



ADA Staff Input Survey

The Town of Amherst is in the process of updating its Americans with Disabilities Act (ADA) Self-evaluation and Transition Plan. As part of this process, the Town is asking for your input by completing this survey which addresses accessibility of programs, services, activities and facilities.

Please answer questions as they pertain to your department or division. The purpose of this survey is to collect information on how Town programs, services and facilities, are, or are not, accessible to persons with disabilities.

Please complete and return your survey no later than July 11, 2020. Surveys may be returned, and comments may be submitted using the contact information below. Additional survey forms, including an online form, are also available for your input.

Maureen Pollock, ADA Coordinator
Town of Amherst
4 Boltwood Avenue
Amherst, MA 01002
By email to pollockm@amherstma.gov
By phone at (413) 259-3120

1. **Optional:** Please complete the following:

Name _____

Title _____

Email _____

Phone _____

2. What description most adequately describes your role with the Town of Amherst? (check all that apply):

- I am responsible for administering a program, service or activity
- My role is to provide support to a Town program, service, or activity
- I am a Department Head, Manager, or the Town Manager

3. Which department do you primarily work for?

4. Does your role require regular interaction with the public?

- Yes
- No

5. Do you know who the designated ADA Coordinator is for the Town of Amherst?
- Yes - Please provide the name:
-
- No
6. Have you received training or information regarding the requirements of the Americans with Disabilities Act?
- Yes, I have received both training and information
- Yes, I have received training only
- Yes, I have received information only
- No
7. Have you received training on providing services or activities for persons with disabilities?
- Yes
- No
8. Would ADA related training or technical assistance services in these areas be helpful for you or other department staff? (check all that apply):
- Developing policies and procedures
- Assisting persons with disabilities
- Legal requirements
- Responding to requests for accommodations (i.e. American Sign Language interpreters, assisted listening devices, etc.)
- Providing 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, activities or facilities provided by the Town of Amherst?
- Yes - Please describe: _____
- No
10. In your opinion, what do you feel should be the highest priority or priorities of the Town of Amherst to improve accessibility for persons with disabilities?
-
-
-

11. Is there a policy in place for responding to requests from the general public for accommodations to the program allowing persons with disabilities to participate?

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

12. How much notice is required to provide an accommodation request?

- 24 hours or less (not including weekends/holidays)
- 1-3 workdays
- 4-6 workdays
- More than 1 week
- Don't know - have not completed such a request
- Not applicable

13. Does the program charge an additional fee for modifying the program for a person with disabilities that is not charged for a person without a disability?

- Yes - Please describe:

- No
- Don't know
- Not applicable

14. What types of accommodations have been requested?

15. Does the department track accommodation requests?

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

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

Yes - Please describe: _____

No

Don't know

Not applicable

17. 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

Don't know

Not applicable

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

Yes

No

Don't know

Not applicable

19. Are you familiar with the Town's grievance or complaint procedures for persons with disabilities?

Yes

No

Don't know

Not applicable

20. Are grievances or complaint procedures available?

Yes, for employees only

Yes, for the public only

Yes, for employees and the public

No

Don't know

21. If participants are required to fill out a form to participate in department programs, how is it made available?
- Both online and by hard copy
 - Online only
 - Hard copy only
 - Not applicable
22. What types of accessible alternate formats does the department make available for persons with disabilities when requested? (check all that apply):
- Audio recording (cassette or digital)
 - Braille
 - Large print
 - Electronic copy (for use with a screen reader)
 - American Sign Language interpreters
 - Assistive listening devices
 - Electronic/computer-based document readers
 - Enlarged keyboards
 - Communication access real-time translation (CART)
 - Other - Please list: _____
 - The department does not provide any alternative formats
 - Don't know
23. Does the department periodically include images of persons with disabilities in their printed materials, publications and videos?
- Yes, images of persons with disabilities are included
 - No, images of persons with disabilities are not included
 - Not applicable
24. Does the department require that public meetings and conferences be held in accessible locations?
- Yes
 - No
 - Don't know

25. 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

26. Does the department have a policy for service animals?

- Yes
- No
- Don't know

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

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

28. What tools does the department use to communicate by phone with people who have speech or hearing difficulties?

- Text-telephone (TTY or TDD)
- Third-party relay system where a trained operator facilitates a conversation between staff and the caller
- Other - Please list: _____
- None
- Don't know

29. Does the department publish the Town's text telephone relay service in all materials where a phone number is listed?

- Yes
- No
- Don't know

30. If a third-party relay system is used, does department staff receive training on how to place relay call as well as receive one?

Yes - Please describe the training:

No

Don't know

31. On the Town website, is there 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

32. 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

33. Does the department provide transportation to participants?

Yes - Please describe:

No

Don't know

Not applicable

34. Does the department 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

Not applicable

35. Does the department provide facility tours or organize trips for members of the public?

Yes – Please list the tours and trips offered: _____

No

Don't know

Not applicable

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

Yes

No

Don't know

37. Do the emergency procedures include instructions for persons with disabilities?

Yes

No

Don't know

38. Does the department host any public special events on public property?

Yes - Please describe: _____

No

Don't know

Not applicable

39. Does the department have staff notify vendors and third-party entities of obligations to facilitate participation of persons with disabilities in special events held on public property?

Yes - Please describe how this is done:

 No

Don't know

40. Are there policies and procedures for selling tickets and assigning seating for persons with disabilities?

Yes - Please describe: _____

No

Don't know

Not applicable

41. Are department staff informed of the department's obligations and policies that enables persons with disabilities to participate in the program?
- Yes - Describe how department staff are informed:

- No
- Don't know
- Not applicable
42. Are you aware of any areas or elements of the facilities that the department utilizes which are not accessible to persons with disabilities?
- Yes - Please describe _____
- No
- Not applicable
43. Are there any procedures in place for monitoring and/or maintaining accessible features (i.e. adjusting door pressure, repainting accessible parking spaces, repairing uneven curb cuts and sidewalks, trimming trees and hedges encroaching into a path of travel, etc.)?
- Yes - Please describe: _____
- No
- Don't know
44. Does the Town have a facility use or lease agreement?
- Yes
- No
- Don't know
45. Does the department rent or lease facilities or space to individuals, groups or organizations?
- Yes - Please list: _____

- No
- Not applicable
46. Do you have input or involvement with design and construction activities for new or altered space?
- Yes - please elaborate:

- No
- Not applicable

47. Are there procedures or standards in place to ensure accessibility compliance is incorporated into design and construction for programs, services and activities?

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

48. Is there a budget for improving accessibility to facilities?

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

49. Is there a policy in place for other power-driven mobility devices (OPDMD)?

- Yes - Please explain:

- No
- Don't know
- Not applicable

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

- Yes
- No

51. Do you have responsibility for website accessibility?

- Yes
- No. If no, do you know who is responsible for website accessibility? Please explain:

Thank you for your input.