

Accessibility Self Evaluation (Non Pilot Depts)

Welcome!

Thank you again for your time and participation in this survey! This survey is to help us understand where we currently are, any training pieces we need to create and administer, or any inaccessible barriers we need to address.

Please complete one survey per department. Therefore, speaking to others within your department and supporting departments will be key to accurately complete this survey. If the others you reach out to don't know the answer, then the answer is probably "No". Answering "No" to some of these questions is expected, and simply means more training and awareness is needed.

Please reach out if you have any questions!
cgarechana@cityofboise.org or 972-8511

Accessibility Self Evaluation (Non Pilot Depts)

Employee/Liaison Information

1. What is your name?

2. What is your current position?

* 3. What Department do you work in?

- | | |
|--|---|
| <input type="radio"/> Airport | <input type="radio"/> Library |
| <input type="radio"/> Arts and History | <input type="radio"/> Mayor's Office |
| <input type="radio"/> Community Engagement | <input type="radio"/> Office of Police Oversight |
| <input type="radio"/> Finance and Administration | <input type="radio"/> Parks and Recreation |
| <input type="radio"/> Fire Department | <input type="radio"/> Planning and Development Services |
| <input type="radio"/> Human Resources | <input type="radio"/> Police Department |
| <input type="radio"/> Information Technology | <input type="radio"/> Public Works |
| <input type="radio"/> Legal | |
| <input type="radio"/> Other (please specify) | |

4. What Division do you work in?

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Accessible Communication

People who are blind or have low vision, who are deaf or hard of hearing, or who have other communication limitations such as people with limited English proficiency, should be able to participate fully in programs, activities and services offered by your department. Further, the department's communications with people with disabilities and people with limited English proficiency (LEP) must be "as effective" as communication with others. Sometimes good communication practices will suffice, such as not turning away when speaking with a customer who is hard of hearing, or remaining patient while listening to a person who has a speech impairment. Other times the department will need to provide "auxiliary aids and services" to ensure that communication is effective. Auxiliary aids and services could include interpreters, captions, providing a document in Spanish, etc.

5. Do employees know how to provide the following auxiliary aids and services for people who are deaf or hard of hearing?

Use the Comments column to indicate how aides and services are provided. For example: contract with a company for ASL interpreters, work with CE for video enhancement such as captioning, etc.

(This question applies to the sub-questions a. through f.)

a. Sign language interpreters

Yes

No

Other (please specify)

6. b. Video remote interpreting (VRI) services (video chat feature to communicate via sign language)

Yes

No

Comments

7. c. Assistive listening devices (amplifiers that bring sound directly into the ear via headphones. They separate speech from background noise to assist in hearing the speaking presenter).

Yes

No

Comments

8. d. Open and closed captioning of videos

Open captions always are in view and cannot be turned off, whereas closed captions can be turned on and off by the viewer.

Yes

No

Comments

9. e. Real time captioning of meetings or television programs your department hosts.

Yes

No

Comments

10. Do employees in your department know how to provide documents in the following formats or tools for people who are blind, visually impaired, and others with disabilities?

Use the Comments column to indicate how aides and services are provided. For example: purchase of software, work with CE for video enhancement such as audio recordings, etc.

(This question applies to the sub-questions a. through g.)

a. Large print

Yes

No

Comments

11. b. Audio recording

Yes

No

Comments

12. c. Accessible electronic formats of documents that can be accessed by screen reading software such as plain text or HTML.

Yes

No

Comments

13. Does your department have any computers that are available for the public to use?

Yes

No

Comments

14. If your department does have public use computers do those computers have magnification or screen reading software installed on those computers?

Yes

No

Other (please specify)

15. g. Audio descriptions provided on department videos

Audio descriptions are an additional track of narration intended primarily for blind and visually impaired customers.

Yes

No

Comments

16. Does your department own or know how to provide an optical reader?

An optical reader is a device for the blind or visually impaired that enables them to read text as the device scans over words and reads out loud.

Yes

No

If yes, please comment here where the device is located should other departments need to borrow the device.

17. Do employees in your department know how to provide the following services to people who are Limited English Proficient (LEP)?

Use the Comments column to indicate how aides and services are provided. For example: Department utilizes BPD interpreters or Language Line Solutions, purchased your own equipment for interpretation of public presentations, etc.

(This question applies to sub-questions a. through c.)

a. Over the phone translation services

Yes

No

Comments

18. b. In person interpretation services

Yes

No

Comments

19. c. Document translation services

Yes

No

Comments

20. Are employees aware of the department's obligation to provide auxiliary aids (equipment, assistive listening devices, written materials in large print, etc) and translation services when requested by a member of the public?

Yes

No

Comments

21. Do employees know how to access and arrange language interpretation services? (Hint: do they know the new "Accessibility" resource page on BoiseHome?)

Yes

No

Comments

22. Are employees aware they should give primary consideration to the person with a disability when determining what type of auxiliary aid or accommodation to provide?

Primary consideration would mean fulfilling the requested aid or accommodation the person with a disability asked for rather than determining the aid or accommodation yourself.

Yes

No

Comments

23. Are employees aware that it is not appropriate to request that a family member or friend of a person who is deaf serve as an interpreter (except in emergencies or if the individual wants the family member or friend to interpret and it's appropriate to do so)?

Inappropriate situations might include legal affairs such as signing a complex lease agreement. Having a professional interpreter for this meeting would be more appropriate in order to guarantee accurate interpretation and full understanding.

Yes

No

Comments

24. Are employees aware that a participant's family member has a right to auxiliary aids and services if the family member has a communication disability and is an appropriate person with whom the City should communicate with?

Example: A deaf mother of a child without disabilities who participates in the Learn to Skate program at Idaho IceWorld might need a sign language interpreter to communicate with the child's instructor.

Yes

No

Comments

25. Are captions or audio descriptions provided on **ALL** public videos and television programs the department creates? For those videos that do not, please inventory the video(s) and make a comment that videos without captions were identified and need captions added. This will become a "to-do" item in coordination with your CE representative.

Yes

No

Comments

26. Are department employees, contractors, and others who are responsible for webpage content development aware of the W3C Web Content Accessibility Guidelines (WCAG) 2.0, or Section 508 Standards?

Yes

No

Comments

27. Do employees know how to respond to telephone calls made through Video Relay Services and Telecommunication Relay Services so calls are responded to in the same manner as other telephone calls?

These services enable persons with hearing disabilities who use sign language to communicate with others through video equipment. City employees would still be communicating with the individual by voice as any other phone call. Therefore, would department employees provide these individuals with the same level of customer service?

Yes

No

Comments

28. Where telephones are available to the public for making outgoing calls, are TTYs available for people with hearing and speech disabilities?

A TTY is an electronic device for text communication over a telephone line that is designed for use by people with hearing or speech disabilities. If your department does not provide a telephone for public use, please mark "No" and comment that no public phones are available for use.

Yes

No

Comments

29. Do telephone emergency services provide direct access to people who use TTYs and computer modems?

"Telephone emergency services" applies to basic emergency service -- police, fire, and ambulance -- that are provided by public safety agencies, including 9-1-1. Therefore, if your department provides emergency services, can a TTY user call 9-1-1 and communicate with employees as effectively as other callers?

Yes

No

Comments

Accessibility Self Evaluation (Non Pilot Depts)

Physical Accessibility

The City of Boise must ensure that people with disabilities do not encounter inaccessible barriers in public facilities or properties that prohibit them from participating in the City's programs, activities, and services. Every facility and property is not *necessarily* required to be accessible; our services, programs, and activities must be accessible when viewed in their entirety. For example, all of the city's swimming pools do not have to be accessible; however, there should be an accessible swimming pool available in each geographic area of the city. Structural changes are not always required where there are other feasible solutions. Contact the ADA Coordinator to determine if a non-structural solution would satisfy the city's compliance obligations. Non-structural solutions might include relocating a program to an accessible facility or having a librarian retrieve a book from an upper shelf.

30. List programs, activities and services held in inaccessible facilities or on inaccessible property. Inaccessible would include elements such as parking, entrances, navigation to activity room or class location, restroom access, etc.

(The following 10 questions are intended to capture individual programs, activities, and services. You are not required to populate all 10 if not applicable.)

Program, Activity, or Service

Facility / Property

Non-Structural Solutions

Structural Solutions

31. List programs, activities and services held in inaccessible facilities or on inaccessible property.

Program, Activity, or Service

Facility / Property

Non-Structural Solutions

Structural Solutions

32. List programs, activities and services held in inaccessible facilities or on inaccessible property.

Program, Activity, or Service

Facility / Property

Non-Structural Solutions

Structural Solutions

33. List programs, activities and services held in inaccessible facilities or on inaccessible property.

Program, Activity, or Service

Facility / Property

Non-Structural Solutions

Structural Solutions

34. List programs, activities and services held in inaccessible facilities or on inaccessible property.

Program, Activity, or Service

Facility / Property

Non-Structural Solutions

Structural Solutions

35. List programs, activities and services held in inaccessible facilities or on inaccessible property.

Program, Activity, or Service

Facility / Property

Non-Structural Solutions

Structural Solutions

36. List programs, activities and services held in inaccessible facilities or on inaccessible property.

Program, Activity, or Service

Facility / Property

Non-Structural Solutions

Structural Solutions

37. List programs, activities and services held in inaccessible facilities or on inaccessible property.

Program, Activity, or Service

Facility / Property

Non-Structural Solutions

Structural Solutions

38. List programs, activities and services held in inaccessible facilities or on inaccessible property.

Program, Activity, or Service

Facility / Property

Non-Structural Solutions

Structural Solutions

39. List programs, activities and services held in inaccessible facilities or on inaccessible property.

Program, Activity, or Service

Facility / Property

Non-Structural Solutions

Structural Solutions

40. Please provide information about any other programs, activities, or services you would like to add.

Accessibility Self Evaluation (Non Pilot Depts)

Accessible Policies and Practices

The city is responsible for ensuring that people with disabilities and people with limited English proficiency are assured an equal opportunity to participate in our services, programs and activities and are not discriminated against. This requires a review of city policies and practices including, but not limited to external agency contracts, fees/surcharges, City Code, other powered-driven mobility devices (OPDMD), service animals, venue management, application requirements, etc.

41. Have all of your department's policies, practices and procedures been reviewed to ensure they provide an equal opportunity for people with disabilities, and people who are limited English proficient (LEP), to participate in your services, programs and activities?

Examples of policies or practices that would not provide equal opportunity:

- A practice requiring a person who is LEP to provide their own translator.
- A policy that prohibits service dogs in wildlife habitat protected areas.
- A provision in City Code requiring medical proof of a disability to license a service dog for free.

To begin reviewing, here are some questions to run through.

1. What public programs does your department manage?
2. What services does your department offer?
3. What activities does your department run?

For each, then run through these questions below to determine how someone with disabilities or limited English proficiency might access the City service/program/activity.

1. How would someone apply to that program?
2. Would someone who is deaf be able to submit an application?
3. Would someone with a mobility disability be able to participate in the program fully?
4. What kind of requirements do you ask of the applicant: are any of those discriminatory? Requiring a driver's license for a library card would be discriminatory if the Library didn't accept another state issued ID.
5. For someone who is blind, how would they read their utility bill?

Lost?! Call the ADA Coordinator!

- Yes
- No

Comments

42. Are there circumstances in which the participation of a person with a disability or a person who is LEP would be excluded or restricted from access or participation in a department service, program, or activity?

If yes, please explain.

- Yes
- No

Comments

43. If yes to #42, are the exclusions or restrictions necessary to the operation of the program?

Please explain:

- Yes
- No

Comments

44. Are there specific services, programs or activities offered for people with disabilities or limited English proficiency?

Examples: Parks and Recreation runs a wheelchair basketball tournament. Arts and History offers sign language tours of the James Castle House for people who are deaf or hard of hearing.

If yes, please describe:

- Yes
- No

Comments

45. Are supervisors/managers aware that the city is obligated to make reasonable modifications to policies, practices, or procedures if the modification is necessary for a person with a disability to participate?

Examples:

- If people attending city council meetings are prohibited from bringing food or drinks into the meetings, permitting a person with diabetes to bring in and consume juice would be a reasonable modification to a policy.
- If the department puts on a neighborhood bus tour, the scheduled bus should be accessible for those who use wheelchairs.

Yes

No

Comments

46. Do department employees who contract with outside agencies, organizations or businesses know that the city's ADA Title II obligations apply whether the city provides the service, program or activity directly or contracts for it?

Example: The Airport contracts with Republic Parking and they are obligated to maintain accessibility and ADA obligations as a vendor of the city.

Yes

No

Comments

47. Does your department periodically audit project subcontractors to ensure the contractors are fulfilling ADA Title II requirements? (Constructing physical pathways to ADA standards, providing public communications with accessible options, and ensuring the general need to have accessibility throughout the project for all subcontractors)

Yes

No

Comments

48. Are your department employees and managers aware that they must allow service animals to accompany people with disabilities in all areas where people without service animals are allowed to go?

Yes

No

Comments

49. Are employees and officials aware that only two questions may be asked regarding a service animal: (1) Is the animal required because of a disability? and (2) What work or task has the animal been trained to perform?

Yes

No

Comments

50. Are employees and officials aware that the city may not ask about a person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task?

Yes

No

Comments

51. Are employees and officials aware that a person with a disability cannot be asked to remove their service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken and, in these circumstances, employees must offer the person with the disability the opportunity to obtain goods or services without the animal's presence?

Yes

No

Comments

52. Are employees and officials aware that Under Title II only dogs can be service animals. Miniature horses may be service animals in some circumstances and the city must permit a miniature horse to accompany a person with a disability where reasonable?

Assessment factors include, the size and weight, whether the horse is housebroken, and whether its presence compromises safety requirements.

Yes

No

Comments

53. Are employees and officials aware that people with mobility disabilities may use wheelchairs, scooters, walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities in any areas open to pedestrian use?

Yes

No

Comments

54. Are employees aware that people with mobility disabilities may use other power-driven mobility devices in any areas open to pedestrian use unless the city can demonstrate that the class of device cannot be operated in accordance with legitimate safety requirements?

Other power-driven mobility device means any mobility device powered by batteries, fuel, or other engines that is used by individuals with mobility disabilities for the purpose of locomotion. This could include golf cars, Segways, or any mobility device designed to operate in areas without defined pedestrian routes, but that is not a wheelchair.

Some of the factors that go into determining "legitimate safety requirements" include: size and speed of the device, the facility's design and characteristics (outdoor, indoor), and risk of harm to the immediate environment.

Yes

No

Comments

55. Are employees aware that they may not ask about the nature and extent of the individual's disability, but may ask an individual to provide a credible assurance that the mobility device is required because of the person's disability?

Credible assurance includes a verbal representation, a state-issued, disability parking placard or card, or other state-issued proof of disability, not contradicted by observable fact, that the other power-driven mobility device is being used for a mobility disability.

Yes

No

Comments

56. Are employees aware that the city may not place a surcharge on people with disabilities to cover the costs of the provision of auxiliary aids or program accessibility, that are required to provide nondiscriminatory treatment?

Examples of discriminatory policies:

- Charging a person who is hard of hearing for the cost of providing an assistive listening system for a City council meeting.
- A housing authority requires an additional damage deposit if tenants have service animals.

Yes

No

Comments

57. Does your department hold, sponsor, license, or permit ticketed events; or manage a venue where ticketed events are held?

Ticketed events would include the X Games or Zoobilee. General admission tickets to the Zoo would not be applicable.

If no, skip to question 68.

Yes

No

Comments

58. Are tickets for accessible seats sold during the same hours; through the same methods of purchase (by telephone, on site, through a website, or through third-party vendors), and during the same stages of sales (pre-sales, promotions, general sales, wait lists, or lotteries) as non-accessible seats?

- Yes
- No

Comments

59. If accessible seating is not available in areas of the venue with lower prices, is lower priced accessible seating available in higher priced locations?

- Yes
- No

Comments

60. Do venues and third-party sellers provide the same information about accessible seats as provided about non-accessible seats?

Example: Maps or displays of seating configurations must include information on accessible seating.

- Yes
- No

Comments

61. Do ticket sellers describe accessible seating in enough detail to permit the purchaser to determine if a seat meets their needs?

- Yes
- No

Comments

62. Do ticket sellers know that people purchasing a ticket for a wheelchair space may purchase up to three additional seats for their companions as close as possible to the wheelchair space and that these companion seats may also be wheelchair spaces?

- Yes
 No

Comments

63. Do ticket sellers know that unsold accessible seats may be released and sold to members of the general public in only one of three circumstances:

- When all non-accessible seats have been sold (excluding luxury boxes, club boxes, suites, and seats the venue holds back when declaring a sell-out); or
- When all non-accessible seats in a particular seating section have been sold; or
- When all non-accessible seats in a particular price category have been sold

- Yes
 No

Comments

64. If the venue permits patrons to give or sell their tickets to others, does the venue know that the same right must be extended to patrons with disabilities and that those tickets may be sold to someone who does not have a disability?

A venue may choose to move a patron to another seat in order to give that accessible seat to a patron with a disability who requires it, but is not obligated to do so.

- Yes
 No

Comments

65. Do ticket sellers know that for single event tickets, venues may ask purchasers to state that they require, or are purchasing tickets for someone who requires, the features of an accessible seat?

- Yes
 No

Comments

66. Is information about the city's accessible services, activities and facilities available to the public and to current and future program participants?

Example: Parks and Recreation includes information about accessible swimming pools, golf courses, playgrounds and picnic areas on its website and in department brochures.

Yes

No

Comments

67. If your answer to the previous question was "No," are there accessible features that should be made available to the public? If so, what are they?

Yes

No

Accessible features that should be made public: