-term)
 More than two years (long-term)
 Not sure

Q4.2: Comments:

[Click here to enter text.](#)

Q5: Does your department provide full and equal access to ALL its services, programs or activities, regardless of ability?

- Yes
 No
 N/A

Q5.1: If no, please describe the services, programs or activities that are not fully accessible, why they are not accessible and what, if any, options you provide to qualified individuals with disabilities interested in these inaccessible services, programs or activities.

City existing websites, internal network resources, internal applications (Eden, Cityworks, etc). are not fully ADA compliant.

Q5.2: Comments:

[Click here to enter text.](#)

Q6: Does your department's main public access number have an automated phone menu system (i.e. press 1 for...press 2 for...)?

- Yes
- No
- N/A

Q6.1: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

- Yes
- No

Q6.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q6.2: Comments:

Phone system can be programmed to comply if this is determined to be a requirement the City must meet, or if the City chooses to provide.

Q7: What tool(s) does your department use to communicate by phone with people with speech or hearing impairments?

- Text telephone (TTY/TDD)
- Third-party "relay" system where a trained operator facilitates a conversation between you and the customer
- None
- Other (please list) [Click here to enter text.](#)

Q7.1: If none, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q7.2: If text telephone, do your staff receive regular and recurring training/refreshers on how to use the text telephone?

- Yes
- No

Q7.3: If third-party "Relay" system, do your staff know how to place a Relay call to a customer, as well as receive one?

Yes

No

Q7.2: Comments:

City's phone system is programmable and can provide for the service. The City currently has no equipment to provide this service.

Q8: Does your department provide phones the public may use to make outgoing calls when needed?

Yes

No

N/A

Q8.1: If yes, is one of the phones TTY/TDD equipped?

Yes

No

Q8.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term) Not sure

Q8.2: Comments:

[Click here to enter text.](#)

Q9: Do all printed materials (e.g. forms, newsletters, brochures, calendars, fact sheets, etc.) provided to the public by your department include instructions about how to request alternate formats?

Yes

No

N/A

Q9.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q9.2: Comments:

Office of Information Services does not have any specific public maternal.

Q10: What types of alternate document formats can your department provide to the public when requested?

- Audio recording (cassette tape or digital) Enlarged print
- Braille
- Accessible website (high contrast colors, large fonts, no PDFs and alt text for all photos and graphics) Email (i.e. sending a document or survey to a person directly if they can't access it on the Web or in person)
- Computer disk
- None
- Other (please list) [Click here to enter text.](#)
- N/A

Q10.1: Comments:

Accessible website coming soon, can offer enlarged printed material.

Q11: How long does it take for your department to respond to a request that a document be provided in an alternate format, on average?

- 24 hours or less (not including weekends/holidays) 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q11.1: Comments:

Never been asked to.

Q12: Do all printed or electronic materials about department-sponsored/hosted public events, public meetings or public hearings include instructions about how to request accommodations?

Y
e
s

N
o

N
/
A

Q12.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q12.2: Comments:

[Click here to enter text.](#)

Q13: What types of accommodations can your department provide to the public when requested?

- American Sign Language interpreters
- Assistive listening devices, like FM transmitters
- Real-time open captioning
- Electronic/computer-based document readers
- Call-in/speakerphone capability during meetings
- Other (please list) [Click here to enter text.](#)
- N/A

Q13.1: Comments:

[Click here to enter text.](#)

Q14: How long does it take for your department to respond to a request for accommodations, on average?

- 24 hours or less (not including weekends/holidays)
- 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q14.1: Comments:

[Click here to enter text.](#)

Q15: Does your department charge fees for providing materials in alternative formats or for providing accommodations to customers with disabilities?

- Yes
- No
- N/A

Q15.1: Comments:

[Click here to enter text.](#)

Q16: Are promotional or public service videos produced for public viewing about your department or its services captioned for deaf or hard of hearing customers?

- Yes

- No
- N/A

Q16.1: If no, please provide an estimated time frame to correct this deficiency?

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q16.2: Comments:

[Click here to enter text.](#)

Q17: Does your department provide information about any of its services, programs or activities to the public on the Internet?

- Yes
- No
- N/A

Q17.1: If yes, is the content of these Web pages fully accessible to people with vision or mobility limitations? For example, do you provide “alternate text” descriptions for all photos, charts and graphics; do Web pages use large fonts and high contrast colors; and do you provide “text rich” versions of PDF documents for people who use screen reading software on their computers?

Y
e
s

N
o

Q17.1.1: If no, please provide an estimated time frame to correct this deficiency on your department’s most popular/most visited Web page(s):

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.1.1.1: Please provide an estimated time frame to correct this deficiency on the rest of your department’s Web pages:

- 1-12 months (short-term)
- 1-2 years (medium-term)

- More than two years (long-term)
- Not sure

Q17.2: Comments:

ADA accessible website coming soon.

Q18: Is a “Notice Under the Americans Disabilities Act” flyer posted in the foyer, reception or front office area of your department? (See example: www.ada.gov/adaidatta.htm)

- Yes
- No
- N/A

Q18.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q18.2: Comments:

Office of IS does not have a foyer, reception or front office space.

Q19: Is your department’s staff familiar with the city’s ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

- Yes
- No
- N/A

Q19.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q19.2: Comments:

[Click here to enter text.](#)

Q20: Are contractors that bid on capital projects or other contractual work for your department required to sign a statement attesting to their intent to comply with the ADA?

- Yes

No

N/A

Q20.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q20.2: Comments:

[Click here to enter text.](#)

Q21: When selecting contractors or vendors, does the department use criteria that do not discriminate based on disability?

Yes

No

N/A

Q21.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q21.2: Comments:

[Click here to enter text.](#)

Q22: When hiring temporary or full-time employees, does your department consistently use selection criteria that do not discriminate based on disability?

Yes

No

N/A

Q22.1: If no, please describe why the selection criteria for certain positions would discriminate based on disability (e.g. the applicant must be able to apprehend suspects fleeing on foot, drive a vehicle, lift heavy objects, etc.).
Lift heavy objects is a job requirement for all employees.

Q22.2: Comments:

Lift heavy objects is a job requirement for all employees in the Office of IS.

Q23: Does your department ensure individuals with disabilities are allowed the opportunity to participate as members of any associated citizen advisory boards or committees?

- Yes
- No
- N/A

Q23.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q23.2: Comments:

[Click here to enter text.](#)

Q24: Are individuals with disabilities now serving on any of your department's advisory boards or committees?

- Yes
- No
- N/A

Q24.1: Comments:

[Click here to enter text.](#)

Q25: Would your department's staff benefit from additional training on how to provide access to your services and programs for people with disabilities?

- Yes
- No
- N/A

Q25.1: If yes, what kind of training or technical assistance would be helpful?

- Developing policies or procedures
- How to work with people with disabilities
- Legal requirements
- How to respond to requests for accommodation (e.g. American sign language interpreters, assisted listening devices, etc.)
- How to provide materials in alternate formats (e.g. Braille, audio recordings, etc.)
- Other (please list)

Q25.2: Comments:

[Click here to enter text.](#)

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

Please fill out this form to the best of your abilities. If you have any questions regarding this form, please contact Leslie Harris at 253-447-3280.

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- 1) Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Q1: Please identify your department. (Required)

- Administrative Services
- Executive Department
- Finance Department
- Municipal Court
- Police Department
- Public Services

Q2: If you have elected to fill out one survey for each branch or division within your department, please identify the branch or division this particular survey will cover.

Click here to enter text.

Q3: Please describe the services, programs or activities your department provides to the public.

Law enforcement services, investigation services, concealed pistol license background and issuance, fingerprint service, education and enforcement of the laws.

Q4: Does your department receive federal funding for any of its services, programs or activities, either in whole or in part?

Yes

No

Q4.1: If yes, does your department have an identified Section 504 Coordinator responsible for ensuring that the federally funded program, service or activity does not discriminate against persons with disabilities?

Yes

No

Q4.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q4.2: Comments:

[Click here to enter text.](#)

Q5: Does your department provide full and equal access to ALL its services, programs or activities, regardless of ability?

Yes

No

N/A

Q5.1: If no, please describe the services, programs or activities that are not fully accessible, why they are not accessible and what, if any, options you provide to qualified individuals with disabilities interested in these inaccessible services, programs or activities.

[Click here to enter text.](#)

Q5.2: Comments:

[Click here to enter text.](#)

Q6: Does your department's main public access number have an automated phone menu

system (i.e. press 1 for...press 2 for...)?

- Yes
- No
- N/A

Q6.1: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

- Yes
- No

Q6.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q6.2: Comments:

[Click here to enter text.](#)

Q7: What tool(s) does your department use to communicate by phone with people with speech or hearing impairments?

- Text telephone (TTY/TDD)
- Third-party “relay” system where a trained operator facilitates a conversation between you and the customer
- None
- Other (please list) [Click here to enter text.](#)

Q7.1: If none, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q7.2: If text telephone, do your staff receive regular and recurring training/refreshers on how to use the text telephone?

- Yes
- No

Q7.3: If third-party “Relay” system, do your staff know how to place a Relay call to a customer, as well as receive one?

Yes

No

Q7.2: Comments:

[Click here to enter text.](#)

Q8: Does your department provide phones the public may use to make outgoing calls when needed?

Yes

No

N/A

Q8.1: If yes, is one of the phones TTY/TDD equipped?

Yes

No

Q8.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term) Not sure

Q8.2: Comments:

[Click here to enter text.](#)

Q9: Do all printed materials (e.g. forms, newsletters, brochures, calendars, fact sheets, etc.) provided to the public by your department include instructions about how to request alternate formats?

Yes

No

N/A

Q9.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q9.2: Comments:

[Click here to enter text.](#)

Q10: What types of alternate document formats can your department provide to the public when requested?

- Audio recording (cassette tape or digital) Enlarged print
- Braille
- Accessible website (high contrast colors, large fonts, no PDFs and alt text for all photos and graphics) Email (i.e. sending a document or survey to a person directly if they can't access it on the Web or in person)
- Computer disk
- None
- Other (please list) [Click here to enter text.](#)
- N/A

Q10:1: Comments:

[Click here to enter text.](#)

Q11: How long does it take for your department to respond to a request that a document be provided in an alternate format, on average?

- 24 hours or less (not including weekends/holidays) 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q11.1: Comments:

[Click here to enter text.](#)

Q12: Do all printed or electronic materials about department-sponsored/hosted public events, public meetings or public hearings include instructions about how to request accommodations?

Y
e
s

N
o

N
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A

Q12.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q12.2: Comments:

[Click here to enter text.](#)

Q13: What types of accommodations can your department provide to the public when requested?

- American Sign Language interpreters
- Assistive listening devices, like FM transmitters
- Real-time open captioning
- Electronic/computer-based document readers
- Call-in/speakerphone capability during meetings
- Other (please list) [Click here to enter text.](#)
- N/A

Q13.1: Comments:

[Click here to enter text.](#)

Q14: How long does it take for your department to respond to a request for accommodations, on average?

- 24 hours or less (not including weekends/holidays)
- 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q14.1: Comments:

[Click here to enter text.](#)

Q15: Does your department charge fees for providing materials in alternative formats or for providing accommodations to customers with disabilities?

- Yes
- No
- N/A

Q15.1: Comments:

[Click here to enter text.](#)

Q16: Are promotional or public service videos produced for public viewing about your department or its services captioned for deaf or hard of hearing customers?

- Yes
- No
- N/A

Q16.1: If no, please provide an estimated time frame to correct this deficiency?

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q16.2: Comments:

[Click here to enter text.](#)

Q17: Does your department provide information about any of its services, programs or activities to the public on the Internet?

- Yes
- No
- N/A

Q17.1: If yes, is the content of these Web pages fully accessible to people with vision or mobility limitations? For example, do you provide “alternate text” descriptions for all photos, charts and graphics; do Web pages use large fonts and high contrast colors; and do you provide “text rich” versions of PDF documents for people who use screen reading software on their computers?

Y
e
s

N
o

Q17.1.1: If no, please provide an estimated time frame to correct this deficiency on your department’s most popular/most visited Web page(s):

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.1.1.1: Please provide an estimated time frame to correct this deficiency on the rest of your department’s Web pages:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.2: Comments:

[Click here to enter text.](#)

Q18: Is a “Notice Under the Americans Disabilities Act” flyer posted in the foyer, reception or front office area of your department? (See example: www.ada.gov/adaidatta.htm)

- Yes
- No
- N/A

Q18.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q18.2: Comments:

[Click here to enter text.](#)

Q19: Is your department’s staff familiar with the city’s ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

- Yes
- No
- N/A

Q19.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q19.2: Comments:

[Click here to enter text.](#)

Q20: Are contractors that bid on capital projects or other contractual work for your department required to sign a statement attesting to their intent to comply with the ADA?

- Yes
- No
- N/A

Q20.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)

- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q20.2: Comments:

[Click here to enter text.](#)

Q21: When selecting contractors or vendors, does the department use criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q21.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q21.2: Comments:

[Click here to enter text.](#)

Q22: When hiring temporary or full-time employees, does your department consistently use selection criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q22.1: If no, please describe why the selection criteria for certain positions would discriminate based on disability (e.g. the applicant must be able to apprehend suspects fleeing on foot, drive a vehicle, lift heavy objects, etc.).

[Click here to enter text.](#)

Q22.2: Comments:

[Click here to enter text.](#)

Q23: Does your department ensure individuals with disabilities are allowed the opportunity to participate as members of any associated citizen advisory boards or committees?

- Yes
- No

N/A

Q23.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q23.2: Comments:

[Click here to enter text.](#)

Q24: Are individuals with disabilities now serving on any of your department's advisory boards or committees?

- Yes
- No
- N/A

Q24.1: Comments:

[Click here to enter text.](#)

Q25: Would your department's staff benefit from additional training on how to provide access to your services and programs for people with disabilities?

- Yes
- No
- N/A

Q25.1: If yes, what kind of training or technical assistance would be helpful?

- Developing policies or procedures
 - How to work with people with disabilities
 - Legal requirements
 - How to respond to requests for accommodation (e.g. American sign language interpreters, assisted listening devices, etc.)
 - How to provide materials in alternate formats (e.g. Braille, audio recordings, etc.)
- Other (please list)

Q25.2: Comments:

[Click here to enter text.](#)

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

Please fill out this form to the best of your abilities. If you have any questions regarding this form, please contact Leslie Harris at 253-447-3280.

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- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Q1: Please identify your department. (Required)

- Administrative Services
- Executive Department
- Finance Department
- Municipal Court
- Police Department
- Public Services

Q2: If you have elected to fill out one survey for each branch or division within your department, please identify the branch or division this particular survey will cover.

3rd floor

Q3: Please describe the services, programs or activities your department provides to the public.

Planning, engineering, building, code enforcement, permit center

Q4: Does your department receive federal funding for any of its services, programs or activities, either in whole or in part?

Yes

No

Q4.1: If yes, does your department have an identified Section 504 Coordinator responsible for ensuring that the federally funded program, service or activity does not discriminate against persons with disabilities?

Yes

No

Q4.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q4.2: Comments:

[Click here to enter text.](#)

Q5: Does your department provide full and equal access to ALL its services, programs or activities, regardless of ability?

Yes

No

N/A

Q5.1: If no, please describe the services, programs or activities that are not fully accessible, why they are not accessible and what, if any, options you provide to qualified individuals with disabilities interested in these inaccessible services, programs or activities.

[Click here to enter text.](#)

Q5.2: Comments:

[Click here to enter text.](#)

Q6: Does your department's main public access number have an automated phone menu system (i.e. press 1 for...press 2 for...)?

- Yes
- No
- N/A

Q6.1: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

- Yes
- No

Q6.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q6.2: Comments:

[Click here to enter text.](#)

Q7: What tool(s) does your department use to communicate by phone with people with speech or hearing impairments?

- Text telephone (TTY/TDD)
- Third-party “relay” system where a trained operator facilitates a conversation between you and the customer
- None
- Other (please list) [Click here to enter text.](#)

Q7.1: If none, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q7.2: If text telephone, do your staff receive regular and recurring training/refreshers on how to use the text telephone?

- Yes
- No

Q7.3: If third-party “Relay” system, do your staff know how to place a Relay call to a customer, as well as receive one?

- Yes

No

Q7.2: Comments:

[Click here to enter text.](#)

Q8: Does your department provide phones the public may use to make outgoing calls when needed?

Yes

No

N/A

Q8.1: If yes, is one of the phones TTY/TDD equipped?

Yes

No

Q8.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q8.2: Comments:

[Click here to enter text.](#)

Q9: Do all printed materials (e.g. forms, newsletters, brochures, calendars, fact sheets, etc.) provided to the public by your department include instructions about how to request alternate formats?

Yes

No

N/A

Q9.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q9.2: Comments:

[Click here to enter text.](#)

Q10: What types of alternate document formats can your department provide to the public when requested?

- Audio recording (cassette tape or digital) Enlarged print
- Braille
- Accessible website (high contrast colors, large fonts, no PDFs and alt text for all photos and graphics)
- Email (i.e. sending a document or survey to a person directly if they can't access it on the Web or in person)
- Computer disk
- None
- Other (please list) [Click here to enter text.](#)
- N/A

Q10:1: Comments:

Council, Planning Commission and Design Commission

Q11: How long does it take for your department to respond to a request that a document be provided in an alternate format, on average?

- 24 hours or less (not including weekends/holidays) 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q11.1: Comments:

[Click here to enter text.](#)

Q12: Do all printed or electronic materials about department-sponsored/hosted public events, public meetings or public hearings include instructions about how to request accommodations?

Y
e
s

N
o

N
/
A

Q12.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)

Not sure

Q12.2: Comments:

[Click here to enter text.](#)

Q13: What types of accommodations can your department provide to the public when requested?

- American Sign Language interpreters
- Assistive listening devices, like FM transmitters
- Real-time open captioning
- Electronic/computer-based document readers
- Call-in/speakerphone capability during meetings
- Other (please list) [Click here to enter text.](#)
- N/A

Q13.1: Comments:

[Click here to enter text.](#)

Q14: How long does it take for your department to respond to a request for accommodations, on average?

- 24 hours or less (not including weekends/holidays)
- 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q14.1: Comments:

[Click here to enter text.](#)

Q15: Does your department charge fees for providing materials in alternative formats or for providing accommodations to customers with disabilities?

- Yes
- No
- N/A

Q15.1: Comments:

[Click here to enter text.](#)

Q16: Are promotional or public service videos produced for public viewing about your department or its services captioned for deaf or hard of hearing customers?

- Yes
- No
- N/A

Q16.1: If no, please provide an estimated time frame to correct

this deficiency?

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q16.2: Comments:

No videos

Q17: Does your department provide information about any of its services, programs or activities to the public on the Internet?

- Yes
- No
- N/A

Q17.1: If yes, is the content of these Web pages fully accessible to people with vision or mobility limitations? For example, do you provide “alternate text” descriptions for all photos, charts and graphics; do Web pages use large fonts and high contrast colors; and do you provide “text rich” versions of PDF documents for people who use screen reading software on their computers?

Y
e
s

N
o

Q17.1.1: If no, please provide an estimated time frame to correct this deficiency on your department’s most popular/most visited Web page(s):

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.1.1.1: Please provide an estimated time frame to correct this deficiency on the rest of your department’s Web pages:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.2: Comments:

In process of developing an ADA friendly website

Q18: Is a “Notice Under the Americans Disabilities Act” flyer posted in the foyer, reception or front office area of your department? (See example: www.ada.gov/adaidatta.htm)

- Yes
- No
- N/A

Q18.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q18.2: Comments:

[Click here to enter text.](#)

Q19: Is your department’s staff familiar with the city’s ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

- Yes
- No
- N/A

Q19.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q19.2: Comments:

[Click here to enter text.](#)

Q20: Are contractors that bid on capital projects or other contractual work for your department required to sign a statement attesting to their intent to comply with the ADA?

- Yes
- No
- N/A

Q20.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q20.2: Comments:

[Click here to enter text.](#)

Q21: When selecting contractors or vendors, does the department use criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q21.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q21.2: Comments:

[Click here to enter text.](#)

Q22: When hiring temporary or full-time employees, does your department consistently use selection criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q22.1: If no, please describe why the selection criteria for certain positions would discriminate based on disability (e.g. the applicant must be able to apprehend suspects fleeing on foot, drive a vehicle, lift heavy objects, etc.).

[Click here to enter text.](#)

Q22.2: Comments:

[Click here to enter text.](#)

Q23: Does your department ensure individuals with disabilities are allowed the opportunity to participate as members of any associated citizen advisory boards or committees?

- Yes

- No
- N/A

Q23.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q23.2: Comments:

[Click here to enter text.](#)

Q24: Are individuals with disabilities now serving on any of your department's advisory boards or committees?

- Yes
- No
- N/A

Q24.1: Comments:

No known disabilities

Q25: Would your department's staff benefit from additional training on how to provide access to your services and programs for people with disabilities?

- Yes
- No
- N/A

Q25.1: If yes, what kind of training or technical assistance would be helpful?

- Developing policies or procedures
- How to work with people with disabilities
- Legal requirements
- How to respond to requests for accommodation (e.g. American sign language interpreters, assisted listening devices, etc.)
- How to provide materials in alternate formats (e.g. Braille, audio recordings, etc.)
- Other (please list)

Q25.2: Comments:

[Click here to enter text.](#)

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

Please fill out this form to the best of your abilities. If you have any questions regarding this form, please contact Leslie Harris at 253-447-3280.

The Americans with Disabilities Act defines 'qualified individuals with disabilities' as follows:

- 1) Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Q1: Please identify your department. (Required)

- Administrative Services
- Executive Department
- Finance Department
- Municipal Court
- Police Department
- Public Services

Q2: If you have elected to fill out one survey for each branch or division within your department, please identify the branch or division this particular survey will cover.

Public Works

Q3: Please describe the services, programs or activities your department provides to the public.

Utility, streets, parks, and forestry maintenance and operations.

Q4: Does your department receive federal funding for any of its services, programs or activities, either in whole or in part?

- Yes
 No

Q4.1: If yes, does your department have an identified Section 504 Coordinator responsible for ensuring that the federally funded program, service or activity does not discriminate against persons with disabilities?

- Yes
 No

Q4.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
 1-2 years (medium-term)
 More than two years (long-term)
 Not sure

Q4.2: Comments:

Q5: Does your department provide full and equal access to ALL its services, programs or activities, regardless of ability?

- Yes
 No
 N/A

Q5.1: If no, please describe the services, programs or activities that are not fully accessible, why they are not accessible and what, if any, options you provide to qualified individuals with disabilities interested in these inaccessible services, programs or activities.

[Click here to enter text.](#)

Q5.2: Comments:

We provide maintenance and operational activities to ensure that utility, street, and parks systems remain functional. While I'm sure there are deficiencies that require correction (especially in the streets division) I do not know the full scope of those deficiencies at this time. The inventory activities being conducted as part of the ADA Transition plan will help inform us regarding what is not fully accessible. Then we can

determine what steps need to be taken to resolve these issues.

Q6: Does your department's main public access number have an automated phone menu system (i.e. press 1 for...press 2 for...)?

- Yes
- No
- N/A

Q6.1: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

- Yes
- No

Q6.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q6.2: Comments:

[Click here to enter text.](#)

Q7: What tool(s) does your department use to communicate by phone with people with speech or hearing impairments?

- Text telephone (TTY/TDD)
- Third-party "relay" system where a trained operator facilitates a conversation between you and the customer
- None
- Other (please list) [Click here to enter text.](#)

Q7.1: If none, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q7.2: If text telephone, do your staff receive regular and recurring training/refreshers on how to use the text telephone?

- Yes
- No

Q7.3: If third-party "Relay" system, do your staff know how to place a Relay call to a customer, as well as receive one?

Yes

No

Q7.2: Comments:

[Click here to enter text.](#)

Q8: Does your department provide phones the public may use to make outgoing calls when needed?

Yes

No

N/A

Q8.1: If yes, is one of the phones TTY/TDD equipped?

Yes

No

Q8.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term) Not sure

Q8.2: Comments:

[Click here to enter text.](#)

Q9: Do all printed materials (e.g. forms, newsletters, brochures, calendars, fact sheets, etc.) provided to the public by your department include instructions about how to request alternate formats?

Yes

No

N/A

Q9.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q9.2: Comments:

[Click here to enter text.](#)

Q10: What types of alternate document formats can your department provide to the public when requested?

- Audio recording (cassette tape or digital) Enlarged print
- Braille
- Accessible website (high contrast colors, large fonts, no PDFs and alt text for all photos and graphics) Email (i.e. sending a document or survey to a person directly if they can't access it on the Web or in person)
- Computer disk
- None
- Other (please list) [Click here to enter text.](#)
- N/A

Q10.1: Comments:

Answer assumes the new website will be accessible.

Q11: How long does it take for your department to respond to a request that a document be provided in an alternate format, on average?

- 24 hours or less (not including weekends/holidays) 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q11.1: Comments:

[Click here to enter text.](#)

Q12: Do all printed or electronic materials about department-sponsored/hosted public events, public meetings or public hearings include instructions about how to request accommodations?

Y
e
s

N
o

N
/
A

Q12.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)

- More than two years (long-term)
- Not sure

Q12.2: Comments:

Public Works does not host these types of events.

Q13: What types of accommodations can your department provide to the public when requested?

- American Sign Language interpreters
- Assistive listening devices, like FM transmitters
- Real-time open captioning
- Electronic/computer-based document readers
- Call-in/speakerphone capability during meetings
- Other (please list) [Click here to enter text.](#)
- N/A

Q13.1: Comments:

[Click here to enter text.](#)

Q14: How long does it take for your department to respond to a request for accommodations, on average?

- 24 hours or less (not including weekends/holidays)
- 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q14.1: Comments:

This obviously depends on the accommodation being requested.

Q15: Does your department charge fees for providing materials in alternative formats or for providing accommodations to customers with disabilities?

- Yes
- No
- N/A

Q15.1: Comments:

[Click here to enter text.](#)

Q16: Are promotional or public service videos produced for public viewing about your department or its services captioned for deaf or hard of hearing customers?

- Yes
- No
- N/A

Q16.1: If no, please provide an estimated time frame to correct this deficiency?

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q16.2: Comments:

[Click here to enter text.](#)

Q17: Does your department provide information about any of its services, programs or activities to the public on the Internet?

- Yes
- No
- N/A

Q17.1: If yes, is the content of these Web pages fully accessible to people with vision or mobility limitations? For example, do you provide “alternate text” descriptions for all photos, charts and graphics; do Web pages use large fonts and high contrast colors; and do you provide “text rich” versions of PDF documents for people who use screen reading software on their computers?

Y

e

s

N

o

Q17.1.1: If no, please provide an estimated time frame to correct this deficiency on your department’s most popular/most visited Web page(s):

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.1.1.1: Please provide an estimated time frame to correct this deficiency on the rest of your department’s Web pages:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.2: Comments:

This is based on the assumption that the NEW website will have these features.

Q18: Is a “Notice Under the Americans Disabilities Act” flyer posted in the foyer, reception or front office area of your department? (See example: www.ada.gov/adaidatta.htm)

- Yes
- No
- N/A

Q18.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q18.2: Comments:

[Click here to enter text.](#)

Q19: Is your department’s staff familiar with the city’s ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

- Yes
- No
- N/A

Q19.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q19.2: Comments:

I don’t know that my staff have ever encountered this.

Q20: Are contractors that bid on capital projects or other contractual work for your department required to sign a statement attesting to their intent to comply with the ADA?

- Yes
- No
- N/A

Q20.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q20.2: Comments:

[Click here to enter text.](#)

Q21: When selecting contractors or vendors, does the department use criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q21.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q21.2: Comments:

[Click here to enter text.](#)

Q22: When hiring temporary or full-time employees, does your department consistently use selection criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q22.1: If no, please describe why the selection criteria for certain positions would discriminate based on disability (e.g. the applicant must be able to apprehend suspects fleeing on foot, drive a vehicle, lift heavy objects, etc.).

[Click here to enter text.](#)

Q22.2: Comments:

[Click here to enter text.](#)

Q23: Does your department ensure individuals with disabilities are allowed the opportunity to participate as members of any associated citizen advisory boards or committees?

- Yes
- No
- N/A

Q23.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q23.2: Comments:

We would but it's never happened.

Q24: Are individuals with disabilities now serving on any of your department's advisory boards or committees?

- Yes
- No
- N/A

Q24.1: Comments:

Don't know.

Q25: Would your department's staff benefit from additional training on how to provide access to your services and programs for people with disabilities?

- Yes
- No
- N/A

Q25.1: If yes, what kind of training or technical assistance would be helpful?

- Developing policies or procedures
 - How to work with people with disabilities
 - Legal requirements
 - How to respond to requests for accommodation (e.g. American sign language interpreters, assisted listening devices, etc.)
 - How to provide materials in alternate formats (e.g. Braille, audio recordings, etc.)
- Other (please list)

Q25.2: Comments:

[Click here to enter text.](#)

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

Please fill out this form to the best of your abilities. If you have any questions regarding this form, please contact Leslie Harris at 253-447-3280.

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- 1) Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Facilities – Additional Questions

FQ1: Does the city own or operate any historic buildings?

- Yes
 No

FQ1.1: If yes, are any public services, programs or activities provided in these buildings?

- Yes
 No

FQ1.1.1: If yes, are these buildings accessible to people with disabilities, including any public amenities like restrooms and drinking fountains?

- Yes

No

FQ1.1.2: If no, are these services or programs also offered in an alternative, accessible location or using an alternative, accessible method (e.g. online information, audio-visual recording, virtual tour, etc.)?

Yes

No

FQ1.1.3: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

FQ1.2: Comments:

[Click here to enter text.](#)

FQ2: Do alterations to historic properties comply, to the maximum extent feasible, with section 4.1.7 of the Americans with Disability Act Accessibility Guidelines for Buildings and Facilities (ADAAG)?

Yes

No

FQ2.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years
(long-term)

Not sure

FQ2.2: Comments:

[Click here to enter text.](#)

FQ3: Does the city ensure that repair or renovation of government facilities completed by in-house staff comply with the accessibility requirements the 2010 ADA Standards for Accessible Design and ADAAG?

Yes

No

FQ3.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

FQ3.2: Comments:

[Click here to enter text.](#)

FQ4: Does staff receive regular and recurring training on the ADA requirements for the design, construction and maintenance of public facilities?

- Yes
- No

FQ4.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

FQ4.2: Comments:

[Click here to enter text.](#)

FQ5: Does the city currently have policy or procedures to ensure that programs or services relocated from a damaged/disabled facility on a temporary or permanent basis remain accessible to people with disabilities?

- Yes
- No

FQ5.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

FQ5.2: Comments:

[Click here to enter text.](#)

FQ6: Does the city provide signage at all inaccessible facility entrances directing users to an

accessible entrance?

Yes

No

FQ6.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

FQ6.2: Comments:

[Click here to enter text.](#)

FQ7: Does city display the international symbol for accessibility at each accessible entrance of a facility?

Yes

No

FQ7.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

FQ7.2: Comments:

[Click here to enter text.](#)

FQ8: Do all permanent signs in public areas of the city's facilities use large, readable fonts, non-reflective surfaces and high contrast colors (dark text on a light background, or light text on a dark background)?

Yes

No

FQ8.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

term)

Not sure

FQ8.2: Comments:

[Click here to enter text.](#)

FQ9: Are there visual and audible warning signals in all of the city's facilities to notify sight or hearing- impaired people of an emergency?

Yes

No

FQ9.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

FQ9.2: Comments:

[Click here to enter text.](#)

FQ10: Does the city have a plan or procedures that describe how to evacuate people with disabilities from public buildings during an emergency?

Yes

No

FQ10.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

FQ10.2: If yes, is there staff in each public facility trained to carry out the instructions in the plan or procedures?

Yes

No

FQ10.2.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

- More than two years (long-term)
- Not sure

FQ10.2.2: If yes, is the evacuation plan or instructions posted in a visible and accessible area of each floor in all public buildings?

- Yes
- No

FQ10.2.2.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

FQ10.3: Comments:
[Click here to enter text.](#)

Public Works – Additional Questions

PWQ1: Does the city have a citywide pedestrian facilities plan related to future development that addresses accessibility issues?

- Yes
- No

PWQ1.1: If yes, please provide a copy of the plan to Leslie Harris (harrisl@ci.bonney-lake.wa.us), for inclusion in the transition plan appendix.

PWQ1.2: Comments:

Chapter 5 (Mobility Element) of the currently adopted Comprehensive Plan has a Non-Motorized Transportation section, an Americans with Disability Act Compliance section and a Capital Improvement Program that addresses these issues.

PWQ2: What percentage of the city's public streets have sidewalks?

Approximately 80%

PWQ3: What percentage of the city's public streets with sidewalks are accessible (with curb cuts, etc.)?

At this time, I cannot furnish an accurate number.

PWQ4: What percentage of the city's right-of-way that are without sidewalks are accessible (i.e. 36-inch-wide+, accessibly surfaced shoulders).

At this time, I cannot furnish an accurate number.

PWQ4: How does the city respond to complaints about inaccessible sidewalks on public streets?

Log location and name of complainant, conduct site review, determine issue causing inaccessibility, repair/remove issue causing inaccessibility if possible, if not possible or requires extensive reconstruction add to scope of upcoming capital project if location is part of future CIP. If not, attempt to budget money in next biennium to resolve issues at location.

PWQ5: Which public rights-of-way (sidewalks, shoulders, parking lots, etc.) is the city responsible for keeping free of barriers, instead of the adjacent property owner? (Please list all locations or email a separate list to Leslie Harris at harrisl@ci.bonney-lake.wa.us).

For the most part, if it's public right of way, the City is responsible for it.

City of Bonney Lake

2019 Americans with Disabilities Act Self-Evaluation Survey

Please fill out this form to the best of your abilities. If you have any questions regarding this form, please contact Leslie Harris at 253-447-3280.

The Americans with Disabilities Act defines 'qualified individuals with disabilities' as follows:

- 1) Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- 2) Individuals who have a record of a physical or mental impairment that substantially limited one or more of the individual's major life activities; and
- 3) Individuals who are regarded as having such an impairment, whether they have the impairment or not.

Physical impairments can include orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Mental impairments include mental or psychological disorders, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

To review the specific text included in the ADA, please visit <https://www.ada.gov/taman2.html#II-2.0000>.

Q1: Please identify your department. (Required)

- Administrative Services
- Executive Department
- Finance Department
- Municipal Court
- Police Department
- Public Services

Q2: If you have elected to fill out one survey for each branch or division within your department, please identify the branch or division this particular survey will cover.

Senior Services

Q3: Please describe the services, programs or activities your department provides to the public.

The Bonney Lake Senior Center strives to providing services, programs and activities that encourage the active involvement of seniors, including served hot meals, providing van transportation, organizing trips

and a large number of social, health and wellness activities for those age 55 and over.

Q4: Does your department receive federal funding for any of its services, programs or activities, either in whole or in part?

- Yes
- No

Q4.1: If yes, does your department have an identified Section 504 Coordinator responsible for ensuring that the federally funded program, service or activity does not discriminate against persons with disabilities?

- Yes
- No

Q4.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q4.2: Comments:

[Click here to enter text.](#)

Q5: Does your department provide full and equal access to ALL its services, programs or activities, regardless of ability?

- Yes
- No
- N/A

Q5.1: If no, please describe the services, programs or activities that are not fully accessible, why they are not accessible and what, if any, options you provide to qualified individuals with disabilities interested in these inaccessible services, programs or activities.

[Click here to enter text.](#)

Q5.2: Comments:

It is unknown whether all of the services, programs or activities are fully accessible until

we have more detailed information of requirements under the ADA.

Q6: Does your department's main public access number have an automated phone menu system (i.e. press 1 for...press 2 for...)?

- Yes
- No
- N/A

Q6.1: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

- Yes
- No

Q6.1.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q6.2: Comments:

Presumably this will be a system-wide upgrade and can be achieved with system programming by the IS division.

Q7: What tool(s) does your department use to communicate by phone with people with speech or hearing impairments?

- Text telephone (TTY/TDD)
- Third-party "relay" system where a trained operator facilitates a conversation between you and the customer
- None
- Other (please list) [Click here to enter text.](#)

Q7.1: If none, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q7.2: If text telephone, do your staff receive regular and recurring training/refreshers on how to use the text telephone?

- Yes
- No

Q7.3: If third-party "Relay" system, do your staff know how to place a Relay call to a customer, as well as receive one?

Yes

No

Q7.2: Comments:

[Click here to enter text.](#)

Q8: Does your department provide phones the public may use to make outgoing calls when needed?

Yes

No

N/A

Q8.1: If yes, is one of the phones TTY/TDD equipped?

Yes

No

Q8.1.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term) Not sure

Q8.2: Comments:

[Click here to enter text.](#)

Q9: Do all printed materials (e.g. forms, newsletters, brochures, calendars, fact sheets, etc.) provided to the public by your department include instructions about how to request alternate formats?

Yes

No

N/A

Q9.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q9.2: Comments:

[Click here to enter text.](#)

Q10: What types of alternate document formats can your department provide to the public when requested?

- Audio recording (cassette tape or digital) Enlarged print
- Braille
- Accessible website (high contrast colors, large fonts, no PDFs and alt text for all photos and graphics) Email (i.e. sending a document or survey to a person directly if they can't access it on the Web or in person)
- Computer disk
- None
- Other (please list) [Click here to enter text.](#)
- N/A

Q10.1: Comments:

July 2019 an accessible website will be launched.

Q11: How long does it take for your department to respond to a request that a document be provided in an alternate format, on average?

- 24 hours or less (not including weekends/holidays) 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q11.1: Comments:

[Click here to enter text.](#)

Q12: Do all printed or electronic materials about department-sponsored/hosted public events, public meetings or public hearings include instructions about how to request accommodations?

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A

Q12.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)

- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q12.2: Comments:

[Click here to enter text.](#)

Q13: What types of accommodations can your department provide to the public when requested?

- American Sign Language interpreters
- Assistive listening devices, like FM transmitters
- Real-time open captioning
- Electronic/computer-based document readers
- Call-in/speakerphone capability during meetings
- Other (please list) [Click here to enter text.](#)
- N/A

Q13.1: Comments:

[Click here to enter text.](#)

Q14: How long does it take for your department to respond to a request for accommodations, on average?

- 24 hours or less (not including weekends/holidays)
- 2-5 working days
- More than 1 week
- Don't know (have not responded to such a request before)

Q14.1: Comments:

[Click here to enter text.](#)

Q15: Does your department charge fees for providing materials in alternative formats or for providing accommodations to customers with disabilities?

- Yes
- No
- N/A

Q15.1: Comments:

[Click here to enter text.](#)

Q16: Are promotional or public service videos produced for public viewing about your department or its services captioned for deaf or hard of hearing customers?

- Yes
- No

N/A

Q16.1: If no, please provide an estimated time frame to correct this deficiency?

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q16.2: Comments:

[Click here to enter text.](#)

Q17: Does your department provide information about any of its services, programs or activities to the public on the Internet?

- Yes
- No
- N/A

Q17.1: If yes, is the content of these Web pages fully accessible to people with vision or mobility limitations? For example, do you provide “alternate text” descriptions for all photos, charts and graphics; do Web pages use large fonts and high contrast colors; and do you provide “text rich” versions of PDF documents for people who use screen reading software on their computers?

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Q17.1.1: If no, please provide an estimated time frame to correct this deficiency on your department’s most popular/most visited Web page(s):

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q17.1.1.1: Please provide an estimated time frame to correct this deficiency on the rest of your department’s Web pages:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)

Not sure

Q17.2: Comments: July 2019 there will be a launch of an accessible web site.
This should be remedied with the adoption of the new City website.

Q18: Is a “Notice Under the Americans Disabilities Act” flyer posted in the foyer, reception or front office area of your department? (See example: www.ada.gov/adaidatta.htm)

Yes

No

N/A

Q18.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years
(long-term)

Not sure

Q18.2: Comments:

[Click here to enter text.](#)

Q19: Is your department’s staff familiar with the city’s ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Yes

No

N/A

Q19.1: If no, please provide an estimated time frame to correct this deficiency:

1-12 months (short-term)

1-2 years (medium-term)

More than two years (long-term)

Not sure

Q19.2: Comments:

[Click here to enter text.](#)

Q20: Are contractors that bid on capital projects or other contractual work for your department required to sign a statement attesting to their intent to comply with the ADA?

Yes

No

N/A

Q20.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q20.2: Comments:

No capital contracts bid through this division.

Q21: When selecting contractors or vendors, does the department use criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q21.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q21.2: Comments:

[Click here to enter text.](#)

Q22: When hiring temporary or full-time employees, does your department consistently use selection criteria that do not discriminate based on disability?

- Yes
- No
- N/A

Q22.1: If no, please describe why the selection criteria for certain positions would discriminate based on disability (e.g. the applicant must be able to apprehend suspects fleeing on foot, drive a vehicle, lift heavy objects, etc.).

[Click here to enter text.](#)

Q22.2: Comments:

This division does not hire directly. Only through the HR division.

Q23: Does your department ensure individuals with disabilities are allowed the opportunity to participate as members of any associated citizen advisory boards or committees?

- Yes
- No
- N/A

Q23.1: If no, please provide an estimated time frame to correct this deficiency:

- 1-12 months (short-term)
- 1-2 years (medium-term)
- More than two years (long-term)
- Not sure

Q23.2: Comments:

[Click here to enter text.](#)

Q24: Are individuals with disabilities now serving on any of your department's advisory boards or committees?

- Yes
- No
- N/A

Q24.1: Comments:

[Click here to enter text.](#)

Q25: Would your department's staff benefit from additional training on how to provide access to your services and programs for people with disabilities?

- Yes
- No
- N/A

Q25.1: If yes, what kind of training or technical assistance would be helpful?

- Developing policies or procedures
- How to work with people with disabilities
- Legal requirements
- How to respond to requests for accommodation (e.g. American sign language interpreters, assisted listening devices, etc.)
- How to provide materials in alternate formats (e.g. Braille, audio recordings, etc.)
- Other (please list)

Q25.2: Comments:

[Click here to enter text.](#)

