



Accessibility Survey for Staff

The City of Manhattan Beach is in the process of updating its Americans with Disabilities Act (ADA) Self-evaluation and Transition Plan. As part of this process, the City is asking for your input by completing this questionnaire which addresses accessibility of programs, services, and activities offered to the public.

Please answer all questions as they pertain to the services, programs, and activities provided. Examples of programs, services, and activities include: obtaining a permit, paying a fee, participating in a recreational program, or attending a public meeting.

The purpose of this questionnaire is to gather information on how City department and division programs and / or services are, or are not, accessible to persons with disabilities. The goal is that when each program, service or activity, is viewed in its entirety, it is readily accessible to and usable by persons with disabilities.

Surveys may be returned and/or comments may be submitted using the contact information below. Additional survey forms, including an online form, are also available for your input.

Katherine Doherty, ADA/504 Coordinator
City of Manhattan Beach
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Manhattan Beach, CA 90266
By [email](#) to Katherine Doherty
By phone at (310) 802-5353

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By [email](#) to Barbara Thorpe
By phone at (530) 533-3000

1. Please complete the following:

Name _____

Title _____

Email _____

Phone _____

I choose to remain anonymous

2. What description most adequately describes your role with the City of Manhattan Beach?
- I am responsible for administering a program, service or activity
 - My role is to provide support to a City program, service, and / or activity
 - I am a Department or Division Head, Manager, or the City Manager
3. Please check which department or division you primarily work for.
- City Clerk
 - Community Development
 - Finance
 - Fire Department
 - Human Resources
 - Information Technology
 - Parks and Recreation
 - Police Department
 - Public Works
 - Other - Please List: _____
4. Does your role require regular interaction with the public?
- Yes
 - No
5. Have you received training or information regarding the requirements of the Americans with Disabilities Act?
- Yes
 - No
6. Have you received training on providing services or activities for persons with disabilities?
- Yes
 - No

7. Would department/division staff be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Yes - Please list staff/positions which would benefit from additional training:

- No
- Don't know
- Not applicable

8. Would ADA related training or technical assistance / services in these areas be helpful for you or other department/division staff? (check all that apply):

- Developing policies and procedures
- How to work with persons with disabilities
- Legal requirements
- How to respond to requests for accommodations (i.e. American Sign Language interpreters, assisted listening devices, etc.)
- How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.)
- American Sign Language (ASL) training
- Other - Please list: _____
- None

9. Have you received, or are you aware of any specific concerns, complaints or problems regarding access for persons with disabilities to any of the programs, services, or activities provided by the City of Manhattan Beach?

- Yes, Please describe: _____
- No

10. Do you know who the designated ADA Coordinator is for the City of Manhattan Beach?

Yes - Please provide the name: _____

- No
- No, I have not had a need or reason to seek out this person.

11. In your opinion, what do you feel should be the highest priority of the City of Manhattan Beach to improve accessibility for persons with disabilities?

12. If your program or activity has eligibility requirements, are there policies or procedures in place to ensure such programs and activities do not discriminate against persons with disabilities?

- Yes
- No
- Don't know
- Not applicable

13. Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow persons with disabilities to participate?

- Yes
- No
- Don't know
- Not applicable

14. Have you or other program staff who interact with the public been trained on the correct procedures to follow when a person requests a sign language, oral or cued speech interpreter?

- Yes - Please describe the training:

- No
- Don't know
- Not applicable

15. How much notice is required to provide an accommodation request for an interpreter?

- 24 hours or less (not including weekends/holidays)
- 2-4 working days
- More than 1 week
- Don't know - have not completed such a request
- Not applicable

16. Does the department / division have standard operating procedures in place to include persons with disabilities in City programs and activities? For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a class, or moving a class or activity to an accessible location.

- Yes - Please describe the written procedure below:

- No
- Don't know
- Not applicable

17. Does the program charge an additional fee for modifying the program for a person with disabilities?

- Yes - Please describe: _____
- No
- Don't know
- Not applicable

18. Does the department/division track accessibility requests?

- Yes - Please list how many requests have been received in the past 12 - 36 months and what the requests were for:

- No
- Don't know
- Not applicable

19. Is an interview required prior to an applicant's admission to the program?

- Yes - Please describe the selection criteria used in the interview:

- No
- Don't know
- Not applicable

20. Does the department/division offer any programs, services, activities, or events specifically for persons with disabilities?

- Yes - Please describe: _____
- No
- Don't know
- Not applicable

21. Is a "Notice under the Americans with Disabilities Act" or a nondiscrimination statement available and posted for program participants who may be persons with disabilities?

- Yes - Please describe the locations where it is available:

- No (skip to question 23)
- Don't know (skip to question 23)
- Not applicable (skip to question 23)

22. Does the nondiscrimination statement include information about the City's ADA coordinator and how to contact them or file a grievance?

- Yes
- No
- Don't know

23. Are you familiar with the City's ADA grievance/complaint procedures for persons with disabilities?

- Yes
- No
- Don't know
- Not applicable

Department / Division Use of Public Forms and /or Documents

24. Is the public required to fill out a form to participate in your department / division programs (i.e. applications, registration forms, etc.)?

- Yes - Please describe or list the forms:

- No (skip to question 26)
- Don't know (skip to question 26)
- Not applicable (skip to question 26)

25. Does the form(s) contain a notice that the City does not discriminate against persons with disabilities?

- Yes
- No
- Don't know

26. Does the department/division make printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) available to the public?

- Yes - Please describe the printed materials:

- No (skip to question 33)
- Don't know (skip to question 33)
- Not applicable (skip to question 33)

27. Is there a formal policy and/or procedure in place to respond to requests from the general public for alternate document formats, i.e. enlarged print or Braille, of the printed materials that are made to the public?

- Yes
- No
- Don't know

28. What types of accessible alternate document formats does the department/division make available for persons with disabilities when requested?

- Audio recording (cassette or digital)
- Braille
- Enlarged print
- Electronic copy (for use with a screen reader)
- Email (i.e. sending a document to a person directly who cannot access it on the web or in person)
- Other media type: Please list: _____
- The department/division does not provide any alternative formats (skip to question 33)
- Don't know (skip to question 33)

29. How much notice is required to provide the alternate document formats?

- 24 hours or less (not including weekends/holidays)
- 2 - 4 working days
- More than 1 week
- Don't know - have not completed such a request

30. Does the department/division track accessibility requests for alternate formats of printed material?

- Yes - Please list how many requests have been received in the past 12 - 36 months and what the requests were for:

- No
- Don't know

31. Does the department/division charge an additional fee for providing materials in alternative formats for persons with disabilities?

- Yes - Please describe: _____
- No
- Don't know
- Not applicable

32. Does the department/division periodically include images of persons with disabilities in their printed materials and publications?
- Yes, images of persons with disabilities are included
 - No, images of persons with disabilities are not included
 - Not applicable

Department's Role in Public Meetings

33. Does the department / division conduct meetings, conferences, events, hearings, or interviews with members of the general public?
- Yes
 - No (skip to question 41)
 - Don't know (skip to question 41)
34. Do department/division notifications of public meetings, events, conferences, hearings, interviews, agendas, meeting minutes and conferences inform of the availability of adaptive/auxiliary aids and accommodations (such as assistive listening devices, readers for the blind, interpreters) to participants with disabilities and how to request such aids and accommodations?
- Yes - Please describe how the notifications are made and how much advance notice is required for requesting an accommodation:

 - No
 - Don't know
35. Is there a formal policy and/or procedure in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication during the department / division's public meetings?
- Yes
 - No
 - Don't know
 - Not applicable
36. Does the department/division require that public meetings and conferences be held in accessible locations?
- Yes
 - No
 - Don't know

37. Do all printed or electronic materials about department/division sponsored/hosted public events, public meetings, or public appearances by and with City officials include instructions about how to request accommodations?

Yes - Please describe the instructions provided and how much advance notice is required to provide accommodations:

No

Don't know

38. What types of accommodations is the department/division able to provide to the public when requested?

American Sign Language interpreters

Assistive listening devices (like FM transmitters)

Real-time open captioning

Electronic/computer-based document readers

Call-in/speakerphone capability during meetings

Large print

Braille

Other - Please list: _____

Don't know

Not applicable

39. Are Assistive listening devices or systems available for public meetings?

Yes - Please include how many are available and the capacity of seating in the combined rooms utilized for public meetings:

No

Don't know

40. Does the department/division charge an additional fee for providing accommodations for persons with disabilities?

Yes - Please describe: _____

No

Don't know

Not applicable

Department / Division Administration of Boards & Commissions

41. Does the department/division ensure persons with disabilities are allowed the opportunity to participate as members of advisory boards and/or committees?

- Yes - Please describe: _____
- No (skip to question 43)
- Don't know (skip to question 43)
- The program does not have advisory boards or committees (skip to question 43)

42. Are you aware of any persons with disabilities currently serving on any of the department/division advisory boards or committees?

- Yes
- No
- Don't know
- Not applicable

Department / Division's Production of Audiovisual Material

43. Does the department/division produce audiovisual, (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

- Yes - Please list the types of presentations which are provided:

- No (skip to question 50)
- Don't know (skip to question 50)
- Not applicable (skip to question 50)

44. Is there a formal policy and/or procedure in place to respond to requests from the general public for accessible versions of the audiovisual, televised, or online presentations that are provided to the public?

- Yes
- No
- Don't know
- Not applicable

45. What types of accessible audiovisual, televised or online presentation formats does the department/division make available when requested?

- Captioning
- Transcription

- Other: Please list the other formats:

- The department/division does not provide alternative formats (skip to question 50)
- Don't know (skip to question 50)

46. How much notice is required to provide the accessible presentation formats?

- 24 hours or less (not including weekends/holidays)
- 2-4 working days
- More than 1 week
- Don't know - have not completed such a request

47. Does the department/division track accessibility requests for accessible presentation formats?

- Yes - Please describe how many requests have been received in the past 12 - 36 months and what the requests were for:

- No
- Don't know
- Not applicable

48. Does the department/division charge an additional fee for providing presentations in accessible formats for persons with disabilities?

- Yes - Please describe: _____
- No
- Don't know
- Not applicable

49. Do the department/division's audiovisual presentations periodically include portrayals of persons with disabilities?

- Yes, persons with disabilities are portrayed
- No, persons with disabilities are not portrayed
- Not applicable

50. Does the department/division main public access number have an automated phone menu service (i.e. press 1 for..., press 2 for...)?

- Yes
- No (skip to question 52)
- Don't know (skip to question 52)
- Not applicable (skip to question 52)

51. Does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

- Yes
- No
- Don't know

52. What tools does the department/division use to communicate by phone with people with speech or hearing difficulties?

- Text-telephone (TTY/TTD)
- Third-party "relay" system where a trained operator facilitates a conversation between staff and the caller
- Other - Please list: _____
- None (skip to question 55)
- Don't know (skip to question 55)

53. Does the department/division publish the City's (text telephone) relay service in all materials where a phone number is listed?

- Yes
- No
- Don't know

54. If a third-party "Relay" system is used, does department/division staff receive training on how to place a Relay call as well as receive one?

- Yes - Please describe the training:

- No
- Don't know

Department / Division Website Management

55. Does the department/division provide information about its programs, services, or activities on the website?

- Yes
- No (skip to question 73)
- Don't know (skip to question 73)

56. Briefly describe the information provided on the website.

57. Does the department/division web page(s) include information about the accessibility of its programs, services, and activities (parking, bathrooms, assistive listening devices, sign language interpreters, Braille, etc.)?

Yes - Please briefly describe:

No

Don't know

58. Do you have responsibility for creating web page content?

Yes

No (skip to question 73)

59. Are staff members whom are responsible for web page content knowledgeable and trained on website accessibility requirements?

Yes

No

Don't know

60. Does the website home page include easily located information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

Yes

No

Don't know

61. Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

Yes

No

Don't know

62. Do all the photographs, maps, graphics and other images on the web pages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?
- Yes
 - No
 - Don't know
63. Are all the documents posted on the web pages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?
- Yes
 - No
 - Don't know
64. If a web page has data charts or tables, is HTML used to associate all data cells with column and row identifiers?
- Yes
 - No
 - Don't know
65. Do all video files available on the department's/division's web pages have audio descriptions of what is being displayed in order to provide access to visually conveyed information for people who are blind or have low vision?
- Yes
 - No (skip to question 67)
 - Don't know (skip to question 67)
 - The department/division does not have video files on its web pages (skip to question 67)
66. Do all video files on the web pages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?
- Yes
 - No
 - Don't know
67. Does the top of each page with navigation links have a "skip navigation" link? This is a feature which directs screen readers to bypass the row of navigation links and start at the web page content, thus enabling people who use screen readers to avoid having to listen to all the links each time they move to a new page.
- Yes
 - No
 - Don't know

68. Is the web page content regularly (at least annually) tested for accessibility to ensure it is usable by persons with disabilities, including those who use text to speech browsers?

Yes - Please briefly describe how the content is tested for accessibility:

No

Don't know

69. Is there a formal policy established to ensure the web pages will be accessible?

Yes

No (skip to question 73)

Don't know (skip to question 73)

Not applicable (skip to question 73)

70. Is the policy posted on the website where it can be easily located?

Yes - Please provide the URL of the notice:

No

Don't know

71. Is there a standard operating procedure in place to ensure that new and modified web pages and content are accessible?

Yes - Please describe the process:

No

Don't know

Not applicable

72. Do in-house staff and /or contractors responsible for web page content development receive training on the guidelines for website accessibility?

Yes - Please describe the training process:

No

Don't know

Department's Use of City Electronic Equipment

73. Does the department/division allow members of the public to use electronic equipment such as copy machines, kiosks, or computers?

Yes - Please describe the equipment which the public is allowed to use:

- No (skip to question 75)
- Don't know (skip to question 75)
- Not applicable (skip to question 75)

74. Does the department/division ensure that the electronic equipment is accessible to and usable by persons with disabilities? For example, is a public computer provided on a lowered counter or in an accessible workstation?

Yes - Please describe how the equipment is made accessible:

- No
- Don't know

75. Are auxiliary aids (such as a movable light source, adjustable worktable levels, paper and pen, magnifying glass, etc.) provided to assist persons with disabilities?

Yes - Please describe: _____

- No
- Don't know
- Not applicable

76. Is purchasing of equipment and software managed centrally, departmentally, or both?

- Department
- Centrally - Please list the name of the centralized department:

Both - Please list the name of the centralized department:

- Don't know (skip to question 78)
- Not applicable (skip to question 78)

77. Are policies and procedures in place to assure the purchase of accessible products where required?

Yes - Please describe the policies and procedures:

- No
- Don't know

Department / Division's Transportation of the Public

78. Does the department/division provide transportation to volunteers, visitors, or students?

- Yes - Please describe: _____
- No (skip to question 80)
- Don't know (skip to question 80)
- Not applicable (skip to question 80)

79. Does the department/division have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

- Yes - Please describe the procedures:

- No
- Don't know

80. Does the department/division provide facility tours or organize trips for members of the public or students?

- Yes - Please list the tours and trips offered:

- No (skip to question 82)
- Don't know (skip to question 82)
- Not applicable (skip to question 82)

81. Does the department/division have procedures to make the tours or trips accessible to person who have visual, hearing, mobility and learning disabilities?

- Yes - Please describe the procedures:

- No
- Don't know

Department / Division's Use of Consultants and Contractors

82. Does the department/division hire consultants or contractors?

- Yes
- No (skip to question 86)
- Don't know (skip to question 86)
- Not applicable (skip to question 86)

83. Are consultants, contractors, or vendors who bid on capital projects or other contractual work requested to sign a statement of their intent to comply with the ADA and all applicable accessibility standards?

Yes - Please list the types of consultants and contractors from whom this is required: _____

No

Don't know

84. Does department/division staff monitor consultants, contractors, or vendors to ensure equal participation of persons with disabilities?

Yes - Please describe the procedures:

No

Don't know

85. When selecting contractors or vendors, does the department/division use criteria that does not discriminate against persons with disabilities?

Yes - Please describe the criteria used:

No

Don't know

Facility Use by the Public

86. Do department/division staff have an evacuation plan or procedures in place that describes how to evacuate persons with disabilities from a facility during an emergency?

Yes - Please describe the procedures:

No (skip to question 90)

Don't know (skip to question 90)

Not applicable (skip to question 90)

87. Is the evacuation route and/or instructions posted in a visible and accessible area of each floor in all facilities used by the department/division?

Yes

No

Don't know

88. Is there staff at each department/division facility trained to carry out the instructions of the evacuation plan or procedures?

Yes - Please describe the training:

No

Don't know

89. Is there staff available whom have had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

Yes - Please describe the staff training process:

No

Don't know

90. Does the department/division host any private or public special events on public property?

Yes - Please describe: _____

No (skip to question 95)

Don't know (skip to question 95)

Not applicable (skip to question 95)

91. Do department/division staff notify both private entities and staff of their obligations to facilitate participation of persons with disabilities in special events or private events held on public property?

Yes - Please describe how this is done:

No

Don't know

92. Are there policies and procedures in place for any events which you may sell tickets to with regards to accessible seating?

Yes - Please describe: _____

No

Don't know

Not applicable

93. Are department/division staff whom have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Yes - Describe how department/division staff are informed:

No

Don't know

Not applicable

94. List all facilities, or portions of facilities, used by your department/division. For each facility, designate the type of activities (i.e. employee work space, classroom/learning space, meetings & conferences, retail, customer interaction) for which it is used.

95. Do department/division facilities have provisions for accessible seating at public meetings, events, classes, etc. for persons with mobility difficulties?

Yes

No

Don't know

Not applicable

96. Are you aware of any areas or elements of the facilities which the department/division utilizes which are not accessible to persons with disabilities?

Yes - Please describe _____

No

Not applicable

97. Has the department/division received requests to improve facility accessibility in the past 3 years?

Yes - Please describe the requests and how many received:

No

Don't know

Not applicable

98. Is the department/division responsible for the maintenance of any facilities, parks, parking lots, streets, sidewalks or landscaping?
- Yes - Please describe: _____
 - No (skip to question 100)
 - Don't know (skip to question 100)
 - Not applicable (skip to question 100)
99. Are there any procedures in place for monitoring and/or maintaining accessible features (i.e. adjusting door closer speed, repainting accessible parking spaces, repairing uneven curb cuts and sidewalks, trimming trees and hedges encroaching into a sidewalk, etc.)?
- Yes - Please describe: _____
 - No
 - Don't know
100. Does the department/division rent or lease facilities or space to individuals, groups or organizations?
- Yes
 - No
 - Not applicable
101. Do you have input or involvement with design and construction activities for new or altered space?
- Yes - Please elaborate:

 - No
 - Not applicable
102. Are there procedures and/or standards in place which ensure accessibility compliance and best practices are incorporated into design and construction activities?
- Yes - please elaborate:

 - No
 - Don't know
 - Not applicable

103. Does the City plan and budget for improving accessibility to its facilities (i.e. buildings, parks, sidewalks, street crossings, parking lots)?

- Yes - Please describe: _____
- No
- Don't know
- Not applicable

104. Thank you for completing this questionnaire. The information collected will assist the City in improving the accessibility of programs offered to the people it serves. If you have any questions regarding the City of Manhattan Beach's ADA Self-evaluation and Transition Plan, or aware of any specific physical or programmatic barriers, please use the space below for your suggestions or comments.

Thank you for your input!