



CITY OF KEY WEST

AMERICANS WITH DISABILITIES ACT (A.D.A.) SELF-EVALUATION AND TRANSITION PLAN UPDATE

2021



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AMERICANS WITH DISABILITIES ACT TRANSITION PLAN

Final Plan Adopted _____

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SUMMARY

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

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

The Plan describes the process the City of Key West (City) used to evaluate its services, facilities, programs, and public rights-of-way in order to develop policy recommendations necessary to ensure and improve accessibility.

The Plan will assist the City in identifying policy, programmatic, and physical barriers to accessibility and in developing solutions for their removal. The Plan will guide the planning and implementation of necessary program and facility modifications over the next three (3) years.

SECTION I-A CITY OF KEY WEST AND THE A.D.A.

LEGISLATIVE MANDATE

TITLE II: STATE & LOCAL GOVERNMENT PROGRAMS & SERVICES

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

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

Title II is based on four principles:

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

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

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

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

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

Title II requires the City to undertake five action steps:

- 1.** Designate an official responsible for coordinating all compliance activities.
- 2.** Provide notice to the public and employees of their rights and protections under the A.D.A. and how the City complies.
- 3.** Adopt and administer a grievance procedure for resolving A.D.A. - related grievances and complaints from the public and employees.

4. Conduct a comprehensive review of policies and procedures (or Self-Evaluation) in four areas: equal employment opportunity, nondiscriminatory operation of programs and services, effective communication, and program and facility accessibility.
5. Prepare and carry out a Transition Plan of structural modifications needed to remove barriers limiting access to programs, including installation of curb-ramps on walks and pedestrian ways.

SECTION I-B CITY OF KEY WEST AND THE A.D.A.

A.D.A. SELF-EVALUATION AND TRANSITION PLAN PROCEDURE

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

Phase I: Planning and Self-Evaluation– The first phase involves planning and assessment, including identification of the A.D.A. Coordinator, facility inventory (Appendix K), completion of A.D.A. checklists (Appendix J), and subsequent data collection.

Phase II: Recommendations and Prioritization - Phase II includes the following activities:

- Data Analysis.
- Development of policies and procedures survey.
- Development of communications survey.
- Development of program/facility recommendations and priority system.
- Review of streets, sidewalks, and traffic signals compliance.
- Community involvement and outreach.

Phase III: Adoption and Implementation - Phase III includes the approval of recommended actions by the Mayor and City Council and implementation of the Plan.

METHODOLOGY FOR THE SELF-EVALUATION

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

- a. Review of policies, procedures, and other documents;
- b. Surveys of departments;
- c. Staff interviews;
- d. Visits to selected sites;
- e. Inspections of selected sites for audit purposes;
- f. Surveys of facility users;
- g. Public postings and notices requesting input; and
- h. A formal Transition Plan

A.D.A. SELF-EVALUATION QUESTIONNAIRE TOOLS

Facility site visits and A.D.A. compliance checklists are being used to identify barriers and recommend alterations in order to meet accessibility standards. The list of facilities surveyed included:

- a. City-Owned Parks;
- b. City-Owned Buildings; and
- c. City Programs

The Facility Inspections are divided into three broad categories:

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

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

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

- **Program Accessibility:** The City's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. This standard, known as "program accessibility," applies to all existing City facilities. Inspection results form the basis of this Plan and strategy for remediation or resolution of identified barriers.

COMMUNITY INVOLVEMENT AND PUBLIC OUTREACH

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

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

CITY OF KEY WEST PRIORITY SYSTEM FOR A.D.A. COMPLIANCE

The Department of Justice (DOJ) recommended priority system was used to implement recommendation(s) for A.D.A. barrier removal. The primary prioritization system, meaning criteria by which recommendations are ordered, **is at the discretion of the City.**

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

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

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

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

- **Priority One:** The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place (e.g., parking, walks, ramps, stairs, doors, corridors, etc.).
- **Priority Two:** A second level priority is placed on those barrier removal items that improve or enhance access to program use areas (e.g. transaction counters, conference rooms, public offices, restrooms, etc.).
- **Priority Three:** A third level priority is placed on those barrier removal items that improve access to amenities serving program areas (e.g., drinking fountains, telephones, site furnishings, vending machines).

OUTCOME OF THE A.D.A. TRANSITION PLAN UPDATE PROCESS

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

TIME FRAME FOR SELF-EVALUATION PROCESS

Actions	Steps	Responsible/Individual Department	Target Date to Start	Target Completion Date
City's A.D.A. Self-Evaluation planning process begins.	1	A.D.A. Coordinator	January 3, 2017	Completed 2018
Gather resources and information to determine scope of A.D.A. Self-Evaluation Process.	2	A.D.A. Coordinator	February 1, 2017	Completed 2018
A.D.A. Self-Evaluation	3	A.D.A. Coordinator	February 1, 2017	July 1, 2017
Public announcement about City's A.D.A. Self-Evaluation Process. Request Input.	4	City Manager's Office	July – August 2017	October 1, 2017
A.D.A. Self-Evaluation progress meeting with staff.	5	A.D.A. Coordinator	July 1, 2017	September 15, 2017
Public Input – Advocacy groups, Disability Agencies, General Public, etc.	6	A.D.A. Coordinator	August 1, 2017	September 1, 2017
Establish list of A.D.A. compliance projects and prioritize each project needing corrective action.	7	A.D.A. Coordinator/A.D.A. Self-Evaluation	September 1, 2017	October 1, 2017
Work on final report and Transition Plan Update and get public input.	8	A.D.A. Coordinator/A.D.A. Self-Evaluation	October 1, 2017	December 1, 2017
City Manager review and approval.	9	City Manager's Office	December 15, 2017	
Mayor review and approval.	10	City Mayor's Office	January 15, 2018	
City Council review and approval	11	City Council Office	January 15, 2018	

SECTION I-C CITY OF KEY WEST AND THE A.D.A.

A.D.A. DEFINITIONS

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

DISABILITY

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

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

QUALIFIED INDIVIDUAL WITH A DISABILITY

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

DISCRIMINATION ON THE BASIS OF DISABILITY

Discrimination on the basis of disability means to:

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

PHYSICAL OR MENTAL IMPAIRMENTS

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

SUBSTANTIAL LIMITATION OF MAJOR LIFE ACTIVITIES

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

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

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

HAVING A RECORD OF IMPAIRMENT

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

REGARDED AS HAVING A DISABILITY

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

REASONABLE PROGRAM MODIFICATIONS

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

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

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

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

Modification applies to:

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

Modification is not required if:

- It changes the essential nature of a program or activity of the individual with a disability.
- It creates a hazardous situation.
- Adjustments or modifications requested are primarily for the personal benefit of the individual with a disability; or it poses an undue burden on the City.

UNDUE BURDEN

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

AUXILIARY AIDS AND SERVICES

The term auxiliary aids and services includes:

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

SECTION II-A A.D.A. SELF-EVALUATION FINDINGS

CITY OF KEY WEST RESOLUTION NR 04-311

On September 22, 2004, the City entered into a settlement agreement (Resolution Number: 04-311) with Association for Disabled Americans, Inc. and several named plaintiffs. This agreement required the defendant's A.D.A. Coordinator, in conjunction with the City Clerk, to implement a program to oversee compliance with the A.D.A. and equal access to individuals with disabilities.

The primary areas addressed are:

1. Assign an A.D.A. Coordinator.
2. Compile, organize, file, and have available to defendant's employees and representatives all necessary and pertinent information and documentation regarding the A.D.A. and defendant's obligations thereunder.
3. Coordinate the City's efforts to comply with and carry out its responsibilities under the A.D.A. and coordinate the implementation thereof into all policies, procedures, and practices that govern the availability and administration of the defendant's programs, activities, and services.
4. Continue to conduct, prepare and supplement existing internal A.D.A. surveys, with outside expertise if necessary, regarding implementation of A.D.A. requirements on the City of Key West's facilities, buildings programs and services not specifically addressed herein or

subsequently purchased or added by the defendant, and prioritizing the implementation thereof to ensure the quickest benefit to individuals with disabilities by:

- Identifying physical obstacles in the public entities' facilities which are open to the public that limit the accessibility of its programs and activities to individuals with disabilities.
- Recommend to the City Manager the appropriate personnel to provide, in-detail, the methods to be used to make the facilities accessible.
- Developing the schedule for taking the steps necessary to achieve compliance with the section and, if the time period for the transition is longer than one year, identifying steps that will be taken each year of the transition period.
- Describing budget appropriations for the then-current fiscal year for the implementation of barrier removal.
- All inquiries regarding evacuation procedures shall be referred to the Monroe County Transportation.

5. Provide and continue to provide a certified sign language interpreter for City of Key West meetings, programs, activities and services upon 5 business days' notice, except for counsel meetings which shall only require 3 calendar days' notice.
6. Provide and continue to provide individuals with disabilities, transportation to or from City of Key West meetings, programs, activities or services to individuals who use wheelchairs and with other mobility impairments.

7. Work with Monroe County Supervisor of Elections so that voting locations chosen by the Supervisor of Elections with the City of Key West provide equal physical access for individuals with disabilities.
8. Ensure that all employees that have contact with program recipients have A.D.A. sensitivity training once a year.
9. Publish (recommend annually) in KeysNews.com and the Key West Citizen the A.D.A. Grievance Procedures.
10. Provide twice annually to Public Works Director, all programs to individuals with disabilities. Preferable before summer, and before school starts.
11. Parks and Recreation Department shall develop and maintain a directory of accessible programs and services offered by the Parks and Recreation Department. The directory shall be made to the public and shall be ready to be given upon demand to persons inquiring as to general parks, programs and services. The Parks and Recreation Department's accessible programs and services shall be listed on the City's website.
12. Two employees designated in writing within the Parks and Recreation department that have training and ability to use the text telephones in order to communicate with individuals using same. The City's number shall be listed in all brochures.
13. All disseminated printed materials have access statement with the TDD number and 5 day's advance notice information.
14. All websites shall include a text only format.
15. Complete all Title II Checklists.

SECTION II-B A.D.A. SELF-EVALUATION FINDINGS

FINDINGS

The City completed a Self-Evaluation of the accessibility of all City programs.

The Self-Evaluation required and involved the participation of all City departments.

A total of 12 inspections were conducted. Each gathered data as to whether each department's programs are accessible to individuals with disabilities.

The Inspections included a review of the following information:

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

CUSTOMER SERVICE

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

Employees that reported contact with customers get little training on handling customers with disabilities.

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

Recommended Actions:

- Each department identify one person that will be considered a departmental A.D.A. 'Liaison'.
- Include City A.D.A. resources into accession training.

COMMUNITY OUTREACH

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

Recommended Actions:

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

PRINTED INFORMATION

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

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

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

Recommended Actions:

- Provide information to each department on how to produce printed information in alternative formats for individuals with various disabilities to ensure that requests are handled in a uniform and consistent manner. Include a list of available resources for providing the services.
- Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested, including large-print media and taped announcements available over the telephone.
- If required, ensure the uniformity of charges for all formats of publication.
- Include the following notice on all materials in electronic and printed form that are made available to the public: "This publication can be made available upon request in alternative formats, such as Braille, large print, audiotape, or computer disk. Requests can be made by calling 800-955-8770 (Voice) or e-mail Citymanager@cityofkeywest-fl.gov. Please allow 72 hours for your request to be processed."
- Identify and have available a list of interpreters, readers, etc. to be used to accommodate requests for these services.
- Handle all requests for other alternative formats or lengthy documents on an individual basis.
- Provide program, facility, permits, and reservation information in a variety of formats upon request (for example, in large-print format for persons with visual disabilities or in simple language for persons with cognitive disabilities). Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.
- Provide an accessible permit, reservation, or registration system in a variety of formats. For example, provide Telephone Device for the Deaf (TDD) service for applications, reservations, and general queries.
- Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.

GENERAL COMMUNICATION PUBLICITY AND ADVERTISING

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

Recommended Actions:

- Publicize efforts to increase participation by individuals with disabilities, which might include activities such as distributing program brochures to members of the disabled community.
- Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included in all public announcements, postings for City programs, and applications, including:
 - The notice of non-discrimination.
 - Information regarding site accessibility, including the accessible bus route serving the program, facility, or event.

TELEVISED AND AUDIOVISUAL PUBLIC INFORMATION

The City airs meetings on cable television.

Recommended Action:

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

CITY WEBSITE

The Internet is now a primary source of information regarding services, products, programs, and facilities. The City's website, www.cityofkeywest-fl.gov, has taken on increased importance as a communications tool.

Recommended Actions:

- Provide training to staff responsible for maintaining the City website, ensuring all are aware of the Section 508 of the Rehabilitation Act. This requirement would apply to any person in any department with authority to update any City-maintained web page.
- Additionally, the following should be done or continued:
 - Continue maintaining the current level of access on the City's website.
 - Continue soliciting feedback from the disabled community.
 - Include the City's Policy on Non-Discrimination on the Basis of Disability on the City's website.
 - List those City agencies, departments, and specialized services that offer TTY/TTD in the website telephone directory (the Contact Us web page), and include the following statement:

"The City of Key West offers Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD) services for persons with speech or hearing impairments. City Staff are trained in the use of the Florida Relay System for the deaf."
- Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. This information should easily be found by new web users.
- Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on its website.
- Continue monitoring the website and industry trends.
- Check the HTML address of all new City web pages and ensure that all links are kept current and working. Make sure that accessible elements are used, including alternate tags, long descriptions, and captions, as needed.
- If images are used, including photos, graphics, scanned images, or image maps, make sure to include alternate tags and/or long descriptions for each.
- If online forms and tables are used, make those elements are accessible.
- When posting documents on the City's website, provide them in HTML, a text-based format or in accessible PDF Format.
- Develop a plan for making the existing web content more accessible. Encourage input on improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used.

- Ensure that in-house staff and consultants responsible for web page and content development are properly trained.
- Provide a way for visitors to request accessible information or services by posting a telephone number or e-mail address on the City's home page. Establish procedures to assure a quick response to users with disabilities who are trying to obtain information or services in this way.
- Periodically enlist disability organizations to test pages for ease of use; use this information to increase accessibility.

TRAINING AND STAFFING

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

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

Recommended Actions:

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

- Designate one employee in each department to serve as the Disability Access Liaison. To assist in this important role, the Liaison will attend periodic retraining regarding accessibility issues.

PUBLIC MEETINGS

Many City departments are responsible for holding public meetings. Generally, public meetings are held in locations that are accessible to persons with mobility impairments. However, City departments indicated that they need training on how to respond to requests for other modifications.

Recommended Actions:

- Schedule public meetings in accessible locations whenever possible.
- When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate.
- Make information available to City staff on the types of modification requests that may be made by individuals with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like “real-time captioning.” Display a notice on meeting agendas indicating the availability of accessibility modifications.
- Provide agendas in alternative formats, when requested.
- Provide flexibility in the time limit on speaking for individuals with communication difficulties.
- Provide assistive listening devices at public meetings, when requested.
- Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:
 - “Translators, American Sign Language interpreters, and assistive listening devices for individuals with hearing disabilities will be available upon request. Please make your request at least 72 hours prior to the meeting. If you require other modification not listed above, please contact the City A.D.A. Coordinator at (305) 809-3811.”
- Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments.
- Develop a checklist for creating accessible meetings and selecting accessible meeting spaces and make the list available to City departments and programs.
- Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or their location of meetings upon request.

PUBLIC TELEPHONES AND COMMUNICATION DEVICES

The City has a main TDD number listed on the City website.

Recommended Actions:

- Train staff in use of TDD/TTYs and the Florida Relay System. Especially where they can find the information on the City of Key West website.

PURCHASING ACCESSIBLE/A.D.A.PTIVE EQUIPMENT

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

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

Recommended Actions:

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

EMERGENCY EVACUATION PROCEDURES

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

Recommended Actions:

- Develop guidelines for the evacuation of individuals with disabilities in various types of emergency situations. Each department should use these guidelines to create their own emergency evacuation plans. These plans should:
 - Address what to do when an alarm is triggered.
 - Establish meeting places for assistance and evacuation chairs.
 - Provide direction on what to do if assistance is not available.
 - Establish training for the floor captains.
- Specific suggestions for evacuation plan and procedures can be found through the U.S. Access Board, www.access-board.gov/evacplan.htm, and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.
- Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.
- Review existing emergency procedures to ensure that individuals with disabilities can be alerted and are able to summon emergency service providers. Provide all evacuation policies and procedures in alternative formats. Explore the use of other technologies such as audible exit signs for orientation and direction.
- Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.

- Take the necessary steps to ensure that emergency teams are aware of individuals with disabilities in their communities who may require special assistance in the event of an emergency.

SERVICES PROVIDED BY CONTRACTED SERVICES

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

Recommended Action:

- For those departments that use outside contracted employees to provide services to the public, a procedure should be set up to ensure that their work is consistent with City accessibility policies and standards.

SPECIAL EVENTS ON CITY PROPERTY

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

Recommended Action:

- In situations where private organizations sponsor events in City facilities, the City should require private organizations to comply with applicable A.D.A. requirements. The City should provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the A.D.A.. The checklist and information should be available on the City's website.

POLICY AND DOCUMENT REVIEW

Policies were reviewed to determine if City policies inadvertently discriminate against people with disabilities when accessing City services.

Recommended Actions:

- Review policies to ensure compliance on an annual basis:

PUBLIC RIGHT OF WAY ACCESSIBILITY GUIDELINES (PROWAG)

Accessible Pedestrian Signals (APS)

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

BUILDINGS AND PARKING LOTS

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

There were several common issues observed at these buildings. They included:

- Accessible Parking - Accessible parking was either not provided, or if it was, was non-compliant.
- Accessible Paths to Building - Paths from the parking lots to the building entrances were either non-existent, or were non-compliant based on cross slopes, transitions, or the doors themselves.
- Counter Heights - Transaction areas had counters, but some were not lowered to accommodate a citizen in a wheelchair.
- Bathroom Fixtures and Stalls - Stalls and toilets were non-compliant.
- Signage - Signage for accessible parking spots and entrances were not always provided.

CITY PARKS

All parks were evaluated as part of this project. In addition to the park facilities, the associated parking lots were also assessed.

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

There were several common issues observed at these parks. They included:

- Accessible parking.
- Accessible paths to play area.
- Signage: signage for accessibility information was not always compliant.

SIGNALIZED INTERSECTIONS

Signalized intersections (including A.D.A. - compliant locations) were evaluated.

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

There were several common issues observed at these signals. They included:

- Non-compliant curb ramps: ramps had noncompliant running, side, and cross slopes, noncompliant landings, or no landings.
- Dangerous transitions: transitions from the base of the ramp to the roadway exceeded 1/4" at numerous locations.

SECTION III-A

A.D.A. TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES

TRANSITION PLAN OVERVIEW

The Plan's goal is to:

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

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

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

The A.D.A. Coordinator set priorities for renovating facilities to bring them into compliance with A.D.A. guidelines when needed. All facilities providing programs, activities and services by the City were listed and ranked based on the following criteria:

Program Uniqueness/Program Number: The number of programs, including those unique to a facility, give an indication of the importance of the facility to the community. Many programs that are unique to a facility cannot occur elsewhere.

Level of Use by the Public: The level of actual use by the public varies among facilities. Facilities that receive a high level of use by the public were given a higher rating.

Geographic Distribution: It is important that facilities are distributed throughout the City in order to ensure maximum access. The decision-making process for assigning priorities involved several steps. All City facilities were listed and sorted according to the criteria listed above by the staff responsible for the programs that use the facilities. During this process, it was the intent of the City to identify not only locations that represent all of the programs offered by the City, but also to prioritize the best of those programs and locations for access improvements.

SECTION III-B

A.D.A. TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES

SELF EVALUATION PRIORITY INFORMATION

A.D.A. inspections identified priorities for barrier removal within each facility. Barriers were assigned levels of priority using the following criteria:

- **Priority One:** Approach and Access – The City should take measures to provide access to the facility from sidewalks, parking or public transportation. These measures include, but are not limited to, installing an entrance ramp, widening entrances, and providing accessible parking spaces.

Note - Critical nature of the service provided: Facilities providing essential services related to health and safety and programs that are unique to a building, facility, or park, and cannot occur at another location.

- **Priority Two:** Goods and Services – The City should take measures to provide access to those areas where goods and services are made available. These measures include but are not limited to adjusting the layout of display racks, rearranging tables, providing brail and raised character signage, widening doors, providing visual alarms, and installing ramps.

Note - Level of use by the public: Facilities that receive a high level of public use.

- **Priority Three:** Restrooms – The City should provide access to restroom facilities. These measures include but are not limited to removal of obstructing furniture or vending machines, widening of doors, installation of ramps, providing accessible signage, widening of toilet stalls and installation of grab bars.

Note - Geographic distribution: by selecting a range of facilities that are distributed throughout the City, the City can ensure maximum access for all.

- **Priority Four:** The City will consider other reasonable measures to enhance accessibility.

SECTION III-C

A.D.A. TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES

SELF-EVALUATION PRIORITY LISTINGS

A. NOTIFICATION – Priority One

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

B. A.D.A. COORDINATOR – Priority One

The City has appointed an A.D.A. Coordinator to oversee and coordinate the City's effort to carry out its responsibilities under the A.D.A., including any investigation of A.D.A.-related complaints.

The City will make available to all interested individuals the name, office address, and telephone number of the A.D.A. Coordinator.

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

The City has developed a grievance procedure and distribute it to all departments and posted copies of it in conspicuous locations in each of its public buildings.

D. GENERAL EFFECTIVE COMMUNICATION – Priority Two

To establish the following:

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

mail address, or a toll-free phone number (with TTY) to contact personnel knowledgeable about the accessibility of the website.

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

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

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

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

F. PROGRAM MODIFICATIONS (City departments) – Priority Two

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

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

G. EMPLOYMENT – Priority One

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

H. EMERGENCY MANAGEMENT PROCEDURES AND POLICIES - Priority One

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

I. SIDEWALKS - Priority Two

1. The City will implement a written process for requesting and receiving input from individuals with disabilities regarding the accessibility of its sidewalks.
2. The City of Key West Engineering Department has created the Sidewalk A.D.A. Transition Plan (Appendix I), revised on January 1st, 2017. The Sidewalk A.D.A. Transition Plan summarizes the sidewalks, curb ramps and other pedestrian facility needs in the City, and

provides a schedule for implementing and scheduling remedial work. The ultimate goal of this plan is to provide a complying system of curb ramps, pedestrian signals and sidewalks within the City limits.

J. MISCELLANEOUS PROVISIONS – Priorities Two and Three

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

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

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

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

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

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

SECTION III-D

A.D.A. TRANSITION PLAN FOR FACILITIES, PROGRAMS AND SERVICES

TRANSITION PLAN AND SCHEDULE FOR IMPROVEMENTS

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

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

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

The City will implement a phased approach:

CITY FACILITIES IDENTIFIED

GOVERNMENT FACILITIES ACCESS WITHIN KEY WEST CITY LIMITS

January 1, 2017

COMPLETED ACCESS ROUTES

- Horace O’Bryant School
- County Courthouse
- Reynolds School
- Key West High School
- Smathers Beach
- Rest Beach Higgs Beach
- Indigenous Park
- Berg Nature Preserve
- Kitsos Nature Preserve
- Hockey Rink
- George Allen Apartments
- Trumbo Annex
- Perry Court @ Palm Avenue
- Police Department
- Fire Station #1
- Fire Station #2
- Fire Station #3
- Sigsbee Road
- Poinciana Housing
- Roosevelt Gardens Housing
- Garrison Bight Marina

GOVERNMENT FACILITIES ACCESS WITHIN KEY WEST CITY LIMITS (continued)

January 1, 2017

COMPLETED ACCESS ROUTES

- South Beach
- Seminole Park
- Dog Beach
- Martin Luther King Jr. Pool
- Fire Station #3
- Wickers Field Sports Complex
- Clayton Sterling Sports Complex
- Poinciana School
- Senior Citizen Plaza
- Glynn Archer School (repair sidewalk at tree)
- Gerald A.D.A.ms School
- May Sands School
- Keys Energy Service
- Rosa Hernandez Softball Field
- Stock Island Facilities
- Key West Botanical Gardens
- Mosquito Control
- Florida Keys SPCA
- Florida Keys Community College
- Key West Transit Facility
- Bayview Park (Eisenhower)
- Key West Bight
- Key West Cemetery Sexton's House
- City Hall at Former Glynn R. Archer School

UNDER CONSTRUCTION

- Cozumel Park
- Truman Waterfront Park
- Truman Waterfront Amphitheater

TO BE ADDRESSED

- Old City Hall
- Federal Courthouse
- Monroe County Offices (Gato Building)
- City Cemetery
- Mallory Square (to be addressed with Wall Street Improvement Project)
- Key West Ferry Terminal
- Little Hamaca Park
- Hawk Missile Site
- Lower Keys Medical Center (LAP Grant)
- Pocket Parks (various locations throughout city)
- Peary Court @ White Street
- School Board Trumbo Road
- Park & Ride Parking Garage
- Douglass Community Center
- Port Operations, Local Redevelopment Agency & Police Marine Division
- Letter to Voting Facilities requesting accommodations for individuals with mobility or dexterity difficulties as outlined by section C.1.xxi. of stipulation

SECTION IV

CHARTING THE COURSE: CONCLUSION

The City has renewed its commitment to the A.D.A.. Currently the City is completing Phase I of developing and implementing a Self-Evaluation and Transition plan. With information from the public and its departments about successes and shortcomings, the City can now chart the course to full compliance. This course will require deeper analysis of some programs and activities addressed within this Plan, as well as similar evaluations of other programs, employment, IT, and facilities on an ongoing basis. The Transition Plan will be updated at the conclusion of each Phase and will be reviewed Annually at a minimum.

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

As the City moves forward in regular assessments and implementation, keeping paramount the views of the public and City management, supervisors and staff, it is on its way to “**Full Access Ahead**” for individuals with disabilities.

SECTION V **APPENDICES**

APPENDIX A

REASONABLE ACCOMMODATION POLICY

City of Key West

Policy for Applicant/Employee Requests for Reasonable Accommodation

I. POLICY.

It is the policy of the City of Key West (the "City") to provide accommodations for applicants and employees with disabilities and to return injured employees to work as soon as they can perform their assigned duties safely, efficiently, and effectively. Pursuant to Section 22-19 of the City Code and Section 2-1 of the City's Rules and Regulations of the Personnel Management System (the "Rules and Regulations"; rev. June 2015), the City shall not discriminate against any person in recruitment, examination, appointment, training, promotion, retention, or any other personnel action because of such person's disability. Further, it is the policy of the City to accommodate applicants and employees with disabilities in the employment process to provide equal opportunities to compete for employment and advancement within the City's workforce.

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

II. DESIGNATION.

Todd Stoughton, the City's A.D.A. Coordinator, is designated to administer and coordinate the City's obligations under the A.D.A. with respect to employees and applicants for employment. He shall consult regularly with staff in the City's Legal and Human Resources Departments to ensure that the City's policies and procedures comply with the A.D.A. and related legislation.

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

III. ACCOMMODATION REQUEST PROCEDURE.

The employee or applicant is responsible to request a reasonable accommodation. The request can be made by submitting a completed Reasonable Accommodation Request Form to the A.D.A. Coordinator. If an individual makes a reasonable accommodation request to someone other than the A.D.A. Coordinator, such as his/her supervisor or manager, that supervisor/manager shall forward the request to the A.D.A. Coordinator immediately. A request does not have to include any special words, such as "reasonable accommodation," "disability," or "Americans with Disabilities Act / A.D.A." A family member, health professional, or other representative may request an accommodation on behalf of an employee or applicant.

When an oral request is made, the Coordinator must still ensure that the appropriate section(s) of the Reasonable Accommodation Request Form is filled out. If the requestor does not fill out the form, the A.D.A. Coordinator must do so and have the requestor sign the completed form as soon as practicable. Forms are available on the City's Intranet or from the Human Resources Department and will be made available in alternate format as requested. Employees and applicants may contact the A.D.A. Coordinator directly if they have questions, concerns, or are unsure of how the City's reasonable accommodation policy applies to their particular situation.

IV. DETERMINATION OF DISABILITY.

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

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

V. CONFIDENTIALITY.

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

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

VI. DETERMINATION OF QUALIFICATIONS.

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

VII. DETERMINATION OF REASONABLE ACCOMMODATION.

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

- A. The A.D.A. Coordinator will meet with the employee or applicant to explore how work-related limitations might be overcome through reasonable accommodation. During this meeting, the A.D.A. Coordinator will establish and communicate timelines, and provide information regarding rights and responsibilities to the individual requesting the reasonable accommodation. The A.D.A. Coordinator will also consult, as necessary, with health care providers, vocational rehabilitation specialists, and/or other individuals whose expertise may contribute to the analysis.

- B. An analysis of the particular job may be performed to determine its purpose and essential functions. This analysis may include, but is not limited to, a review of the job description and essential job functions and interviews with other employees and management as required. Some applicants or employees may be required to perform actual or simulated tasks relevant to the position in question.
- C. Additional meetings may be conducted to secure additional information, explore potential accommodations, and to make recommendations for what, if any, reasonable accommodations will be provided.
- D. Reasonable accommodations may include, but are not limited to: job restructuring, part-time or modified work schedules, reassignment to a vacant position, or acquisition or modifications of equipment or devices. The City is not required to reallocate the essential functions of a job, but may restructure a job by altering when and/or how an essential function is performed. Whenever possible, the applicant's or employee's preferred method of accommodation will be considered.
- E. The City will process requests and, where appropriate, provide accommodation in as short a period as reasonably possible. In certain circumstances, a request for a reasonable accommodation requires an expedited review and decision. This may include where a reasonable accommodation is needed:
 - to enable an applicant to apply for a job. Depending on the timetable for receiving applications, conducting interviews, taking tests, and making hiring decisions, there may be a need to expedite a request for reasonable accommodation to ensure that an applicant with a disability has an equal opportunity to apply for a job.
 - to enable an employee to attend a meeting scheduled to occur soon. For example, an employee may need a sign language interpreter for a meeting scheduled to take place in five days.
- F. Under certain extenuating circumstances, the time for processing a request will be extended as reasonably necessary. This includes circumstances that could not reasonably have been anticipated or avoided in advance of the request, or that are beyond the City's ability to control. Extensions will be limited to circumstances where they are absolutely necessary and only for as long as required to deal with the extenuating circumstance.

VIII. IMPLEMENTATION.

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

When a determination has been made that an employee cannot be reasonably accommodated in their current position, the Human Resources Director or designee shall meet with the employee and, over a ninety (90)-day period, assist the employee with seeking positions that may be suitable considering the employee's skills and/or restrictions in accordance with Section 5-16(D) of the Rules and Regulations. If a suitable position is not identified, Human Resources may issue a non-disciplinary separation.

Employees placed in new positions will be required to complete a six-month evaluation period.

Performance problems unrelated to accommodation issues will be handled through the normal disciplinary process(es). If, during the six-month evaluation period, an employee has not performed the essential functions of the position in a satisfactory manner, with or without reasonable accommodation(s), a non-disciplinary separation shall be issued.

If the employee's disability and/or need for accommodation is the result of a workplace injury, the provisions of the City's Rules and Regulations shall apply unless otherwise stated in an applicable collective bargaining agreement.

IX. FOLLOW-UP.

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

SECTION V- APPENDICES
APPENDIX B



City of Key West
A.D.A. Resolution of Reasonable Accommodation Resolution
Form

Instructions: Items 1 -3 must be completed by the A.D.A. coordinator or Designee. Complete items 4 – 7 if applicable.

1. Name of Individual requesting reasonable accommodation: _____

2. Accommodation(s) requested: _____

3. Accommodation(s):

_____ Approved as specifically requested.

_____ Approved, but different from original request. *

_____ Denied.

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

4. If an alternative accommodation was offered, indicate whether it was:

_____ Accepted.

_____ Rejected.

5. Request denied because (may check more than one box):

- Requester does not have a disability.
- Accommodation ineffective.
- Accommodation would cause undue hardship.
- Medical documentation inadequate.
- Accommodation would require removal of essential function.
- Accommodation would require lowering performance or production standard.
- Other (please identify). _____

6. Detailed reason(s) for denial (must be specific, e.g., why accommodation would be ineffective or cause undue hardship):

7. If the A.D.A. Coordinator or Designee offered an accommodation that is different from the one originally requested, explain (a) the reasons for the denial of the accommodation originally requested; and (b) why the alternative accommodation would be effective:

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

Signature of A.D.A. Coordinator or Designee

Date Reasonable Accommodation Denied / Approved

SECTION V- APPENDICES

APPENDIX C



City of Key West Grievance Procedure under The Americans with Disabilities Act

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

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

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

Todd Stoughton – City of Key West A.D.A. Coordinator

PO BOX 1409 – Key West, FL 33041

Citymanager@cityofkeywest-fl.gov, Desk 305-809-3811

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

If the response by Todd Stoughton or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager or his designee.

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

All written complaints received by Todd Stoughton or his designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of Key West for at least three years.

SECTION V- APPENDICES
APPENDIX D



City of Key West
Title II of the Americans with Disabilities Act (A.D.A.)
Section 504 of the Rehabilitation Act of 1973

Discrimination Complaint Form

Please fill out this form completely, in black ink or type. Sign and return to the address below.

Name of person making this complaint: _____

Address: _____

City: _____ State _____ Zip _____ Telephone Number: _____

E-mail address: _____

If complainant is not the individual completing this form, please enter your:

Name: _____ Telephone Number: _____

Other Contact Information: _____

Describe the reason for your complaint: _____

Signature: _____ Date: _____

Please send the completed form to:

Todd Stoughton-A.D.A. Coordinator
City of Key West - Risk Management
PO Box 1409
Key West, FL 33041
Telephone (305) 809-3811/TYY (800) 955-8771/ Fax 305-809-3988
Citymanager@cityofkeywest-fl.gov

For more information or assistance in completing the form, please contact the A.D.A. Coordinator.

SECTION V- APPENDICES

APPENDIX E

A.D.A. PUBLIC NOTICE



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("A.D.A."), the City of Key West will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: City of Key West does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the A.D.A.

Effective Communication: City of Key West will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in City of Key West programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: City of Key West will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in City of Key West offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of City of Key West, should contact the office of Todd Stoughton, A.D.A. Coordinator at 305-809-3811 as soon as possible but no later than 48 hours before the scheduled event.

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

Complaints that a program, service, or activity of City of Key West is not accessible to persons with disabilities should be directed to Todd Stoughton for A.D.A. Coordination.

The City of Key West will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

SECTION V- APPENDICES

APPENDIX F

NOTIFICATION & PRINTED INFORMATION STATEMENT

PRINTED INFORMATION STATEMENT FOR TITLE II ENTITIES UNDER THE A.D.A.

NOTIFICATION

“In accordance with the Americans with Disabilities Act and Florida Law, it is the policy of the City of Key West to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities.

If you are a person with a disability and need an accommodation, please contact the A.D.A. Coordinator, Todd Stoughton at (305) 809-3811, E-Mail: Citymanager@cityofkeywest-fl.gov, Fax:305-809-3988, TDD/TTY: 800-955-8771, or Florida Relay Network: 711, **at least three days in advance.**”

STATEMENT

In order to meet the A.D.A. Title II communication standards, City departments must be able to provide information in alternative formats such as using easy-to-understand language, Braille, large-print format, audiotape, or computer disk, etc.

Include the following notice on all materials printed by the City that are made available to the public:

“This publication can be made available upon request in alternative formats such as Braille, large print, audiotape, or computer disk. Requests can be made by calling 800-955-8770 (Voice) or 711 for the Florida Relay Service or e-mailing the A.D.A. & Diversity Coordinator, at Citymanager@cityofkeywest-fl.gov. Please allow 72 hours for your request to be processed.”

SECTION V- APPENDICES
APPENDIX G

ACCOMMODATION REQUEST FORM

LABOR RELATIONS/COMMUNITY AFFAIRS DIVISIONS
HUMAN RESOURCES DEPARTMENT

The City of Key West does not discriminate on the basis of disability in admission to, or operation of its programs, services, activities or facilities. This form may be used by individuals and their companions with a disability seeking access to City programs, services, activities, or facilities.

ACCOMMODATION REQUEST INFORMATION

Name: _____ Telephone (or TTY): _____

Address: _____ Date: _____

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

I am requesting the following accommodation(s):

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

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

PLEASE RETURN THIS FORM TO:

Department: _____ Telephone: _____

Address: _____ TTY (If Available): _____

ADDITIONAL QUESTIONS MAY BE DIRECTED TO THE DIVISION OF COMMUNITY AFFAIRS OR LABOR RELATIONS:

Todd Stoughton-A.D.A. Coordinator
City of Key West - Risk Management
PO Box 1409
Key West, FL 33041
Telephone (305) 809-3811/TYY (800) 955-8771/ Fax 305-809-3988
Citymanager@cityofkeywest-fl.gov

SECTION V- APPENDICES

APPENDIX H

A.D.A. COORDINATOR DUTIES AND RESPONSIBILITIES FROM DOJ

The A.D.A. Coordinator duties require the attention of a well trained and experienced professional who can effectively handle a variety of responsibilities

Coordinates and is responsible to assure compliance with the Americans with Disabilities (A.D.A.) Act, Sections 503 and 504 of the Rehabilitation Act of 1973, and other federal and state laws and regulations pertaining to persons with disabilities.

Responsible for coordinating policies and procedures relating to persons with disabilities, tracking city progress relating to its policies and procedures as well as state and federal laws relating to persons with disabilities.

Compliance Process Responsibilities:

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

Informational Responsibilities:

Maintain, Keep and update current information regarding state and federal laws and regulations as well as the best practices concerning the rights of persons with disabilities and ways of providing reasonable accommodations to persons with disabilities while maintaining program performance standards.

Maintain, Keep and update current information regarding state and federal laws and regulations as well as the best practices for city's employment policies and procedures.

Ensures that city-related information is readily available on services, accommodations, policies, and demographics relating to persons with disabilities.

Outreach Responsibilities:

Assist and provides A.D.A. program information and facility interpretation and advice on compliance to all city departments and the community.

Assist with development and maintains written materials and other informational pieces to broadly disseminate information regarding the A.D.A. and the City's policies relating to persons with disabilities.

Assist and participates in the development of presentations on the provision of equal opportunity for persons with disabilities.

Act as the primary liaison with relevant state and federal agencies, as well as other A.D.A. coordinators.

Reporting Responsibilities:

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

APPENDIX I

CITY OF KEY WEST SIDEWALK A.D.A. TRANSITION PLAN

CITY OF KEY WEST
SIDEWALK A.D.A. TRANSITION PLAN



City of Key West
1300 White Street
Key West, Florida 33040

Prepared by:

City of Key West Engineering Service Department
1300 White Street
Key West, Florida 33040

January 1, 2017

**CITY OF KEY WEST
SIDEWALK A.D.A. TRANSITION PLAN**

Revised January 1, 2017

INTRODUCTION

The City of Key West is the maintaining agency for local roads and sidewalks within City limits. County and State roads and sidewalks are maintained by Monroe County and the Florida Department of Transportation (FDOT) District 6 respectively. Roadway and sidewalk improvement projects are managed by the City of Key West Engineering Services Department staff with the Director of Engineering responsible for project implementation.

The scope of services for City roadway, drainage and sidewalk improvement projects includes updating all sidewalks within project limits to current Americans with Disabilities Act (A.D.A.) standards and constructing new A.D.A. compliant sidewalks as needed based on staff evaluation n and/or public input.

On September 22, 2004, the City entered into a settlement agreement (Resolution No 04-311) with Association for Disabled Americans, Inc. and several named plaintiffs. This agreement required the defendant's A.D.A. Coordinator, in conjunction with the City Clerk, to implement a program to oversee compliance with the A.D.A. and equal access to individuals with disabilities. The City subsequently implemented an A.D.A. compliance program focused primarily on sidewalk and curb ramps. This settlement agreement stipulates the city annually budget \$500,000 specifically for A.D.A. compliance improvement. A.D.A. compliance related design and construction has been annually funded since 2004.

This Sidewalk A.D.A. Transition Plan summarizes the sidewalks, curb ramps and other pedestrian facility needs in the City and provides a schedule for implementing and scheduling remedial work. The ultimate goal of this plan is to provide a complying system of curb ramps, pedestrian signals and sidewalks within City limits.

As required by the Florida Department of Transportation (FDOT) Locally Administered Program (LAP) certification, the City of Key West will submit the draft plan to FDOT for review prior to March 3, 2017. The plan will be revised as appropriate per review comments received.

EVALUATION AND INVENTORY

Commencing in 2003, City of Key West Engineering staff inventoried sidewalks and ramps within City limits. Inventory included identification of those sidewalks and ramps requiring A.D.A. compliance improvements. A current inventory map is presented as Figure 1. In addition, access routes to public and government facilities (buildings, parks, beaches, etc.) have been inventoried and compliance implementation is ongoing. Table 1 – Public/Government Facilities Access, presents the status of access to those facilities including completed access routes, access routes yet to be addressed and those access routes currently under construction as capital projects.

Inventory evaluation was based on field measurements and observations compared against A.D.A. standards including the 2012 Florida Accessibility Code for Building Construction (Appendix A) and FDOT Plans Preparation Manual Section 8.3, Pedestrian Facilities (Appendix B).

SIDEWALK AND RAMP IMPROVEMENTS

As stated above, the City of Key West allocates \$500,000 per year specifically for A.D.A. compliance related improvements, primarily to sidewalks and ramps. Table 2 – City of Key West Sidewalk Inventory, provides a schedule of improvements completed between 2010 and 2016.

Table 3 – Upcoming A.D.A. Projects 2017, list A.D.A. related projects funded for implementation in the current Fiscal Year 2017. Table 4 – Future/Current Unscheduled A.D.A. Projects, lists future projects anticipated for construction during upcoming fiscal years.

A.D.A. PLAN UPDATE

This Sidewalk A.D.A. Transition Plan will be revised annually following commencement of each City fiscal year (October 1). The A.D.A. Ramp & Sidewalk Inventory Map (Figure 1) and Tables 1 through 4 will be updated to reflect work completed during the prior year and identified and scheduled upcoming projects in future fiscal years.

The City of Key West Director of Engineering is responsible for Sidewalk A.D.A. Transition Plan annual updates.