

# City Attorney's Office – Legal

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

TITLE II ENTITY: CITY OF TOPEKA

SERVICES: Civil Claims; Court Cases; Customer Service; Mailing of Correspondence

Review Date: Reviewer(s):	DEPARTMENT: <b>LEGAL</b> LOCATION/ ADDRESS:	DESCRIPTION: The Department deals with the public in the handling of court cases	ACCESS = NON-STRUCTURAL
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STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department does not have an automated phone menu system for the public to use to access staff and/or information on services.	IIC, 1	The Department can install an automated phone system that offers recorded messages, and has the feature of a simple, 1-step option for the caller who wants to speak with a live representative.	There is a receptionist who answers all phone calls that come into the office.	✓	
The Department does not have a TTY/TDD.	IIC, 2	The Department can install a TTY/TDD on a dedicated line for callers who have hearing and/or speech impairments. At least 1 staff member would have to be trained in the use of the TTY/TDD.	Human Resources has a TTY/TDD phone that is available to all City Hall departments.	✓	
Department staff members are not trained in the use of the Kansas Relay Service.	IIC, 4	Train staff members in the use of the Kansas Relay Service, and maintain the training at appropriate levels.	Future training for all employees will be completed by November 1, 2009		✓
The Department does not provide notice to the public, as to whether its office is architecturally accessible.	IIC, 6	The Department should notify the public as to the architectural accessibility of its office site.	Symbol w/instructions will be placed on all public notices.	✓	
The reviewer did not indicate knowledge of whether the Department uses alternative formats and/or auxiliary aids to make materials and services accessible to people with disabilities.	IIC, 9	Department materials can be produced in alternative formats, such as enlarged print, and/or auxiliary aids can be made available for staff members to use if needed.	See Legal's SOP	✓	
The public is not notified about the architectural accessibility of the sites at which the Department holds public meetings, hearings and/or other events.	IIC, 10.2	The public should be notified of the architectural accessibility of the buildings in which public meetings, hearings, and/or other events are held.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The reviewer did not indicate knowledge of whether the Department uses alternative formats and/or auxiliary aids to make public meetings accessible to people with disabilities.	IIC, 10.3	The Department should consider what alternative formats for its materials, and/or auxiliary aids should be used to make the public meetings/hearings it holds accessible to people with disabilities.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The Department does not allow an individual to request a modification of program policies, procedures or practices to accommodate his/her disability.	IID, 1	The Department should consider whether any of its policies, procedures or practices could be modified to accommodate an individual with a disability; and, if so, which ones, and in what manner, so that it's prosecutorial duties would still be carried out.	Evaluate on a case by case basis	✓	

City Attorney's Office – Legal (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer did not indicate knowledge of how public-contact staff members are informed of how to handle requests from the public for modifications.	IID, 1.4	Staff members who are in position to receive requests for modifications must receive training in how to handle such requests. Training materials must be written, e.g. an Employee Handbook.	Managed by ADA Coordinator or department liaisons	✓	
The Department does not have a grievance procedure for handling complaints that it is not compliant with the ADA.	IIE, 1	The Department must document a grievance procedure in writing, making it available to the public in a variety of communication means.	Available on City website or direct Contact with ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether staff members receive training in working with people who have various disabilities and impairments.	VI, 2	Department staff members can receive training in working with people who have various disabilities and impairments, both physical and mental.	Completed February 2008	✓	
Department staff members do not receive training in how to use auxiliary aids and services to communicate with the public.	VI, 3	Staff members can be given training in how to use auxiliary aids and services when needed.	Per Dept SOP's	✓	
The reviewer indicated that the Department has no ADA Coordinator who performs a role in relation to the programs, services and activities of this Department.	VI, 4	At least one staff member must be advised of the name, contact information, role and areas of responsibility of this Department's ADA Coordinator.	Completed February 2008	✓	

# City Attorney's Office – Legal Prosecution

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

### TITLE II ENTITY: CITY OF TOPEKA

**SERVICES:** Amendments to tickets; Private complaints; DUI diversions; Court cases; Subpoenas – mailing; Mailing correspondence; Customer service – at phone and front desk

Review Date: Reviewer(s):	DEPARTMENT: <b>LEGAL</b> LOCATION/ ADDRESS:	<b>DESCRIPTION:</b> The Department deals with the public in the handling of court cases	<b>ACCESS = NON-STRUCTURAL</b>
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STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department does not have an automated phone menu system for the public to use to access staff and/or information on services.	IIC, 1	The Department can install an automated phone system that offers recorded messages, and has the feature of a simple, 1-step option for the caller who wants to speak with a live representative.	There is a receptionist who answers all phone calls that come into the office.	✓	
The Department does not have a TTY/TDD.	IIC, 2	The Department can install a TTY/TDD on a dedicated line for callers who have hearing and/or speech impairments. At least 1 staff member would have to be trained in the use of the TTY/TDD.	Human Resources has a TTY/TDD phone that is available to all City Hall departments.	✓	
Department staff members are not trained in the use of the Kansas Relay Service.	IIC, 4	Train staff members in the use of the Kansas Relay Service, and maintain the training at appropriate levels.	Future training for all employees will be completed by November 1, 2009		✓
The Department does not provide notice to the public, as to whether its office is architecturally accessible.	IIC, 6	The Department should notify the public as to the architectural accessibility of its office site.	ADA Signage has been posted in all Public Access Spaces Citywide.	✓	
The reviewer did not indicate knowledge of whether the Department uses alternative formats and/or auxiliary aids to make materials and services accessible to people with disabilities.	IIC, 9	Department materials can be produced in alternative formats, such as enlarged print, and/or auxiliary aids can be made available for staff members to use if needed.	See Legal's SOP	✓	
The public is not notified that they may request alternative formats and/or aids if needed.	IIC, 9.2	The public should be notified that they may request Department materials in alternative formats, and/or auxiliary aids if needed.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The public is not notified about the architectural accessibility of the sites at which the Department holds public meetings, hearings and/or other events.	IIC, 10.2	The public should be notified of the architectural accessibility of the buildings in which public meetings, hearings, and/or other events are held.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The reviewer did not indicate knowledge of whether the Department uses alternative formats and/or auxiliary aids to make public meetings accessible to people with disabilities.	IIC, 10.3	The Department should consider what alternative formats for its materials, and/or auxiliary aids should be used to make the public meetings/hearings it holds accessible to people with disabilities.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	

## City Attorney's Office – Legal Prosecution (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department does not allow an individual to request a modification of program policies, procedures or practices to accommodate his/her disability.	IID, 1	The Department should consider whether any of its policies, procedures or practices could be modified to accommodate an individual with a disability; and, if so, which ones, and in what manner, so that its prosecutorial duties would still be carried out.	No special qualifications needed	✓	
The reviewer did not indicate knowledge of how public-contact staff members are informed of how to handle requests from the public for modifications.	IID, 1.4	Staff members who are in position to receive requests for modifications must receive training in how to handle such requests. Training materials must be written, e.g. an Employee Handbook.	No modifications needed	✓	
The Department does not have a grievance procedure for handling complaints that it is not compliant with the ADA.	IIE, 1	The Department must document a grievance procedure in writing, making it available to the public in a variety of communication means.	Grievances will be processed by the ADA Coordinator	✓	
The public is only notified of emergency evacuation procedures through verbal explanation.	IIF, 1.4	Notification to the public of emergency building evacuation procedures must be expanded to more than one form of communication.	See Legal's SOP	✓	
The reviewer did not indicate knowledge of whether staff members have been trained in the requirements of federal and state disability laws.	VI, 1	Department staff members must receive training in the requirements of federal and state disability rights laws that apply to their contacts with the public.	Completed February 2008	✓	
The reviewer did not indicate knowledge of whether staff members have been trained in working with people who have disabilities and impairments.	VI, 2	Department staff members can receive training in working with people who have various disabilities and impairments, both physical and mental.	Completed February 2008	✓	
Staff members do not receive training in how to use auxiliary aids and services to communicate with the public.	VI, 3	Staff members can be given training in how to use auxiliary aids and services when needed.	Completed February 2008	✓	
The reviewer indicated that the Department has no ADA Coordinator who performs a role in relation to the programs, services and activities of this Department.	VI, 4	At least one staff member must be advised of the name, contact information, role and areas of responsibility of this Department's ADA Coordinator.	Managed by ADA Coordinator or department liaisons	✓	
The reviewer indicated no interest in staff members receiving training and/or technical assistance in providing programmatic and communication access to all members of the public.	VI, 5	Staff members can receive training and/or technical assistance in methods of providing service and programmatic access to all members of the public	Completed February 2008	✓	
Staff members do not receive training in how to use auxiliary aids and services to communicate with the public.	VI, 3	Staff members can be given training in how to use auxiliary aids and services when needed.	Completed February 2008	✓	
The reviewer indicated no interest in staff members receiving training and/or technical assistance in providing programmatic and communication access to all members of the public.	VI, 5	Staff members can receive training and/or technical assistance in methods of providing service and programmatic access to all members of the public	Completed February 2008	✓	

# City Clerk's Office

SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS				
TITLE II ENTITY: CITY OF TOPEKA				SERVICES: Licenses; Special Assessments; Records Management-Council/Administration; Electronic Council Agenda Distribution; File Claims; Voter Registration Sites; Filing of KORA Requests; Customer Service – Telephone
Review Date:	DEPARTMENT: <b>EXECUTIVE/ CITY CLERK DIVISION</b>	DESCRIPTION: DESCRIPTION: The City Manager's Office (Executive Department) provides Council and Administrative Records to the Public upon Request; Distributes Weekly Council Agendas, Minutes of Meetings, Ordinances and Resolutions; Handles Voter Registration Sites, Business License Applications, and Filing of Claims	ACCESS = NON-STRUCTURAL	
Reviewer(s): <b>Brenda Younger</b>	LOCATION/ ADDRESS: 215 SE 7 <sup>th</sup> St., Topeka, KS 66603			

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The City Manager's Office currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training of staff members to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
The Office does not use an automated phone menu system to access staff and/or information on services.	IIC, 1	The Office can install a TTY/TDD on a dedicated phone line. One or more staff members would have to be trained in the use of the TTY/TDD. This would give access to information on programs, activities and services to people with hearing and/or speech impairments.	Future training for all employees will be completed by November 1, 2009		✓
Members of the public are not notified as to the architectural accessibility of this Office.	IIC, 6	Notify the public of the architectural accessibility of the Office through a variety of audio and visual means.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The Department uses videos, movies and/or television broadcasts to communicate information to the public about the services listed; but the broadcasts do not have captioning for the visually impaired, or an audio narration option.	IIC, 7.1, 7.2	Captioning for the visually impaired and/or audio narrations options are features that can be added to the video, movie and/or television broadcasts used by the Department to communicate with the public.	N/A under review		✓
The reviewer did not indicate knowledge of whether program materials are made available in alternate formats, or if auxiliary aids are used to make materials/services accessible to people with disabilities.	IIC, 9	Office materials available to the public can be produced in alternative formats, e.g. enlarged print; and staff can arrange for access to auxiliary aids, when needed, e.g. sign language interpreters.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	

City Clerk's Office (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer did not indicate knowledge of whether the public is notified that they may request materials in alternative formats and/or auxiliary aids if needed.	IIC, 9.2	The public should be notified of the availability of materials in alternative formats and/or auxiliary aids through a variety of communication means.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The reviewer did not indicate knowledge of whether an individual is allowed to request a modification of program policies, procedures or practices to accommodate his/her disability.	IID, 1	The Department should allow individuals to request modifications of policies, procedures and/or practices to accommodate disabilities. If the procedure is not documented in written form, it must be so documented; and the public must be notified of the procedure through a variety of communication means.	City-wide procedure Also listed on pg. 4 of the City Clerk Division ADA Standard Operating Procedures and televised on the City 4 cable access channel	✓	
The reviewer did not indicate knowledge of how staff persons who might take requests for modifications are informed of how to handle those requests.	IID, 1.4	The Department must train public-contact employees in how to handle requests for modifications in documented form, e.g. and Employee Handbook.	Completed February 2008	✓	
The reviewer did not indicate knowledge of whether the Office has a grievance procedure for resolving any complaints from the public of noncompliance with the ADA.	IIE, 1	The Department must formulate and document in writing its procedure for handling complaints from the public of noncompliance with the ADA; and the public must be notified of the procedure through a variety of communication means.	Grievances will be processed by the ADA Coordinator; Listed on pgs. 4-6 of the City Clerk Division ADA Standard Operating Procedures	✓	
The reviewer did not indicate knowledge of whether staff members who make decisions on grievances have received training in the requirements of federal and state disability laws.	IIE, 1.5	Any Office personnel who would be in position to make decisions on grievances alleging noncompliance with the ADA must receive training in the requirements of federal and state disability laws.	Refer to ADA Coordinator	✓	
The reviewer did not indicate knowledge of how the public is notified of the building's emergency evacuation procedures.	IIF, 1.4	Members of the public who are on site during an emergency evacuation must be notified of evacuation procedures verbally, visually, and in written form.	Listed on pg. 3 of the City Clerk Division ADA Standard Operating Procedures	✓	
The reviewer did not indicate knowledge of whether any staff members receive information on federal and state disability rights laws.	VI, 1	At least one of the staff members who interacts with the public must be trained in the requirements of federal and state disability laws. Any regulations that specifically apply to services given by this Office should be highlighted in the training.	Completed February 2008 Overview of Basic ADA Law & Sensitivity Training	✓	
The reviewer did not indicate knowledge of the staff's training in working with people who have disabilities and impairments.	VI, 2	The Office staff should be trained in how to work with people who have various disabilities and impairments. Training should be a part of new hire orientation, with refresher training held on a regularly scheduled basis.	Completed February 2008 Overview of Basic ADA Law & Sensitivity Training	✓	

City Clerk's Office (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
None of the staff is currently trained in how to use auxiliary aids and services as part of communication with people who have disabilities.	VI, 3	Customer contact staff members should receive training in the use of auxiliary aids and services when needed.	City Clerk Division ADA Standard Operating Procedures Auxiliary aid and services attachment	✓	
The reviewer indicated that this Office has no ADA Coordinator who performs a role in relation to the Department's contact with the public.	VI, 4	At least one member of the Office staff must be informed of the name, contact information, role, and areas of responsibility of the Department's ADA Coordinator.	ADA Liaison/ City Clerk Division- Brenda Younger ADA Alternative Liaisons/ City Clerk Division- Jennifer Goodrich Nona Hastings	✓	
The reviewer indicated an interest in Office staff receiving training and/or technical assistance in providing programmatic and communication access to all members of the public.	VI, 5	Staff members should receive the requested training and/or technical assistance in developing policies and procedures; in how to work with people with disabilities; in legal requirements; in providing accommodations; and in accessing resources for alternative formats and auxiliary aids.	Completed February 2008	✓	

# City Council Office

SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS				
<b>TITLE II ENTITY: CITY OF TOPEKA</b>				<b>SERVICE:</b> Constituent Services – Phone Calls, Walk-ins, and Email Contact
Review Date: 10-06-06 Reviewer(s): Ginny Burghart	<b>DEPARTMENT: CITY COUNCIL</b>  LOCATION/ ADDRESS: 215 SE 7 <sup>th</sup> St., Room 255, Topeka, KS 66603	<b>DESCRIPTION:</b> The City Council holds Public Meetings at which City Business Matters are Discussed and Decided; Members of the Public attend these Meetings; and, at the Council Office, Members of the Public have Walk-in, Telephone and Email Contact with the Council	<b>ACCESS = NON-STRUCTURAL</b>	<b>ACTIVITY:</b> Council Committee Meetings

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Council currently has no way to track the percentage of individuals served each year who have disabilities.	IIA, 2	Training of staff members who have contact with the public to recognize obvious disability, or the signs of possible disability; and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
The Council does not use an automated phone menu system for the public to access staff members, and/or information on activities or services.	IIC, 1	An automated phone system could be installed that would offer a simple, 1-step way to speak to a program staff person, and/or the option of accessing recorded messages about City Council activities or services.	There is a receptionist who answers all phone calls that come into the office	✓	
The Council office does not have a TTY/TDD for communicating with people with hearing and/or speech impairments.	IIC, 2	A TTY/TDD can be installed on a dedicated phone line. The phone number should be posted on the website and printed in local phone directories. One or more staff members would need to be trained in the use of the TTY/TDD.	Utilizes Kansas Relay.	✓	
A TTY/TDD phone is not included among the phones the public may use to make outgoing calls when needed.	IIC, 3.1	Since the Council provides phones for the public to use to make outgoing calls when needed, a TTY/TDD should be made available to members of the public who need this type of phone to communicate.	Council staff will escort constituent to the Human Resources Department for use of TTY/TDD phone or assist them in dialing the Kansas Relay Operator.	✓	
No member of the office staff is trained in how to use the Kansas Relay Service.	IIC, 4	At least one member of the staff should be trained in the use of the Kansas Relay Service.	Future training for all employees will be completed by November 1, 2009.		✓

City Council Office (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
People with disabilities are not portrayed in any of the materials used by this office to communicate with the public about its services or activities.	IIC, 5	Communication materials can be prepared for distribution to the public that show people with disabilities participating in the Council's services to the public.	The Council Office does not generate these types of materials.	✓	
The reviewer indicated no knowledge of whether the Council notifies the public about the architectural accessibility of the office site.	IIC, 6	The public should be notified through a variety of communication means about whether the Council office is architecturally accessible.	ADA Signage has been posted in all Public Access Spaces City wide.	✓	
The Council uses exhibits and/or interpretive displays to communicate information to the public about its services and activities; but only in written and pictorial formats.	IIC, 8.1	Displays and/or exhibits can also be provided in audio formats to communicate with people who have visual impairments.	Reviewed on department by department basis	✓	
The Council does not use any alternative formats or auxiliary aids to make its materials and/or services accessible to people with disabilities.	IIC, 9	The Council should have materials available to the public in alternative formats, e.g. enlarged print; and have access to auxiliary aids, e.g. sign language interpreters.	Dept SOP's detail other activities; Tools/AIDS are available from HRC.	✓	
The Council does not notify the public that they may request materials in alternative formats, and/or auxiliary aids if needed.	IIC, 9.2	The Council must notify the public that they may request its materials in alternative formats, and/or request auxiliary aids if needed.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	
The reviewer indicated no knowledge of whether the Council notifies the public about the architectural accessibility of the buildings/sites where it holds public meetings, hearings or other events.	IIC, 10.2	The Council must notify the public about the architectural accessibility of the sites at which it holds public meetings, hearings or other events.	Dept SOP's detail other activities; Tools/AIDS are available from HRC.	✓	
The reviewer indicated no knowledge of whether an individual is allowed to request a modification of the Council's office policies, procedures or practices to accommodate his/her disability.	IID, 1	Members of the public must be allowed to request modifications of office policies, procedures or practices to accommodate disabilities; and the request procedure must be documented in writing and communicated publicly through a variety of means.	Managed by ADA Coordinator or department liaisons.	✓	
The public is not currently notified that they may request such modifications when needed.	IID, 1.2	The public must be notified that they are allowed by law to request such modifications for the accommodation of disabilities.	Managed by ADA Coordinator or department liaisons.	✓	
Office staff members who have contact with the public are not informed about how to handle requests for modification.	IID, 1.4	Office staff members in position to receive requests for modification from the public must receive documented training in how to handle such requests, e.g. an Employee Handbook.	Managed by ADA Coordinator or department liaisons.	✓	

City Council Office (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The office does not have a grievance procedure for resolving complaints received from members of the public alleging noncompliance with the ADA in its administration of services and activities.	IIE, 1	The Council office should document a grievance procedure in writing, and communicate the procedure to the public in a variety of audio and visual means.	Grievances will be processed by the ADA Coordinator and/or department liaison.	✓	
The reviewer indicated no knowledge of whether staff members in position to make a decision on a complaint have received training in the requirements of federal and state disability rights laws.	IIE, 1.5	Any staff member(s) in position to make decisions on grievances must receive training in the requirements of federal and state disability laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
Emergency evacuation procedures do not include specific provisions for evacuating people with disabilities who may be in the office building.	IIF, 1.3	The emergency evacuation procedures for the office site must immediately be amended to include specific procedures for evacuation people with disabilities.	Evacuation procedures are defined City wide for all public spaces.	✓	
Members of the public are notified of emergency evacuation procedures by verbal explanation only.	IIF, 1.4	Emergency evacuation procedures must also be communicated in written form, e.g. a posted notice at the Council office, and by any other means that would enable all members of the public to be informed of an emergency situation.	Evacuation procedures are defined City wide for all public spaces	✓	
No Council office staff person currently receives any information on federal or state disability rights laws.	VI, 1	One or more office staff members should be trained in the requirements of federal and state disability laws, and how regulations specifically apply to the services provided by the Council.	Completed February 2008; annual training conducted by ADA Coordinator.	✓	
Staff members who are in public contact positions do not receive training in working with people who have various disabilities and impairments.	VI, 2	Office staff members in public contact positions should receive training in how to work with people who have disabilities and impairments, both physical and mental.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
Members of the office staff have not received training in how to use auxiliary aids and services.	VI, 3	At least one office staff member should receive training in how to use auxiliary aids and services, and when to use these resources for communicating with disabled members of the public.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer indicated that the Council does not have an ADA Coordinator who performs a role in relation to the services and activities given by this office.	VI, 4	At least one staff member must be informed of the name, contact information, role, and areas of responsibility of the Council office's ADA Coordinator.	Managed by ADA Coordinator or department liaisons	✓	
The reviewer indicated an interest in staff members receiving training in the legal requirements of providing programmatic and communication access to people with disabilities.	VI, 5, 5.1	Customer contact staff should receive the requested training; in addition, staff can receive training in developing policies and procedures; in working with people with disabilities; in providing accommodations to people with disabilities; and in accessing resources for alternative formats and auxiliary aids to communicate with people who have disabilities.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# City Manager's Office / Mayor's Office

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>				<b>SERVICE: Customer/ Constituent Service</b>	
Review Date: 11-01-06 Reviewer(s): Shawn Maisberger	<b>DEPARTMENT: EXECUTIVE – MAYOR'S OFFICE &amp; CITY MANAGER'S OFFICE</b>  LOCATION/ ADDRESS: 215 SE 7 <sup>th</sup> St., Topeka, KS 66603	DESCRIPTION: The Executive Department Speaks with Members of the Public who Make Phone Inquiries and Appointments; Assists with Walk-in Appointments, Concerns and Inquiries; Distributes Correspondence to the Media, Elected Officials and Constituents	ACCESS = NON-STRUCTURAL		

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The program does not use an automated phone menu system to access staff and/or information on services.	IIC, 1	The Department can install an automated phone system that offers recorded messages, and has the feature of a simple, 1-step option for the caller who wants to speak to a live representative.	There is a receptionist who answers all phone calls that come into the office	✓	
The program does not have a TTY/TDD for callers who have hearing and/or speech impairments.	IIC, 2	The Department can install a TTY/TDD on a dedicated phone line. One or more staff members would have to be trained in the use of the TTY/TDD. This would give access to information on programs, activities and services to people with hearing and/or speech impairments.	Future training for all employees will be completed by November 1, 2009		✓
No TTY/TDD is available on the phones the public can use to make outgoing calls when needed.	IIC, 3, 3.1	Install a TTY/TDD phone line for the public to use to make outgoing calls when needed.	Under Review		✓
The program does not notify the public about whether the Department's office is architecturally accessible.	IIC, 6	Notify the public about the architectural accessibility of the office through means both audio and visual.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The reviewer did not indicate knowledge of whether the program offers alternative formats and/or auxiliary aids to make materials and services accessible to people with disabilities.	IIC, 9	The Department can offer materials to the public in alternative formats, e.g. enlarged print, or using auxiliary aids, as needed.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The procedure someone would follow to request materials in alternative formats and/or auxiliary aids is not documented in written form.	IIC, 9.1a	The procedure should be documented in written form, and communicated to the public through a variety of visual and audio means.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The program does not have a written grievance procedure to follow in resolving complaints from the public that it is not compliant with the ADA.	IIE, 1	The Department must put its grievance procedure in writing, and notify the public of the procedure through a variety of communication means.	Grievances will be processed by the ADA Coordinator	✓	

City Manager's Office / Mayor's Office (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
Staff members who are in position to make decisions on grievances have not received training in the requirements of federal and state disability rights laws.	IIE, 1.5	Staff members who are in position to receive complaints from the public concerning noncompliance with the ADA must be trained in the requirements of federal and state disability laws.	Grievances will be processed by the ADA Coordinator	✓	
The building that houses the Department office does not have emergency evacuation procedures.	IIF, 1	Emergency evacuation procedures must be documented in written form. The public must be notified of the procedures through verbal and visual means that are available on site.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
Emergency evacuation procedures do not include specific provisions for evacuating people with disabilities.	IIF, 1.3	The written emergency evacuation procedures must include specific procedures for evacuating people with disabilities who may be on site.	Emergency Evacuation Plans have been established City wide	✓	
The building where the office is located is not equipped with visual emergency alarms in addition to audio alarms.	IIF, 2	The building can be equipped with visual emergency alarms in addition to audio alarms to alert a person with a hearing impairment of an emergency situation.	ADA Signage and Visual devices have been posted in all Public Access Spaces Citywide	✓	
The reviewer did not indicate knowledge of whether any members of the staff receive information on federal and state disability rights laws.	VI, 1	At least one staff member involved in Customer Service needs training in the requirements of federal and state disability laws, including specific information on how regulations apply to the services given by the Department.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of the staff's training in working with people who have disabilities and impairments.	VI, 2	Customer Service personnel should be trained in how to work with people who have various disabilities and/or impairments. This training should be part of new hire orientation, with refresher training held on a regularly scheduled basis.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer indicated that this program has no ADA Coordinator who performs a role in relation to the Department's Customer Service activities.	VI, 4	At least one staff member must be informed of the name, contact information, role, and areas of responsibility of the ADA Coordinator.	Training completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer indicated no interest in staff persons receiving training and/or technical assistance in providing programmatic and communication access to people with disabilities.	VI, 5	Members of the Department's Customer Service staff should receive training and/or technical assistance in methods of providing to all members of the public programmatic and communication access to the services available from this office.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The Department currently has no way to track the percentage of persons served each year who have disabilities.	IIA, 2	Training of staff members to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	

City Manager's Office / Mayor's Office (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
Program materials distributed to the public in alternative formats currently include only website and e-mail.	IIC, 9	To make Executive services and materials more accessible, the Department could print materials in enlarged print, and/or give its staff members access to auxiliary aids such as sign language interpreters.	Request for materials are provided per Standard Operating Procedures .	✓	
The reviewer did not indicate knowledge of whether the public is notified about the architectural accessibility of the sites where the Department holds public meetings, hearings or other events.	IIC, 10.2	The Department should notify the public about the architectural accessibility of the buildings/sites where it holds public meetings, hearings or other events.	ADA Signage has been posted in all Public Access Spaces Citywide .	✓	
The reviewer did not indicate knowledge of whether staff persons use alternative formats and/or auxiliary aids to make public meetings accessible to people with disabilities.	IIC, 10.3	Staff members who make presentations of information to the public at various meetings or other events should have access to materials in alternative formats, such as enlarged print; and to auxiliary aids, such as sign language interpreters.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The procedure an individual would use to request a modification of program policies, procedures or practices to accommodate a disability is not documented in written form.	IID, 1.1a	The procedure should be documented in written form and communicated to the public as their right to request reasonable modifications of policy, procedure and/or practices in accommodation of disabilities.	The Standard Operating Procedures will be available in the Executive Department and general instruction on the website.	✓	
The reviewer did not indicate knowledge of how staff members who are in contact with the public are informed about how to handle requests for modifications.	IID, 1.4	The Department should train staff members who are in contact with the public, e.g. receptionists, using written training materials, such as an Employee Handbook.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether the program has a grievance procedure to resolve complaints from the public of noncompliance with the ADA.	IIE, 1	If a written grievance procedure for handling complaints of noncompliance with the ADA does not exist, it should be formulated and put in writing. The public must be notified of the procedure through a variety of communication means.	Grievances will be processed by the ADA Coordinator.	✓	
The reviewer did not indicate knowledge of whether staff members who might make decisions on grievances have received training in the requirements of federal and state disability rights laws.	IIE, 1.5	Any staff members who would be in position to make decisions on grievances alleging noncompliance with the ADA must receive training in the requirements of federal and state disability laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether members of Department staff receive information on federal and state disability laws.	VI, 1	Staff members who administer this program/activity need training in the requirements of federal and state disability laws; to include specific information on how the regulations apply to these programs.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether staff members receive training in working with people who have various disabilities and impairments.	VI, 2	Staff members who work with the public need training in working with people who have disabilities and impairments. The training should be part of job orientation, and given on a regular basis thereafter, e.g. bi-annually.	Completed February 2008; annual training conducted by ADA Coordinator.	✓	
The public is not informed that they may request materials in alternative formats and/or aids if needed.	IIC, 9.2	The public should be notified of the availability of Department materials in alternative formats and/or auxiliary aids, if needed.	Accommodations will be made as requested per the Standard Operating Procedures.	✓	

# Finance

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

TITLE II ENTITY: CITY OF TOPEKA					PROGRAM, SERVICES, OR ACTIVITY:  PROGRAM: "Utility Franchise Fee Refund" Program
Review Date: 11/01/06 Reviewer(s): Jamie A. Dismang	DEPARTMENT: <b>FINANCE DEPARTMENT</b> LOCATION/ ADDRESS: 215 SE 7 <sup>th</sup> St., Topeka, KS 66603	DESCRIPTION: The Department administers a Program under which members of the Public can apply for Utility Payment Refunds	ACCESS = NON-STRUCTURAL	PRIORITY LEVEL 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department is unable to determine what percentage of persons who apply for or receive utility fee refunds are individuals with disabilities.	IIA, 2	Staff members who have contact with members of the public, who come to a Department office to apply for this program, may be trained to recognize signs of obvious or possible disability, and to make decisions about modifying the service given to better meet the individual's needs.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
The program does not use an automated phone menu system for the public to access staff and/or information on services.	IIC, 1	The Department can install an automated phone system that offers recorded messages related to the program, and a simple (1 step) way to speak directly with a designated employee.	There is a receptionist who answers all phone calls that come into the office	✓	
The program does not have a TTY/TDD for communicating with people with hearing and/or speech impairments.	IIC, 2	The Department can install a TTY/TDD on a dedicated phone line. The phone number can be posted at the website and printed in local phone directories. One or more staff members would then need to be trained in how to use the TTY/TDD.	Utilizes Kansas Relay	✓	
The program does not notify the public about whether its office is architecturally accessible.	IIC, 6	The public should be notified through a variety of communication means of the architectural accessibility of the office(s) where applications to the program are offered.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The reviewer did not indicate knowledge of whether the program makes use of alternative formats and/or auxiliary aids to make program materials and services accessible to people with disabilities.	IIC, 9	The Department must make its program materials available in alternative formats, such as enlarged print; and have access to auxiliary aids, such as sign language interpreters.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
Members of the public are not informed that they may request alternative formats and/or aids if needed.	IIC, 9.2	The Department must notify the public in a variety of communication means that they may request program materials in alternative formats, or request aids, if needed.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	

Finance (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer did not indicate knowledge of whether a grievance (complaint that the program does not comply with the ADA) procedure is documented in written form, or whether the public is notified of the procedure.	IIE, 1.1a, 1.2	The current procedure for handling the complaint that program services, activities and/or benefits are not in compliance with the ADA is a verbal one (“We would discuss it with our Supervisor & Director”). The procedure must be documented in written form, and communicated to the public through a variety of methods, visual and auditory.	Grievances will be processed by the ADA Coordinator and/or department liaison	✓	
The reviewer did not indicate knowledge of whether the staff members (Supervisor & Director) who make decisions on grievances receive training in the requirements of federal and state disability rights laws.	IIE, 1.5	Department staff members who make decisions on grievances must receive training in the requirements of federal and state disability rights laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
Members of the public are not notified before they enroll in the program that they may request modifications to eligibility requirements, if their disabilities would prevent them from meeting the requirements.	IIIA, 1, 1.1a	Members of the public must be notified before they enroll in the program, that they may request modifications to accommodate them if their disabilities would prevent them from meeting the program requirements.	Reviewed on case by case basis	✓	
The reviewer did not indicate knowledge of whether any members of the staff receive information on federal and state disability laws.	VI, 1	The staff members who administer this program need training in the requirements of federal and state disability laws, to include specific information on how the regulations apply to the services provided by this program.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether members of the staff receive training in working with people who have disabilities and/or impairments.	VI, 2	The staff members who administer this program need training in working with people who have mental and physical disabilities and impairments. This training should be given at orientation and on (at least) an annual basis thereafter.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether members of the staff receive training in how to use auxiliary aids and services.	VI, 3	Staff members who interact with the public in administering the program should receive training in how to use auxiliary aids and services; and in how to recognize signs of obvious or possible disability, in order to make the decision to appropriately modify the service given.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer indicated that she is the program’s ADA Coordinator, but did not indicate knowledge of this position’s areas of responsibilities.	VI, 4, 4.1.1, 4.1a	The ADA Coordinator of this Department must be advised of, and trained in, the access issues over which he or she is responsible.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer indicated no interest in receiving training or technical assistance in any areas related to providing programmatic and communication access to applicants or participants in this program.	VI, 5	The staff persons who administer this program can be given training in the areas of developing policies and procedures, legal requirements, and provision of accommodations to better serve people with disabilities who apply for and/or receive the services of this program.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Fire – Fire Prevention

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

TITLE II ENTITY: CITY OF TOPEKA

PROGRAMS, SERVICES & ACTIVITIES:  
Various public fire and life safety programs as listed on the Self-Evaluation

Review Date:12-01-06 Reviewer(s):	DEPARTMENT: <b>FIRE – FIRE PREVENTION</b> LOCATION/ ADDRESS:	DESCRIPTION: The Department provides verbal, instructional and informative presentation of Fire and Life Safety Tips	ACCESS = NON-STRUCTURAL	PRIORITY LEVEL 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier
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STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Fire Department currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training of staff members to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
The reviewer did not indicate knowledge of whether these programs use an automated phone menu system for the public to use to access staff and/or information on services.	IIC, 1	The Department can install an automated phone system that offers recorded messages, and has the feature of a simple, 1-step option for the caller to use to speak to a live representative.	There is a receptionist who answers all phone calls that come into the office	✓	
The reviewer did not indicate knowledge of whether these programs have a TTY/TTD for people with hearing and/or speech impairments.	IIC, 2	The Department can install a TTY/TDD on a dedicated phone line. One or more staff members would have to be trained in the use of the TTY/TDD. This would give access to information on programs, activities and services to people with hearing and/or speech impairments.	Utilizes Kansas Relay	✓	
The public is not currently notified about the architectural accessibility of the buildings/sites where activities are held or services are given to the public.	IIC, 6	The public should be notified through a variety of communication means of the architectural accessibility of the sites where programs or activities are offered.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The Department uses videos, movies and/or television broadcasts occasionally to communicate information to the public about their programs and/or services; but these do not have captioning for the visually impaired, or an audio narration option.	IIC, 7.1	Captioning for the visually impaired and/or audio narration options are features that can be added to the video, movie and/or television broadcasts used by the Department to communicate with the public.	N/A under review		✓
The reviewer did not indicate knowledge of whether program materials are made available in alternative formats, or if auxiliary aids are used to make services accessible to people with disabilities.	IIC, 9	The Department should make its program materials available in alternative formats, such as enlarged print; and have access to auxiliary aids, such as sign language interpreters.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	

## Fire – Fire Prevention (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
Members of the public are not notified that they may request alternative formats and/or aids if needed.	IIC, 9.2	The Department can notify the public in a variety of communication means that they may request program materials in alternative formats, or request aids, if needed.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	
The public is not notified about the architectural accessibility of sites in which the Department holds public meetings, hearings and other events related to these programs.	IIC, 10.2	The public should be notified about the architectural accessibility of the sites in which public meetings related to these programs are held, through a variety of visual and audio means.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The reviewer did not indicate knowledge of whether an individual is allowed to request a modification of program policies, procedures or practices to accommodate his/her disability.	IID, 1	If it does not currently do so, the Department should allow individuals to request modifications of program policies, procedures or practices, in order to accommodate disabilities. The procedure should be documented in written form, and the public should be notified of the procedure through a variety of means.	Managed by ADA Coordinator or department liaisons	✓	
The reviewer did not indicate knowledge of how staff persons who might take requests for modification are informed of how to handle those requests.	IID, 1.4	The Department should give training to staff persons who might handle requests for modifications in documented form, e.g. an Employee Handbook.	Managed by ADA Coordinator or department liaisons	✓	
The reviewer did not indicate knowledge of a whether staff members who make decisions on grievances have received training in the requirements of federal and state disability laws.	IIE, 1.5	Any Department staff members who would be in position to make decisions on grievances alleging noncompliance with the ADA must receive training in the requirements of federal and state disability laws.	Grievances will be processed by the ADA Coordinator and/or department liaison.	✓	
The reviewer did not indicate knowledge of whether the emergency evacuation procedures for sites where programs/activities are held are documented in written form.	IIF, 1.2	The emergency evacuation procedures for sites where programs/activities are held must be documented in written form.	Evacuation procedures are defined City wide for all public spaces	✓	
The reviewer did not indicate knowledge of whether emergency evacuation procedures include specific provisions for evacuating people with disabilities.	IIF, 1.3	The written emergency evacuation procedures must include specific provisions for evacuating people with disabilities.	Evacuation procedures are defined City wide for all public spaces	✓	
Members of the public who enroll in programs are not informed that they may request modifications to application policies, procedures and practices if needed.	IIIA, 1.1a	The Department should use a variety of communication means to notify members of the public that they may request modifications of program application policies, procedures and policies if needed.	Managed by ADA Coordinator or department liaisons	✓	
Members of the public in the waiting room of a program are only notified that it is their turn by verbal announcement by receptionist or other staff.	IIIB, 2.1	The receptionist/other staff member should have other means of notification available, in case it is needed, such as a notice board.	Accommodations made available as needed or requested	✓	

Fire – Fire Prevention (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer indicated no knowledge as to whether contractors are ever used by the Department to provide services to the public.	IV; VI, 6	If the Department uses contractors, such as janitorial services, or security guards, in sites where they would interact with the public, staff members should know about the contract employees' training in assisting people with disabilities.	N/A		
The reviewer indicated no knowledge of whether the Department's staff members receive training in federal and state disability rights laws.	VI, 1	Staff members who administer the programs, services and activities listed on the Self-Evaluation form need training in the requirements of federal and state disability laws; to include specific information on how the regulations apply to the services their programs provide.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer indicated that no staff members receive training in working with people who have the various disabilities and impairments listed on Question VI, 2, of the Self-Evaluation form.	VI, 2	Staff members who interface with the public in the administration of Department programs, services and activities should receive initial and periodic training in working with people who have disabilities and impairments.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of the name(s), role or contact information of an ADA Liaison(s) available to their Department.	VI, 4	At least one staff member must know the name(s) of the Department's ADA Liaison(s); how to contact him or her; and what areas that person is responsible for.	Managed by the ADA Coordinator	✓	
The reviewer indicated an interest in staff members receiving training and/or technical assistance in working with people with disabilities, in providing accommodations, and in the use of resources for alternative formats and auxiliary aids, e.g. sign language.	VI, 5, 5.1	Staff members should be given training/technical assistance in all of the requested areas in order to help the Department provide programmatic and communication access to all members of the public who apply for, or use its programs.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Fire - Special Operations

SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS					
<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM, SERVICE, OR ACTIVITY:</b>
Review Date: Reviewer(s):	<b>DEPARTMENT: FIRE – SPECIAL OPERATIONS</b> LOCATION/ ADDRESS:	<b>DESCRIPTION:</b> The Department offers this program to Explorer Scouts at Fire Stations	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>PROGRAM:</b> Explorer Program

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer did not indicate knowledge of whether people with disabilities may participate in this program.	IIB, 4.2	The Department might develop ways for people with disabilities to participate in the program, since it advertises to the public about this program through a variety of communication means.	Managed by the ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether program materials are available in alternative formats, and/or if auxiliary aids are used to make services accessible to people with disabilities.	IIC, 9	The Department could make program materials available in alternative formats, e.g. enlarged print, and have access to auxiliary aids in case needed, e.g. sign language interpreters.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The program has no grievance procedure for resolving complaints by the public alleging noncompliance with the ADA in the administration of this program.	IIE, 1	The Department has a responsibility to document a policy on complaints of noncompliance with the ADA for all of its public programs. The policy should be communicated to the public in visual and audio forms.	Grievances will be processed by the ADA Coordinator and/or department liaison.	✓	
The Fire Stations that house the programs for Explorer Scouts do not have emergency evacuation procedures.	IIF, 1	Emergency building evacuation procedures must be documented in writing, and posted at each Station. The procedures must include specific provisions for evacuating people with disabilities.	Evacuation procedures are defined City wide for all public spaces.	✓	
The program has requirements that a person must meet in order to remain in the program, and these requirements may not be modified to accommodate individuals with disabilities that prevent them from meeting the requirements.	IIIB, 4.1	The Department should, at the very least, consider whether any program requirements could be modified to accommodate an individual whose disability prevents him from meeting the requirements.	Managed by ADA Coordinator or department liaisons	✓	
The reviewer did not indicate knowledge of whether staff members who administer the program receive training in federal and state disability rights laws.	VI, 1	Staff members who administer the program need training in the requirements of federal and state disability laws, including information on how those laws specifically apply to this program.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether staff members receive training in working with people who have various disabilities/impairments.	VI, 2	Training should be given to staff members who interact with the public in the administration of this program, in working with people who have disabilities and impairments.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

## Fire - Special Operations (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer did not indicate knowledge of the name, role or responsibilities of the ADA Coordinator assigned to the Department.	VI, 4	At least one staff member of this program must know the name, role, and contact information for the Department's ADA Coordinator, as well as when and why the Coordinator would be contacted.	Managed by the ADA Coordinator	✓	
The Department currently has no way of tracking what percentage of persons who receive the services of this program each year are persons with disabilities.	IIA, 2	Training of staff members who administer this program to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying services given to meet the need(s) of the recipient(s).	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The only way members of the public are notified about this program is through verbal outreach.	IIB, 1	In addition to verbal outreach, the public can be notified about this program through brochures, community or website notices, and/or newspaper advertisements.	Request for modified services and/or materials are provided per Standard Operating Procedures	✓	
The reviewer did not indicate knowledge of whether members of the program staff receive training in working with people who have various disabilities or impairments.	VI, 2	The Department staff members who administer this program may need training in working with members of the public who have disabilities and impairments. The training would be part of job orientation, and be repeated on a regular schedule thereafter, e.g. bi-annually.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether staff members receive training in the use of auxiliary aids and services, if needed to communicate with members of the public.	VI, 3	Staff members who administer program services should receive training in the use of auxiliary aids and services, in case these are needed to communicate with members of the public.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Housing & Urban Development

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM, SERVICES, OR ACTIVITY:</b> <b>PROGRAMS:</b> Demo/Site Clear, Major Rehab, Accessibility, Emergency, Exterior Rehab, TOTO II, Non-Profit Rehab <b>SERVICES:</b> Meet with Owners and Occupants of Housing Units, Attend Target Area Meetings, Attend NIA Meetings, Assist with Neighborhood Clean-ups, Meet with Non-Profit Groups, Meet with Contractors, Meet with Retailers <b>ACTIVITIES:</b> Target Area Clean-up and Work Saturdays
Review Date:10/25/06 Reviewer(s): Warren Woodruff	<b>DEPARTMENT: HOUSING &amp; NEIGHBORHOOD DEVELOPMENT</b>  LOCATION/ ADDRESS: 620 SE Madison, 1 <sup>st</sup> Floor, Topeka, KS 66607	<b>DESCRIPTION:</b> The Department has daily contact with the Public through its Programs and Services	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The phones that are provided for the public to use do not have a TTY/TTD feature.	IIC, 3, 3.1	Installation of a TTY/TTD feature on the phone(s) available for public use would provide access to individuals with disabilities that prevent them from otherwise making outgoing calls.	Utilizes Kansas Relay	✓	
The public is not notified about the architectural accessibility of sites in which the Department holds public meetings, hearings and other events related to these programs.	IIC, 10.2	The public should be notified about the architectural accessibility of the sites in which public meetings related to these programs are held, through a variety of visual and audio means.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The average length of time that someone must wait for approval of a request for a modification of program policies, procedures or practices, in order to accommodate a person's disability, is over one week.	IID, 1.3	The average length of time someone must wait for approval of a request for modification should be shortened to three business days, or less.	The average length of time is currently less than 3 days.	✓	
The reviewer did not indicate knowledge of whether the program materials offered to the public are available in alternative formats, or if auxiliary aids are available to make program materials and services accessible to people with disabilities.	IIC, 9	The Department representative, who attends the various community meetings cited, should have access to program materials in a variety of formats and/or have auxiliary aids available, in order to make these materials and services available to people with disabilities.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The public is not notified that they may request alternative formats and/or aids if needed.	IIC, 9.2	The Department must notify the public that they may request alternative formats and/or auxiliary aids if needed, and may use verbal, printed, aural and/or electronic means to communicate this information to the public.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	

## Housing & Urban Development (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The public is not informed about whether or not the locations of public meetings, hearings or other events sponsored by the Department are architecturally accessible.	IIC, 10.2	The Department must notify the public as to whether or not the locations in which public meetings, hearings or other events are held, that relate to the listed programs, are architecturally accessible. A variety of verbal, printed, aural and electronic means of communication should be used for notification.	Managed by ADA Coordinator or department liaisons.	✓	
The programs allow an individual to request a modification of program policies, procedures or practices to accommodate a disability, but do not notify members of the public that such requests are allowed.	IID, 1, 1.2	The Department must notify the public of their rights to request modifications of program policies, procedures or practices to accommodate the disability of an individual.	HND has incorporated this notice into its application for assistance. "The program applicant has a right to request modifications of program policies, procedures, or practice to accommodate their individual disability. Request for modifications should be made on the line below. _____"	✓	
The programs have a grievance procedure that the public can use to register complaints of noncompliance with the ADA, which is described as "arbitration through the Better Business Bureau."	IIE, 1, 1.1	The Department may need a grievance procedure that conforms to the federal and state disability laws that regulate government entities.	Grievances will be processed by the ADA Coordinator and/or department liaison.	✓	
The reviewer did not indicate knowledge of whether persons who make decisions on grievances receive training in the requirements of federal and state disability rights laws.	IIE, 1.5	Department staff members who make decisions on grievances must receive training in the requirements of federal and state disability rights laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer stated that the programs administered by the Department do not have an ADA Coordinator.	VI, 4	At least one member of the Department's staff must be informed of the name, role, and contact information of the ADA Coordinator.	Managed by ADA Coordinator or department liaisons	✓	

# Housing & Urban Development (Continued)

SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS					
TITLE II ENTITY: CITY OF TOPEKA					PROGRAM, SERVICE, OR ACTIVITY:
Review Date:10/24/06 Reviewer(s): Rosanna Haugen	<b>DEPARTMENT: HOUSING &amp; NEIGHBORHOOD DEVELOPMENT</b>	<b>DESCRIPTION:</b> The Department has contact with the Public while attending Meetings; and employs Work Crews who have visual contact with the Public	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>PROGRAMS:</b> Neighborhood Association Liaison, Neighborhood Action Team (NAT), Highway Action Team (HAT), Concrete Crew <b>SERVICES:</b> Assistance with the Operation of the Neighborhood Improvement Associations; Attendance at Neighborhood Meetings; <b>NAT</b> – Works in Low-Moderate Neighborhood Infrastructures to Clean Up in Low-Moderate Areas; <b>HAT</b> – Picks up Trash at all Highways located in the City Limits; Concrete Crew does Sidewalk Repair for Non-profit Agencies & Low-income <b>ACTIVITIES:</b> <b>NAT</b> – Will go out and clean main streets for Special Events, i.e. Apple Festival Individuals

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer indicated no knowledge of what percentage of the public served by these programs represents individuals with disabilities.	IIA, 2	The Department may have no way of tracking this percentage; however, staff members might be trained to recognize signs of obvious or possible disability, and to make decisions about modifying the service given to better meet the person's need(s).	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
The only way members of the public are notified about these programs is through verbal outreach.	IIB, 1	In addition to verbal outreach, the public can be notified about this Department's programs through brochures, community notices/flyers, newspaper advertisements, and/or website notices.	Correspondence is sent to NIA s, area news resources – We also use channel 4 and HND's website. –	✓	

## Housing & Urban Development (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer did not indicate knowledge of whether any of these programs includes exhibits and/or interpretive displays.	IIC, 8	If Department representatives to neighborhood meetings provide information to those attending in the form of displays or exhibits, the information should be provided in a variety of formats, i.e. visual and audio.	Request for materials are provided per Standard Operating Procedures.	✓	
The reviewer did not indicate knowledge of where an application for any of these programs is available.	IIIA, 2	The Department must notify members of the public as to how they might apply for one of these programs, through a variety of communication modes, e.g. electronic, paper, and audio means.	N/A		
The reviewer did not indicate knowledge of whether Department staff is available to potential applicants or program participants on a drop-in basis.	IIIB, 1	A staffed location operated by the Department should be available to potential applicants or program participants on a non-appointment basis.	Request for materials are provided per Standard Operating Procedures	✓	
The reviewer did not indicate knowledge of service termination criteria, or of notification methods to participants whose participation in a program is to be discontinued.	IIIC, 1, 1.3, 1.3a	Departmental policies regarding the termination of program services to participants must specify termination criteria, notification methods, efforts to evaluate cause, and an appeal process, that are communicated to all members of the public.	N/A		
The reviewer did not indicate knowledge of whether any Department staff members receive training in federal and state disability laws.	VI, 1	Staff members who administer these programs need training in the requirements of federal and state disability laws, to include specific information on how the regulations apply to the services provided by these programs.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether staff members receive training in working with people who have physical and mental disabilities and impairments.	VI, 2	Staff members who interface with the public in the administration of these programs should receive initial and periodic training in working with people who have disabilities and impairments.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether the Department programs have an ADA Coordinator; or knowledge of that person's name, contact information, or role.	VI, 4, 4.1.1, 4.1.2, 4.1.2, 4.1.3, 4.1a	At least one staff member must know the name(s) of the Department's ADA Coordinator(s); how to contact him or her; and what areas that person is responsible for.	ADA Coordinator/ Liaison	✓	

# Housing & Neighborhood Development - Shelter Plus Care Program

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM, SERVICE, OR ACTIVITY:</b>
Review Date: Reviewer(s): Corrie Wright	<b>DEPARTMENT: HOUSING &amp; NEIGHBORHOOD DEVELOPMENT</b>  LOCATION/ ADDRESS: 620 SE Madison, 1 <sup>st</sup> Floor, Topeka, KS 66607	<b>DESCRIPTION:</b> The Department is involved in Contracts with Landlords; Meetings with Walk-ins, including the Homeless and Mentally ill; Taking Phone Calls daily	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>PROGRAM:</b> Shelter Plus Care <b>SERVICES:</b> Inspections with Clients, Provision of Rental Assistance, Provision of Deposit Assistance, Collaboration with Service Providers, Meetings with Walk-ins, Homeless Task Force Meetings

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
This program does not use an automated phone menu system for the caller to access staff and/or information on services.	IIC, 1	The Department can install an automated phone system with a menu that offers a one-step way to speak directly with a program representative, as well as recorded messages related to the program and its administration.	N/A		
The program does not have TTY/TDD for communicating with people with hearing and/or speech impairments.	IIC, 2	The Department can install a TTY/TDD on a dedicated phone line. It can list the phone number in written and audio form, and at a website location. Staff members would then need to be trained in how to use the TTY/TDD.	Utilizes Kansas Relay	✓	
Program staff is not trained in how to use the Kansas Relay Service.	IIC, 4	Train appropriate staff members in the use of the Kansas Relay Service, and maintain training at appropriate levels.	There is a receptionist who answers all phone calls that come into the office	✓	
People with disabilities are not portrayed in any of the materials used by the program.	IIC, 5	Include portrayals of people with disabilities in the materials used to communicate with the public about the programs offered by this Department.	Request for materials are provided per Standard Operating Procedures	✓	
The program does not notify the public about whether the program office(s) is/are architecturally accessible.	IIC, 6	The public should be notified as to the architectural accessibility of the office(s) or site(s) where program activities or services to the public are given.	Symbol w/instructions have been placed on all public notices.	✓	
The program uses only a website and e-mail to make program materials accessible to people with disabilities.	IIC, 9	Audiotape, materials produced in enlarged print, and computer disks are examples of alternative formats and/or auxiliary aids that can be added to the current communication methods, to make information on services available to people with disabilities.	Request for materials are provided per Standard Operating Procedures	✓	

## Housing & Neighborhood Development - Shelter Plus Care Program (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The procedure a person would use to request materials in alternative formats and/or auxiliary aids is not documented in written form.	IIC, 9.1, 9.1a	Document the request procedure in written form.	Dept SOP's detail other activities; Tools/AIDS are available from HRC.	✓	
The public is not currently notified that they may request alternative formats and/or aids if needed.	IIC, 9.2, 9.2a	The Department must provide notification to the public that alternative formats of program materials, as well as auxiliary aids, are available if needed. This information must be communicated to the public in visual and audio forms.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	
The Department notifies the public about the public meetings and other events it holds only by verbal outreach.	IIC, 10, 10.2a	The communication of information about public meetings or other events should be expanded to include written notices, advertisements in local newspapers, and/or website postings.	All announcements will be made giving prospective participants the Department's policy on requesting modifications/ accommodations.	✓	
The presence of a caseworker with a participant is the only aid used at a public meeting or other event, to make the event accessible to people with disabilities.	IIC, 10.3	In order to provide accessibility to members of the public who do not have caseworkers present with them, additional aids and/or materials in alternative formats must be available at public meetings and events.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	
The procedure an individual can use to request a modification of program policies, procedures or practices to accommodate his/her disability is not documented in written form.	IID, 1.1	The request procedure should be documented in written form.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The public is not currently notified that they may request such modifications when needed.	IID, 1.2	The public must be notified by visual and audio communication means of their right to request modifications of program policies, procedures or practices in order to accommodate the disabilities of individuals.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	
The Department staff members who are in public contact positions, and might receive a request for a modification are informed of how to handle such requests by word-of-mouth/experience only.	IID, 1.4	The training on how to handle such requests must be included in written training materials, such as an Employee Handbook.	Managed by ADA Coordinator or department liaisons	✓	
If a request for a modification is denied, the program does not offer alternatives to the requestor.	IID, 1.7	Alternatives could be offered to an individual whose request for a modification had been denied.	Accommodations made available as needed or requested	✓	
The program has no grievance procedure for resolving complaints by the public alleging noncompliance with the ADA.	IIE, 1	A grievance procedure must be formulated, and documented in writing. The public should be notified by visual and audio means of the procedure, and of their rights to complain of any perceived noncompliance with the ADA.	Grievances will be processed by the ADA Coordinator and/or department liaison.	✓	

## Housing & Neighborhood Development - Shelter Plus Care Program (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer did not indicate knowledge of whether the staff member(s) who might handle a grievance was trained in the requirements of federal and state disability laws.	IIE, 1.5	Any Department staff member, who would handle complaints/grievances on noncompliance with the ADA, would need training in the requirements of federal and state disability laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The application for participation in the Shelter Plus Care program is available only from community-based organizations; and a member of the public may only apply to the program in person there.	IIIA, 2, 3	The Department should carefully consider whether other places and means for application to this program may be provided, in addition to "in person" application at community-based organization sites.	Intake is not an HND responsibility	✓	
If service is terminated to a participant, the termination process does not currently include an effort to determine whether the cause for termination is related to the participant's disability.	IIIC, 1.2	If service to a participant is terminated, an effort should be made to determine whether the cause for termination was related to the participant's disability.	Everyone on program is disabled. Terminations are made for not following rules. A formal grievance procedure is offered.	✓	
Program Officers/Contract Monitors are trained only at orientation in recognizing programmatic and communication access problems on the part of the Department's contractors.	IV, 2.2	Training of Program Officers/Contract Monitors in recognizing programmatic and communication access problems must be given at orientation, and at least, on a bi-annual basis thereafter.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether the contractor(s) the Department uses have staff that is trained in resolving grievances alleging noncompliance with the ADA.	IV, 3.7, 3.8	Since the reviewer indicated the contractor(s) used does have a written grievance procedure, an effort should be made to determine whether the contractor's staff person(s) is/are trained to resolve grievances in accordance with federal and state disability laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
When the Department purchases computer equipment or applications, it does not make an effort to research state of the art products that may provide greater accessibility for people with disabilities.	V, 1, 1.1	If the equipment purchased is for the use of participants in the listed programs, an effort should be made to locate state of the art products that provide greater accessibility for people with disabilities.	Handled by Contracts & Procurement on an as needed basis.	✓	
The reviewer did not indicate knowledge of whether Department staff persons who administer this program receive training in working with people who have various disabilities and impairments.	VI, 2	Employees of the Department who administer services in the Shelter Plus Care program should receive initial and periodic training in working with people who have various physical and mental disabilities and impairments.	Completed February 2008; annual training conducted by ADA Coordinator.	✓	
The reviewer indicated an interest in Department staff persons receiving training in legal requirements for providing programmatic and communication access.	VI, 5	Members of the staff can be given training in legal requirements and other topics related to the Department providing programmatic and communication access to people with disabilities.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Housing & Neighborhood Development - Grant Services

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM, SERVICE, OR ACTIVITY:</b>
Review Date:10/30/06 Reviewer(s): Rachelle Vega Retana	<b>DEPARTMENT: HOUSING &amp; NEIGHBORHOOD DEVELOPMENT</b>  LOCATION/ ADDRESS: 620 SE Madison, 1 <sup>st</sup> Floor, Topeka, KS 66607	<b>DESCRIPTION:</b> The Department's Grant Services Section has daily contact with Social Service Agencies, Case Workers and Intake Workers; Participants/Clients receive services from the Social Service Agencies, not directly from the City; this Section passes through Grants for over 20 Social Service Agencies	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>PROGRAMS:</b> Youth-Social Services, City Emergency Shelter Grant, State Emergency Shelter Grant, Special Alcohol & Drug Grant

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
These programs occasionally provide transportation to participants. The reviewer did not indicate knowledge of whether wheelchair accessible transportation is available for people who need it.	IIB, 2, 2.2	The staff that administers these programs should have access to wheelchair accessible transportation in case participants need it.	All contracts state that providers comply with ADA regulations.	✓	
The Department notifies the public about these programs through videos, movies and/or television broadcasts that do not have captioning or audio narration options for individuals with visual impairments.	IIC, 7, 7.1, 7.2	The captioning and/or audio narration options can be added to the videos, movies and/or television broadcasts used to inform the public about these programs.	N/A under review		✓
The applications for the programs listed are only available at community-based organizations, and can only be completed in person at those organizations' offices.	IIIA, 2, 3	The Department should review this application policy to determine if it is possible to offer opportunities to apply for programs in other settings, and in other ways than "in person."	Initial intake is not an HND responsibility	✓	
The programs prohibit service to individuals currently using drugs illegally, but the reviewer did not indicate knowledge of how an individual's illegal use of drugs is determined for program purposes.	IIIA, 6, 6.1	The Department should document a policy on how an applicant's use of illegal drugs should be determined; since this is a criterion upon which the ability to participate in a program will be decided, once the grant of money to a City or State program has been made.	Intake assessment of clientele's substance abuse is determined by referral agencies and is not an HND responsibility	✓	
The reviewer did not indicate knowledge of whether staff persons who administer these grant programs receive any information on federal and state disability rights laws.	VI, 1	Department staff persons who administer grant programs for the City of Topeka must receive training in the requirements of federal and state disability laws, to include specific information on how the laws apply to the administration of government grants.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

Housing & Neighborhood Development - Grant Services (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer indicated an interest in receiving training and/or technical assistance in providing programmatic and communication access to people with disabilities in the administration of grants.	VI, 5	Training and/or technical assistance should be given to the employee(s) who handle(s) the disbursement of grants; in areas of developing policies and procedures, and of the legal requirements that pertain to administering these services.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
These programs occasionally provide transportation to participants. The reviewer did not indicate knowledge of whether wheelchair accessible transportation is available for people who need it.	IIB, 2, 2.2	The staff that administers these programs should have access to wheelchair accessible transportation in case participants need it.	All contracts state that providers comply with ADA regulations.	✓	

# Human Resources

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM, SERVICE, OR ACTIVITY:</b>
Review Date: Reviewer(s): Michele Smith	<b>DEPARTMENT: HUMAN RESOURCES</b> <b>LOCATION/ ADDRESS: 215 SE 7<sup>th</sup> Street, Topeka, KS 66603</b>	<b>DESCRIPTION:</b> Department manages the recruitment and selection of candidates for City of Topeka job openings	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>PROGRAM:</b> Recruiting and Selection of City Employees

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
Human Resources currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training staff members to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public comprehensively.	✓	
The procedure an individual would use to request a modification of Department policies, procedures or practices to accommodate his/her disability, is not documented in written form.	IID, 1.1a, 1.2, 1.2a, 1.2b	Document the procedure for requesting a modification in writing. Publish the information through both audio and visual means.	All modifications are provided upon request, on case by case basis	✓	
If a member of the public wants to complain that the Department's programs and policies are not in compliance with the ADA, he or she has no written grievance procedure to reference.	IIE, 1.1a	The grievance procedure needs to be written, and communicated to the public through both audio and visual means, including the City of Topeka website.	Grievances will be processed by the ADA Coordinator and/or department liaison	✓	
The public is not notified of the current grievance procedure; those who work in this Department understand such a procedure, but it is not a written policy.	IIE, 1.2	Document the grievance procedure in written form; then notify the public through communication means that are on paper and electronic, both audio and visual.	Grievances will be processed by the ADA Coordinator and/or department liaison	✓	
Staff members who make decisions on grievances receive no training in the requirements of federal and state disability rights laws.	IIE, 1.5	Train staff members who are authorized to make decisions on grievances in the requirements of federal and state disability rights laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The automated phone menu system the Department uses does not have a simple (1 step) way for a caller to bypass the menu and speak directly with a program representative.	IIC, 1.1	Add a 1-step way within the phone system for a caller to use to speak to a Human Resources employee.	Utilizes Kansas Relay	✓	
The TTY/TTD line does not have an answering machine to receive calls when a live person is not available.	IIC, 2.4	Add the answering machine feature to the current TTY/TDD line.	There is a receptionist who answers all phone calls that come into the office	✓	
People with disabilities are not portrayed in any of the recruiting materials that the Department uses to advertise job openings with the City of Topeka.	IIC, 5	Include portrayals of people with disabilities doing jobs like those advertised for by the City of Topeka.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The public is not notified about whether the Human Resources office is architecturally accessible.	IIC, 6	Include notice to the public regarding the architectural accessibility of the recruiting office with job announcements.	Symbol w/instructions have been placed on all public notices.	✓	

## Human Resources (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
Information provided to the public through videos, movies or television broadcasts does not have captioning for the visually impaired or an audio narration option.	IIC, 7.1	Add captioning and/or an audio narration option to the videos, movies and/or television broadcasts that the Department uses to communicate job openings to the public.	N/A under review	✓	
Although the Department offers use of alternative formats and/or auxiliary aids to the application process, the procedure is not documented in written form.	IIC, 9, 9.1a	Document the procedure an applicant may use to request alternate formats and/or auxiliary aids, in writing.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
When the Department holds public meetings or other events to inform the public of current job openings, notice is not given as to whether the location of the meeting is architecturally accessible.	IIC, 10.2, 10.2a	Notify the public of the accessibility of public meetings to persons with disabilities, through the City of Topeka website, advertisements and other written meeting notices. Include alternative formats and/or auxiliary aids in the publicity methods used.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
An individual who requests the modification of a Department policy, procedure or practice, has no alternatives available if their request is denied.	IID, 1.7	At least one alternative should be available to the individual whose request for a modification of policy, procedure or practice has been denied by Department personnel.	Managed by ADA Coordinator or department liaisons	✓	
The Human Resources office does not have emergency evacuation procedures documented in written form.	IIF, 1.2	Document the emergency evacuation procedures in written form.	Evacuation procedures are defined City wide for all public spaces.	✓	
No specific provisions exist within the current emergency evacuation procedures for evacuating people with disabilities.	IIF, 1.3	Formulate specific provisions for alerting people with disabilities of any emergency event, which would require evacuation of the building that houses the Human Resources office.	Evacuation procedures are defined City wide for all public spaces	✓	
Assistance to an individual who requires assistance in completing a job application is given "upon offer of employment."	IIIA, 5.1a	Offer a reasonable level of personal assistance to all job applicants, whether or not an offer of employment is made.	All modifications or any assistance requested is provided upon request, on case by case basis	✓	
The frequency of staff training is irregular (provided "as needed").	VI, 1.2	Set up staff training on a regular schedule, to include at orientation, and at the least, semi-annually.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
Members of the staff who receive the training "as needed" do not have training specific to any identified category of disability. The content of the training is unspecified, and therefore, unknown.	VI, 2	Set up a program of staff training that includes information on how to work with people with psychiatric, cognitive, speech, hearing, visual and mobility impairments; as well as persons with immune system disorders.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The Manager of this Department indicates a need for employee training in several areas, to more successfully interact with people with disabilities.	VI, 5, 5.1	Regular and more frequent training of staff is needed, in the areas of assistance in developing policies and procedures; training in how to work with people with disabilities; training in legal requirements; training in providing appropriate accommodations; and resources for alternative formats & auxiliary aids.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Information Technology

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM, SERVICE, OR ACTIVITY:</b>
Review Date: 9-22-2006 Reviewer(s): Denise Landis	<b>DEPARTMENT: INFORMATION TECHNOLOGY</b> LOCATION/ ADDRESS:	<b>DESCRIPTION:</b> This Department handles website access and electronic mail issues.	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>SERVICES:</b> Internet Access-Public; Bill Payment On-line; Agenda Public-Internet; Parks & Recreation Labs; Public Access Computers throughout the City; Channel 4 Telecast (Compliant for the Hearing Impaired)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Information Technology Department has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	In its service of providing Public Access Computers throughout the City of Topeka, staff members might be trained to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
In providing information to the public through videos, movies and/or television broadcasts, the reviewer did not indicate knowledge of whether there is an audio narration option for individuals with visual impairments.	IIC, 7.2	If it is determined that no audio narration option is offered, this feature can be added to the videos, movies and/or broadcasts that are presented to the public.	N/A- Under Review		✓
The reviewer indicated interest in receiving training and/or technical assistance in providing programmatic and communication access.	VI, 5	Staff members can be given training in providing accommodations, and in resources for alternative formats and auxiliary aids, as requested.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer is not aware of whether the program has a procedure that the contract employees it uses are to follow in assisting people with disabilities that may be on site.	VI, 6.1	Contract employees can be trained in how to interact with, and/or assist people with disabilities.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Municipal Court

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAMS:</b> Dockets, Trials, Payment receipts, Scheduling <b>SERVICES:</b> Record checks, Court appointed attorney, Probation <b>ACTIVITIES:</b> Alcohol Information School (AIS)
Review Date: Reviewer(s): Brenda Turner	<b>DEPARTMENT: MUNICIPAL COURT</b> <b>LOCATION/ ADDRESS:</b> Courthouses at 214 SE 8 <sup>th</sup> , Topeka, KS 66603 and 215 SE 7 <sup>th</sup> , Topeka, KS 66603	<b>DESCRIPTION:</b> The Municipal Court handles the Adjudication of Citations; the Collection of Fines and Fees; the Supervision of Probationers	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Municipal Court currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training staff members to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
Wheelchair accessible transportation is not provided to persons who need this type of transport to jail.	IIB, 2, 2.1, 2.2	Court employees who transport persons to jail should have access to wheelchair accessible vehicles for people who need it.	Defendants will be allowed to self-report to DOC; or transportation will be provided as needed.	✓	
The automated phone menu system does not offer a simple (1step) way for a caller to bypass the menu and speak directly with a Court employee.	IIC, 1.1	The automated phone menu system could be changed to offer a 1-step way for a caller to bypass the menu and speak directly with a Court employee.	There is a receptionist who answers all phone calls that come into the office	✓	
The phone system does not have a TTY/TDD feature.	IIC, 2	A TTY/TDD system could be installed on a dedicated line, and the phone number listed in local phone directories, at the City's website, and through other audio and visual means. Court employees would have to be trained in how to use the TTY/TDD.	Utilizes Kansas Relay; Future training for all employees will be completed by November 1, 2009	✓	
The public is not notified as to whether the Court buildings are architecturally accessible.	IIC, 10.2	The public should be informed about the architectural accessibility of Court buildings through visual and audio means.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The procedure an individual in the Court system would use to request a modification of Court policies, procedures or practices is not documented in written form.	IID, 1, 1.1a	Document the procedure for such a request in written form; notify the public that they may request such modifications, and inform them of the right to non-discrimination, and the right to reasonable modification(s).	Reviewed on case by case basis	✓	
Court staff who would handle requests for modification are informed of how to do so by word-of-mouth/experience only.	IID, 1.4	Staff persons who handle such requests must receive documented training, e.g. the Employee Handbook or other written training materials.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

Municipal Court (continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
In the 1 – 10 times the Court received a request for a modification of policy, procedure or practice in the last year, no record was kept of the disability or impairment that was the basis for the request.	IID, 1.5	In cases of modification requests, a record should be kept of the disability or impairment of the requestor, and the decision that was made to either approve or disapprove the request.	Reviewed on case by case basis	✓	
If a member of the public wants to complain that the Court is not in compliance with the ADA, he or she has no grievance procedure to reference.	IIE, 1	A grievance procedure to handle such a complaint should be formulated, and documented in writing. The public should be notified of the policy/procedure through means both audio and visual.	Grievances will be processed by the ADA Coordinator and/or department liaison.	✓	
Emergency evacuation procedures for Court buildings do not include specific provisions for evacuating people with disabilities.	IIF, 1.3	The emergency evacuation procedures must immediately be amended to include specific provisions for evacuating people with disabilities from the Court buildings.	Evacuation procedures are defined City wide for all public spaces.	✓	
The reviewer is not aware of the identity of, or means of contact with, the ADA Coordinator for the City of Topeka.	VI, 4	At least one employee of the Court needs to know the name(s), role and availability of the City's ADA Coordinator(s).	Managed by the ADA Coordinator	✓	
The reviewer indicated an interest in Court employees receiving training or technical assistance in providing programmatic and communication access to persons who enter the Court system.	VI, 5	Training and/or technical assistance is needed for Court employees who interact with the public, in the areas of developing policies and procedures, and providing accommodations, that will be in compliance with the ADA and other federal and state disability laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
Contract employees of the Court have no procedure they are to follow in dealing with persons with disabilities.	VI, 6.1	The contract should require that contract employees would receive training in interacting with people with disabilities who may be on site.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Planning

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

TITLE II ENTITY: CITY OF TOPEKA				PROGRAM, SERVICE, OR ACTIVITY:	
Review Date: 8/1/07 Reviewer(s): Loreena Munoz	DEPARTMENT: <b>PLANNING</b>  LOCATION/ ADDRESS: 620 SE Madison, 3 <sup>rd</sup> Floor, Topeka, KS 66607	DESCRIPTION: The Planning Department has contact with the public through walk-ins, public meetings, and by phone.	ACCESS = NON-STRUCTURAL	PRIORITY LEVEL 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	SERVICES: Tax Rebate Program, Façade Improvement Program, Board of Zoning Appeals, Topeka Planning Commission, Metropolitan Transportation Planning Organization, Historic Landmarks Commission, Inspections

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department does not have an automated phone menu system for the public to use to access staff and/or information on services.	IIC, 1	The Department can install an automated phone system that offers recorded messages, and has the feature of a simple, 1-step option for the caller who wants to speak with a live representative.	There is a receptionist who answers all phone calls that come into the office	✓	
The reviewer does not have knowledge of whether the Department has a TTY/TDD.	IIC, 2	The Department can install a TTY/TDD on a dedicated line for callers who have hearing and/or speech impairments. At least 1 staff member would have to be trained in the use of the TTY/TDD.	Utilizes Kansas Relay	✓	
A TTY/TDD phone is not included among the phones the public may use to make outgoing calls when needed.	IIC, 3.1	Install a TTY/TDD phone for members of the public who need it to make outgoing calls.	Utilizes Kansas Relay	✓	
The Department does not notify the public as to whether its office is architecturally accessible.	IIC, 6	Notify the public about the architectural accessibility of the office site in a variety of communication means.	Symbol w/instructions have been placed on all public notices	✓	
The Department uses videos, movies and/or television broadcasts to communicate with the public about the services it provides; but the reviewer does not have knowledge of whether these broadcasts have captioning or an audio narration option.	IIC, 7.1, 7.2	Captioning for the visually impaired and/or audio narration options are features that can be added to the broadcasts used by the Department to communicate with the public.	N/A under review	✓	
The Department does not currently have materials in alternative formats and/or auxiliary aids to make services accessible to people with disabilities.	IIC, 9	Department materials can be produced in alternative formats, such as enlarged print, and/or auxiliary aids can be made available for staff members to use if needed.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The procedure someone must follow to request materials in alternative formats and/or auxiliary aids is not documented in written form.	IIC, 9.1a	Document the request procedure in written form, and notify the public that they have rights to make such requests, and the procedure to follow to do so.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	
The public is not notified about the architectural accessibility of the sites at which the Department holds public meetings, hearings or other events.	IIC, 10.2	Notify the public about the architectural accessibility of the buildings/sites at which the Department holds public meetings, hearings or other events.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	

## Planning (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The procedure an individual would use to request a modification of program policies, procedures or practices to accommodate a disability is not documented in written form.	IID, 1.1a	The procedure should be documented in written form and communicated to the public as their right to request reasonable modifications of policy, procedure and/or practice in accommodation of disabilities.	Information concerning all City services, programs, and activities are provided in alternative formats per requests	✓	
Customer-contact staff members are informed of how to handle requests for modification by word-of-mouth/experience only.	IID, 1.4	Staff members who are in position to receive requests for modification must receive documented training in how to handle such requests, e.g. the Employee Handbook, or other written training materials.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer does not have knowledge of whether the Department provides alternatives to an individual whose request for modification has been denied.	IID, 1.7	At least one alternative can be documented as available to an individual whose request for a modification has been denied.	All modifications are provided upon request, on case by case basis	✓	
The Department does not have a grievance procedure that it uses when a member of the public alleges noncompliance with the ADA in program activities, services or benefits.	IIE, 1	The Department's grievance procedure must be documented in writing, and communicated to the public in a variety of means, both audio and visual.	Grievances will be processed by the ADA Coordinator and/or department liaison.	✓	
Staff members who would be in position to make decisions on grievances have not received training in the requirements of federal and state disability rights laws.	IIE, 1.5	Staff members who administer these programs, and are in position to make decisions on grievances, must receive training in the requirements of federal and state disability laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
Emergency evacuation procedures do not include specific provisions for evacuating people with disabilities from the building/site.	IIF, 1.3	The emergency evacuation procedures must immediately be amended to include specific procedures for evacuating people with disabilities from the building.	Evacuation procedures are defined City wide for all public spaces.	✓	
Members of the public who are on site are notified of emergency evacuation procedures only through a posted notice at the program office.	IIF, 1.4	Notification to the public of the emergency building evacuation procedures must be expanded to more than one form of communication.	Evacuation procedures are defined City wide for all public spaces.	✓	
Members of the public in a Department waiting room are notified of their turn by verbal announcement only.	IIIB, 2.1	The receptionist or other staff member who notifies waiting individuals of their turn should have other communication methods available in case needed, such as a notice board.	Accommodations made available as needed or requested	✓	
The procedure an individual would use to request a modification of program policies, procedures or practices to accommodate a disability is not documented in written form.	IID, 1.1a	The procedure should be documented in written form and communicated to the public as their right to request reasonable modifications of policy, procedure and/or practice in accommodation of disabilities.	Request for materials are provided per Standard Operating Procedures	✓	
The Department does not currently make an effort to research and purchase state of the art equipment that may provide greater accessibility for people with disabilities.	V, 1.1	When the Department purchases computer (or other) equipment or applications, a staff member should make an effort to research state of the art products that may provide greater accessibility for people with disabilities.	Request for materials are provided per Standard Operating Procedures	✓	

Planning (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer did not indicate knowledge of whether the information the staff receives on the ADA is general, or specific to the services their Department provides.	VI, 1.1	One or more staff members should receive an overview of the federal and state disability laws, and specific information on how the regulations apply to the services this Department provides.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether staff members receive training in working with people who have various disabilities and impairments, as they interact with the public.	VI, 2	Staff members who have contact with the public in the administration of these programs/services should have training in how to work with people who have various disabilities and/or impairments.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer indicated that these programs have no ADA Coordinator who performs a role in relation to the services given by this Department.	VI, 4	At least one staff member must be advised of the name, contact information, role, and areas of responsibility of the ADA Coordinator.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer indicated an interest in staff members receiving training and/or technical assistance in providing programmatic and communication access to all members of the public who contact the Department to receive any of the listed services.	VI, 5	Staff members should receive the requested training and/or technical assistance in developing policies and procedures; in how to work with people with disabilities; in legal requirements; in providing accommodations; and in accessing resources for alternative formats and auxiliary aids.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Police Department Multiple Reviews; Various Departmental Programs

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>				<b>SERVICES:</b> Citizen Complaints; Internal Investigations; External Investigations; Job Fairs; Polygraphs	
Review Date: 11-20-2006 Reviewer(s): Lt. Ricky A. Mills; Lt. Brian Desch	<b>DEPARTMENT: TOPEKA POLICE DEPT.</b> LOCATION/ADDRESS: Office – 320 S. Kansas Ave., Suite 100, Topeka, KS 66603	<b>DESCRIPTION:</b> Department handles Citizen Complaints, Internal and External Investigations, Job Fairs, and Polygraphs	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Topeka Police Department currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training staff members/employees to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Completed February 2008.	✓	
The Department does not have a TTY/TDD phone system for communicating with people with hearing and/or speech impairments.	IIC, 2	Install a TTY/TDD system on a dedicated phone line. List the phone number in local public directories, City of Topeka website, and through other audio and visual means.	Future training for all employees will be completed by November 1, 2009.		✓
The public is not notified about whether the Department office is architecturally accessible.	IIC, 6	Notify the public regarding the architectural accessibility of the Police Department office through means both audio and visual.	Symbol w/instructions have been placed on all public notices..	✓	
The reviewers do not indicate knowledge of the policy on an individual's use of a service or companion animal within the Department's office.	IID, 3	Document the policy on companion animals in writing; include in the policy the process for an individual to make a request for a modification of policy, if needed.	Included in Police Department General Order on ADA.	✓	
If a member of the public wants to complain that the Department is not in compliance with the ADA, he or she has no written grievance procedure to reference.	IIE, 1	A written grievance procedure should be formulated, and communicated to the public through both audio and visual means.	City Website currently indicates the person to contact, Mike McGee. Include information in Police Dept. General Order.	✓	
The Department's emergency evacuation procedure of its office site does not include specific provisions for evacuating people with disabilities.	IIF, 1.3	Include specific provisions for evacuating people with disabilities in the written procedure; notify the public of the procedure through a notice posted in the office.	Update General Order DE04 to include guidelines for evacuation of disabled.	✓	

A member of the public who requires assistance in filing a citizen complaint has no staff person available to help him or her.	IIIA, 4	Train staff to help an individual who may need assistance in completing a citizen complaint form.	Professional Standards personnel & supervisors assist with complaint preparation. Refer to TPD General Order P07.	✓	
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**Police Department Multiple Reviews; Various Departmental Programs (Continued)**

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewers do not indicate knowledge of staff training in the areas of ADA, Fair Housing Amendments Act, Section 504 of the Rehabilitation Act, or State Disability Laws.	VI, 1	Police Department staff needs documented training in information on the ADA, the Fair Housing Amendments Act, Section 504 of the Rehabilitation Act, and State Disability Laws.	Completed February 2008.	✓	
The reviewers do not indicate knowledge of the role or availability of an ADA Coordinator.	VI, 4	The Department needs to know the name(s), role and availability of the City's ADA Coordinator(s).	Managed by ADA Coordinator or department liaisons	✓	
In meeting with citizens and interviewing them regarding investigations, Department employees do not appear to have access to auxiliary aids or alternative formats with which to interact with people with disabilities.	IIC, 9	Department employees need access to auxiliary aids such as sign language interpreters, readers and other assistants as may be helpful in dealing with persons with disabilities.	Included in Police Department General Order on ADA.	✓	
The procedure for contacting the Professional Standards Section Staff to request Department materials in alternative formats is not indicated as available in written, documented form.	IIC, 9.1a	Document this procedure in written form, and notify the public of the procedure through available communication means.	Included in Police Department General Order on ADA.	✓	

# Police Department Multiple Reviews; Various Departmental Programs (Continued)

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

TITLE II ENTITY: CITY OF TOPEKA					
Review Date: 11-20-2006 Reviewer(s): Lt. Ricky A. Mills; Chief Ron Miller; Lt. Col. Walt Wywadis	<b>DEPARTMENT:</b> TOPEKA POLICE DEPT. <b>LOCATION/ADDRESS:</b> Office – 320 S. Kansas Ave., Suite 100, Topeka, KS 66603	<b>DESCRIPTION:</b> Department handles Citizen Services, Media Contact, Law Enforcement Programs and Meetings with the Public	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>SERVICES:</b> Respond to Calls for Service; Self-Initiated Service; Crime Prevention Meetings; Safe Street Meetings; Crime-Free Multi-Housing Meetings; Neighborhood Meetings; Citizen Ride-A-Longs; Media Interviews; Drivers License Check lanes; Sobriety Check lanes <b>ACTIVITIES:</b> Weed & Seed Meetings; Parade Security/Escorts; Funeral Escorts; House Moving Escorts; Dignitary Protection; Block Parties; Concerts; Issue Parade Permits; COMSTAT Quarterly Meetings; Project “Makeover Topeka”

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewers do not indicate knowledge of whether the videos, movies and/or broadcasts the Department uses to provide information to the public have captioning or an audio narration option for individuals with visual impairments.	IIC, 7.1, 7.2	If not currently used, the Department may have captioning and/or an audio narration option added to the videos, movies and/or television broadcasts it uses to communicate with the public.	N/A under review.		✓
The procedure an individual would use to contact the Uniform Section Staff in order to request materials in alternate formats, or auxiliary aids, is not documented in written form. Additionally, the reviewers do not indicate knowledge of how members of the public are notified they are able to request such materials.	IIC, 9.1, 9.1a, 9.2, 9.2a	The procedure should be made available to the public in written or audio form, and members of the public should be notified that they might request alternative communication formats and/or aids if needed.	Included in Police Department General Order on ADA.	✓	
The reviewers do not indicate knowledge of whether the locations in which public meetings are held are architecturally accessible.	IIC, 10.2	The Department should assess the architectural accessibility of the Law Enforcement Center, businesses, and residences in which it holds public meetings, hearings or other events.	LEC is architecturally accessible. The Police Dept. doesn't currently host any meetings away from the LEC.	✓	
The reviewers do not indicate knowledge of the methods the Department uses to communicate information to the public regarding its public meetings, hearings or other events.	IIC, 10.2a	When the Department holds public meetings, a variety of methods should be used to communicate information about the meetings to the public, to include audio and visual methods.	ADA Signage has been posted in all Public Access Spaces Citywide .	✓	

The reviewers do not indicate knowledge of whether the Department allows an individual to request a modification of Department policies, procedures or practices to accommodate his/her disability; or whether that policy is documented in written form; or whether the public has been notified of such a procedure.	IID, 1, 1.1a, 1.2	The Department's policy on requests for modifications of its program policies, procedures or practices should be documented in written form, and the public notified as to the availability of the request procedure.	Included in Police Department General Order on ADA.	✓	
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## Police Department Multiple Reviews; Various Departmental Programs (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewers do not indicate knowledge of how/whether staff is informed about how to handle requests from the public for reasonable modifications.	IID, 1.4	Document employee training in handling requests from the public for modifications of Department policies, procedures or practices. Keep a record for documentation purposes, including whether the request was approved or denied.	Completed February 2008.	✓	
The reviewers do not indicate knowledge of whether, if a member of the public wants to complain that the Department is not in compliance with the ADA, the Department has a written grievance procedure for them to reference. Additionally, no answer is given to whether the grievance procedure can be modified for individuals whose disabilities prevent them from meeting the requirements of the procedure.	IIE, 1, 1.1a, 1.3	If a grievance procedure does not currently exist, it should be documented in written form, and communicated to the public through audio and visual means.	Follow City of Topeka ADA Policy. Detail in Police Dept. General Order.	✓	
The reviewers do not indicate knowledge of whether staff members, who make decisions on grievances, have received any training in the requirements of federal and state disability rights laws.	IIE, 1.5	Any Department employee, who would be responsible to make a decision on a grievance, should be trained in the requirements of federal and state disability rights laws.	Follow City of Topeka ADA Policy. Detail in Police Dept. General Order.	✓	
The reviewers do not indicate knowledge of the Department's policy, procedure or practice in instances where termination of service is at issue.	IIIC, 1, 1.2, 1.3, 1.4	The Department's policy on termination of a particular service offered to the public should be documented in written form, and include a prior notification to the citizen before actual termination, and research into whether the termination is related to the disability of a participant. The Department should consider having at least one level of appeal of a service termination.	None of these programs has ever been terminated and are the responsibility of the Police Department due to safety concerns in the community.	✓	

Police Department Multiple Reviews; Various Departmental Programs (Continued)

SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>				<b>SERVICES:</b> Citizen Interviews (victims, witnesses, & suspects); Citizen Interviews (police & civilian applicants); Conduct Polygraphs; Crimestoppers Board Meetings; Retailers meetings; Safe Talk Meetings; Media Interviews; Background Investigations; Execute Search Warrants; Execute Drug Raids	
Review Date: 11-20-2006 Reviewer(s): Lt. Ricky A. Mills; Chief Ron Miller; Lt. Col. Walt Wywadis	<b>DEPARTMENT:</b> TOPEKA POLICE DEPT. <b>LOCATION/ADDRESS:</b> Office – 320 S. Kansas Ave., Suite 100, Topeka, KS 66603	<b>DESCRIPTION:</b> Department handles Citizen Services, Media Contact, Law Enforcement Programs and Meetings with the Public	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3= Negligible Barrier	<b>ACTIVITY:</b> Serve Arrest Warrants

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
People with disabilities are allowed to participate in the Department's general programs, or receive benefits from the general services offered, but the reviewers do not indicate how the Department determines whether an individual has met the standards for participation; or whether "special circumstances" are ever created, so that a disabled person may participate.	IIB, 2, 3, 3.2, 4.2	Any program that provides transportation for participants in a police vehicle should offer a component for accommodating a disabled person, such as a Department vehicle with wheelchair accessibility.	N/A – determined by standards and criteria set for program participation	✓	
The reviewers do not indicate knowledge of whether the procedure to contact the Criminal Investigations Section Staff is documented in written form; or if the public is notified of how to request alternative formats or aids if needed.	IIC, 9, 9.1, 9.1a, 9.2	The procedure, if not documented, should be written out, and made available to the public in written and audio form. The public should be informed of how to request alternative formats or auxiliary aids, if needed.	Forms in alternative formats or auxiliary aids are provided upon request	✓	
The reviewers do not indicate knowledge of how frequently training is provided to employees who contact people with disabilities and impairments.	VI, 2, 2.1, 2.2	The training of Department employees who contact the public – to include people with disabilities and impairments – must be of at least annual frequency, and at new hire orientation.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Police Department Multiple Reviews; Various Departmental Programs (Continued)

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>				<u>SERVICE:</u> Crime Victims' Assistance	
Review Date: 11-20-2006 Reviewer(s): LT. Ricky A. Mills, Chief Ron Miller, LT. Col. Walt Wywadis	<b>DEPARTMENT: TOPEKA POLICE DEPT.</b> LOCATION/ ADDRESS: Office – 320 S. Kansas Ave., Suite 100, Topeka, KS 66603	<b>DESCRIPTION:</b> Department Officers give Information and Assistance to Citizens who have been victims of Crime; Department Employees meet with Citizens and Interview them regarding Investigations	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Topeka Police Department currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training staff members/employees to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner	✓	
The Department does not use an automated phone menu system for the public to access staff and/or information on services.	IIC, 1	Install an automated phone menu system so that members of the public – including the disabled – can access staff and/or information on services. Ensure the system has a simple (1 step) way for a caller to bypass the menu and speak directly with a Department employee.	All phone calls that come into the Police Department are answered by a live person. .	✓	
The procedure a citizen would use to request materials from the Department, through the Crime Victim's Assistance Coordinator, in alternative formats and/or auxiliary aids may not be documented in written form; and the public may not have been informed that they may make such requests. The reviewers did not indicate knowledge of whether such a procedure was written out, or communicated publicly.	IIC, 9.1, 9.1a, 9.2	The procedure, if not already in written form, should be documented in writing; and means, both audio and visual, should be used to communicate this information to the public.	Include in Police Department General Order on ADA.	✓	

# Police Department Multiple Reviews; Various Departmental Programs (Continued)

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

TITLE II ENTITY: CITY OF TOPEKA					SERVICES: Issue Animal Licenses; Issue Taxi Licenses; Issue Street Vendor Licenses; Issue Merchant Guard Licenses; Obtain Copies of Police Reports; NCIC Audits; Tours of LEC; Animal Control Calls for Service
Review Date: Reviewer(s): LT. Ricky A. Mills, Chief Ron Miller, LT. Col. Walt Wywadis	DEPARTMENT: TOPEKA POLICE DEPT. LOCATION/ ADDRESS: Office – 320 S. Kansas Ave., Suite 100, Topeka, KS 66603	DESCRIPTION: Department Officers assist Individuals who come to the Police Dept. to obtain Licenses as required by Law, who come to the LEC to obtain copies of Police Documents, and who must contact Animal Control personnel	ACCESS = NON-STRUCTURAL	PRIORITY LEVEL 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Topeka Police Department currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training staff members/employees to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
No TTY/TTD is available on the phones the public can use to make outgoing calls when needed.	IIC, 3, 3.1	Install a TTY/TDD on the phones provided to the public to use to make outgoing calls when needed.	Under Review		✓
The reviewers do not indicate knowledge of whether the public is notified about the architectural accessibility of the office site.	IIC, 6	Since members of the public are required by law to obtain certain licenses, or obtain copies of police documents, or contact Animal Control personnel, they should be informed of whether the Department office is architecturally accessible.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The procedure a person would follow to request Department materials in alternative formats and/or auxiliary aids – through the Services Section Staff – is not indicated as documented in written form; nor do the reviewers indicate knowledge of whether or how the public is notified of this procedure.	IIC, 9.1, 9.1a, 9.2, 9.2a	The request procedure must be documented in written form, and communicated to the public through visual and audio means.	Included in Police Department General Order on ADA. ;Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The reviewers do not indicate knowledge of whether the Department allows an individual to request a modification of program policies, procedures or practices to accommodate his/her disability, or whether the request procedure is documented in written form and communicated to the public.	IID, 1, 1.1a, 1.2	The Department must allow such requests to be made by members of the public; must document their procedure in writing, and must communicate the policy/procedure to the public, through visual and audio means.	Included in Police Department General Order on ADA.	✓	
The reviewers do not indicate knowledge of whether, in the last year, a program has modified a policy, procedure and/or practice for a person with a disability.	IID, 1.6	The Department should keep a record of requests for modifications by members of the public; both in terms of the disability or impairment of the individual, and of the accommodation given by the Department.	Included in Police Department General Order on ADA.	✓	

## Police Department Multiple Reviews; Various Departmental Programs (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Topeka Police Department currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training staff members/employees to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
If a member of the public wants to complain that the Department is not in compliance with the ADA, he or she has no written grievance procedure to reference that the reviewers indicate knowledge of.	IIE, 1, 1.1a, 1.2, 1.2a, 1.2b	The grievance procedure must be documented in writing, and communicated to the public through visual and audio means.	Grievances will be processed by the ADA Coordinator. Include statement in Department General Order.	✓	
If the Law Enforcement Center, or other Department building or site, had to be evacuated due to an emergency, no specific provisions are written to cover the evacuation of people with disabilities.	IIF, 1.3	The Department's TPF General Order #DE04 must be immediately amended to include specific provisions for evacuating people with disabilities from the site or building.	Update General Order DE04 to include guidelines for evacuation of disabled.	✓	
The reviewers do not indicate knowledge of whether the Department makes an effort to purchase computer equipment or applications that provide greater accessibility for people with disabilities.	V, 1.1	A standard component in the Department's requisition process should address the accessibility features of any equipment being considered for purchase. Data based on the manufacturers' responses would document the Department's effort to find vendors who offer equipment usable by people with disabilities.	Handled by Contracts & Procurement on an as needed basis.	✓	

Review Date: Reviewer(s): LT. Ricky A. Mills, Chief Ron Miller, LT. Col. Walt Wywadis	<b>DEPARTMENT: TOPEKA POLICE DEPT.</b> <b>LOCATION/ADDRESS:</b> Office – 320 S. Kansas Ave., Suite 100, Topeka, KS 66603	<b>DESCRIPTION:</b> Department Officers represent the Police Dept. at various Community Meetings	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>PROGRAM, SERVICE, OR ACTIVITY:</b> <b>SERVICES:</b> VALEO Meetings; VALEO Homeless Task Force Meetings; Rescue Mission Meetings; School Staff Meetings
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STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewers do not indicate knowledge of whether the programs the Officers give at various community meetings include alternative formats and/or auxiliary aids to make materials accessible to people with disabilities.	IIC, 9, 9.2	Alternative formats and/or auxiliary aids, such as materials in enlarged print, and aids such as sign language interpreters, should be part of the Officers' resources in meeting with the public at community gatherings.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The reviewers do not indicate knowledge of whether the public has been notified that they may request alternative formats and/or auxiliary aids if they feel such materials will be needed; or if such a request procedure is documented in written form.	IIC, 9.1, 9.1a	A written procedure is needed that a member of the public can access in a variety of ways to request alternative formats and/or auxiliary aids as needed.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	

# Police Department Multiple Reviews; Various Departmental Programs (Continued)

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM, SERVICE, OR ACTIVITY:</b>
Review Date: Reviewer(s): LT. Ricky A. Mills, Chief Ron Miller, LT. Col. Walt Wywadis	<b>DEPARTMENT: TOPEKA POLICE DEPT.</b> <b>LOCATION/ ADDRESS:</b> Office – 320 S. Kansas Ave., Suite 100, Topeka, KS 66603	<b>DESCRIPTION:</b> Department Employees assist with released offenders' re-entry into the community.	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<u>SERVICE:</u> Shawnee County Re-entry Program

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Topeka Police Department currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training staff members/employees to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner	✓	
If a released offender wants to request program materials in alternative forms, or needs auxiliary aids, the reviewers do not indicate the procedure for making such a request is documented in written form, or available for the released offender's information.	IIC, 9.1a, 9.2	The procedure a released offender would use to make a request for alternative formats and/or aids should be written for documentation purposes, and communicated to program participants through visual and audio means.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The reviewers do not indicate knowledge of whether participants in this program are allowed to request modifications to accommodate disabilities; or whether the policy regarding such requests is documented in written form.	IID, 1, 1.1a	A policy on handling program participant requests for modification of program policies, procedures or practices to accommodate the participant's disability must be written for documentation purposes. It must be communicated to all participants, and must notify them of their rights to non-discrimination and to reasonable modifications.	Managed by ADA Coordinator or department liaisons	✓	
The reviewers do not indicate knowledge of whether their program has ever received or made a decision on a participant's request for a modification due to disability or impairment.	IID, 1.5, 1.6	The Department must keep a record of requests for modifications by participants in this Re-entry Program; both in terms of the disability or impairment of the individual, and of the accommodation given by the Department.	Managed by ADA Coordinator or department liaisons.	✓	
The reviewers do not indicate knowledge of whether this program has a grievance procedure for an individual to follow, who alleges the Department is in noncompliance with the ADA.	IIE, 1	If the grievance procedure does not exist in written form, it should be formulated; then communicated to program participants through audio and visual means.	Grievances will be processed by the ADA Coordinator	✓	
The reviewers do not indicate knowledge of whether staff members who would make decisions on grievances have received any training in the requirements of federal and state disability rights laws.	IIE, 1.5	Any Department employee who would make decisions on grievances should be trained in the requirements of grievance resolution according to federal and state laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Police Department Multiple Reviews; Various Departmental Programs (Continued)

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM, SERVICE, OR ACTIVITY:</b>
Review Date: 11-20-06 Reviewer(s): LT. Ricky A. Mills, Chief Ron Miller, LT. Col. Walt Wywadis	<b>DEPARTMENT: TOPEKA POLICE DEPT.</b> LOCATION/ ADDRESS: Office – 320 S. Kansas Ave., Suite 100, Topeka, KS 66603	<b>DESCRIPTION:</b> Citizens volunteer to assist the Police Dept. in providing services; and volunteer their time to perform police functions; and learn about police careers by receiving training in police procedures.	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>SERVICES:</b> Citizen Volunteers; Volunteers in Police Services; Reserve Police Program; Police Cadet Explorers

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Topeka Police Department currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training staff members/employees to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
The Department provides transportation for participants in these programs, but the reviewers do not indicate knowledge of whether wheelchair accessible transportation is available for any participant who needs it.	IIB, 2.2	If a qualified program participant would need wheelchair accessible transportation, and general transportation is being provided to other program participants, then the wheelchair accessible transportation should be provided as well.	Citizen volunteers provide their own transportation. VIP's, Reserves, & Cadet participants cannot be restricted to wheelchairs to participate in those programs.	✓	
The reviewers do not indicate knowledge of whether or not people with disabilities are portrayed in any of the materials used to publicize these programs.	IIC, 5	If people with disabilities are able to participate in these programs, include portrayals of people with disabilities doing activities involved in the programs.	Citizen volunteers are solicited by written advertisement only.	✓	
The reviewers do not indicate knowledge of whether an individual with a disability can request that a program's policy, procedure or practice be modified to accommodate his/her disability.	IID, 1	A policy on handling applicant or participant requests for a modification of a program's policies, procedures or practices to accommodate a disability must be written for documentation purposes. It must be communicated to all applicants/participants, and must include notification that they have rights to non-discrimination and the provision of reasonable modifications.	Include in Police Department General Order on ADA.	✓	
The reviewers do not indicate knowledge of how a request for a modification would be handled; or how staff persons are trained in this area; or whether any requested modification has ever been made.	IID, 1.4, 1.5, 1.6	The Department must have a written policy for handling applicant/participant requests for modifications; it must train employees on how to handle such requests; it must keep a record of the disability or impairment of the requestor, and the accommodation given or not given.	Include in Police Department General Order on ADA.	✓	

Police Department Multiple Reviews; Various Departmental Programs (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
If a member of the public wants to complain that the Department is not in compliance with the ADA, the reviewers do not indicate knowledge of whether the complainant would have a written grievance procedure to reference.	IIE, 1, 1.1a, 1.2	The grievance procedure must be documented in writing, and communicated to the public through communication means that are on paper and electronic, both audio and visual.	Follow City of Topeka ADA Policy. Detail in Police Dept. General Order.; Grievances will also be processed by the ADA Coordinator	✓	
The reviewers do not indicate knowledge of how a person would apply to participate in one of these programs, and they indicate no staff member is available to help individuals who require assistance in completing an application form.	IIIA, 2, 3, 4	The Department should have information on the application process for any program its employees participate in, that is open to the public. Additionally, if an applicant has come to the Department office to apply, a reasonable level of assistance should be offered.	Citizen Volunteer Applicants receive assistance from the Volunteer Coordinator,.	✓	
The reviewers do not indicate knowledge of service termination criteria. If a participant will be losing a part in the program, no indication is given of how the participant is notified, or whether the Department seeks to determine if the termination is related to a participant's disability.	IIIC, 1, 1.2, 1.3, 1.3a	If the termination of a participant's role in a service program is decided by the Department, then the Department's termination policy should be documented in written form. The policy should include a prior notification to the participant, and the Department should seek to ascertain whether the termination was related to the disability of a participant.	Follow established City Policy determined by Human Resources.	✓	

Review Date: 11-20-06 Reviewer(s): LT. Ricky A. Mills, Chief Ron Miller, LT. Col. Walt Wywadis	<b>DEPARTMENT: TOPEKA POLICE DEPT.</b> <b>LOCATION/ ADDRESS:</b> Office – 320 S. Kansas Ave., Suite 100, Topeka, KS 66603	<b>DESCRIPTION:</b> The Police Dept. receives grant funding; it contracts with vendors for services & equipment; it has a website to provide information to the community.	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>PROGRAM, SERVICE, OR ACTIVITY:</b> <u>SERVICES:</u> Grants, Vendors, Contractors, Police Dept. Website, Memos of Understanding, Payroll, Purchasing, Contracts & Procurement
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STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewers do not indicate knowledge of whether the contractors the Department uses have a history of providing service to people with disabilities, or whether the contractor's staff is trained to serve anyone with a disability who may be on site.	IV, 1.1, 1.2	The Department can seek to ascertain whether their contractors have a history of providing service to people with disabilities, and whether the contractor's staff has been trained to serve people with disabilities who may be in the Office site.	Handled by Contracts & Procurement Section and/or Legal Department .	✓	
The reviewers do not indicate knowledge of whether the employees who are Program Officers/Contract Monitors are trained to recognize programmatic and communication access problems.	IV, 2		Handled by Contracts & Procurement Section and/or Legal Department	✓	

# Police Department Multiple Reviews; Various Departmental Programs (Continued)

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM, SERVICE, OR ACTIVITY:</b>
Review Date: Reviewer(s): LT. Ricky A. Mills, Chief Ron Miller, LT. Col. Walt Wywadis	<b>DEPARTMENT: TOPEKA POLICE DEPT.</b> <b>LOCATION/ ADDRESS:</b> Office – 320 S. Kansas Ave., Suite 100, Topeka, KS 66603	<b>DESCRIPTION:</b> Department Officers testify in Court and at Hearings, Transport Adults and Juveniles to Detention Facilities, Transport Adults & Juveniles to Mental Healthcare Facilities	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>SERVICES:</b> Municipal Court Appearances; District Court Appearances; Federal Court Appearances; Driver's License Hearings; Transport persons to county Corrections Dept.; Transport juveniles to County Juvenile Detention Facility; Transport juveniles to County Juvenile Intake; Transport adults/juveniles to VALEO Behavioral Healthcare

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Topeka Police Department currently has no way of tracking the percentage of persons with disabilities that are transported by its officers to various corrections and healthcare facilities each year.	IIA, 2	Training of staff employees to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being transported.	Any monitoring of the number of persons with disabilities served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
The reviewers do not indicate knowledge of whether wheelchair accessible transportation is available to people who need it, as they are being transported to correction or healthcare facilities.	IIB, 2.2	Wheelchair accessible transportation should be available, if needed, to transport individuals in the Department system to detention or mental healthcare facilities.	Provided as needed	✓	

# Public Works Development Services

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM:</b> Contractor Education
Review Date: Reviewer(s): David Lundry	<b>DEPARTMENT: PUBLIC WORKS – DEVELOPMENT SERVICES – PERMITS / FIELD</b> LOCATION/ ADDRESS: 620 SE Madison, 3 <sup>rd</sup> Floor, Topeka, KS 66607	<b>DESCRIPTION:</b> This Section of the Department gives and receives Written and Oral information through Phone Communication and the Public's Visits to the Office Site	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>SERVICES:</b> Permits; Inspections; Contractor Licenses; Trades Licenses <b>ACTIVITIES:</b> Realtors Annual Show; Community Workshop/ Codes

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department currently has no way of tracking the percentage of persons serviced each year who have disabilities.	IIA, 2	Training of staff members to recognize obvious disability, or the signs of possible disability, and to made appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensively.	✓	
The Department does not have a TTY/TDD service.	IIC, 2	The Department can install a TTY/TDD on a dedicated phone line. At least 1 staff member would have to be trained in the use of the TTY/TDD.	Future training for all employees will be completed by November 1, 2009		✓
The staff is not trained in how to use the Kansas Relay Service.	IIC, 4	Train at least 1 staff member in the use of the Kansas Relay Service.	Future training for all employees will be completed by November 1, 2009		✓
The Department does not currently notify the public about whether the office site is architecturally accessible.	IIC, 6	The public should be notified about the architectural accessibility of the office site through a variety of means, to include electronic, print media, and recorded message(s).	Symbol w/instructions have been placed on all public notices.	✓	
If a person wanted to request program materials in alternative format(s) and/or auxiliary aid(s), he or she currently would have no written procedure to reference. Members of the public are not notified that they may request such accommodations if needed.	IIC, 9.1a, 9.2	The Department should document its request procedure in writing, and should communicate the right to request such materials, and the procedure for doing so to the public in a variety of ways.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The public is not notified about the architectural accessibility of the sites at which the Department holds public meetings, hearings and/or other events.	IIC, 10.2	The Department should notify the public about the architectural accessibility of the buildings/sites in which it holds public meetings, hearings and/or other events.	Symbol w/instructions have been placed on all public notices	✓	
Computer disk is the only alternative format currently used for presentation of materials in alternative formats at public meetings, hearings or other events.	IIC, 10.3	The Department can offer materials in additional formats and have auxiliary aids available, if needed, to provide accessibility to all members of the public who attend public meetings, hearings or other events.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The procedure an individual would use to request a modification of program policies, procedures or practices to accommodate his/her disability is not documented in written form; nor is the public notified of the right to request modifications.	IID, 1.1a, 1.2	The request procedure should be documented in written form, and the procedure to do so communicated to the public through a variety of means.	Request for materials are provided per Standard Operating Procedures	✓	

Public Works Development Services (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department does not have a grievance procedure for resolving complaints from the public alleging that the program is not in compliance with the ADA.	IIE, 1	The Department must formulate a grievance procedure, documenting it in writing. The public should then be notified of the procedure by visual and audio means, and of their right to complain of any perceived noncompliance with the ADA in the administration of the program.	Grievances will be processed by the ADA Coordinator and/or Department liaison.	✓	
The Department's emergency evacuation procedures do not include specific provisions for evacuating people with disabilities from the office site.	IIF, 1.3	The emergency evacuation procedures must immediately be amended to include specific procedures for evacuating people with disabilities from the office building.	Evacuation procedures are defined City wide for all public spaces.	✓	
When the Department purchases computer equipment or applications, it does not make an effort to research state of the art products that may provide greater accessibility for people with disabilities.	V, 1.1	Department staff members can make an effort to research and purchase state of the art products that provide greater accessibility of information and services to people with disabilities.	Handled by staff members and Contracts & Procurement staff on an as needed basis	✓	
Members of the Department staff who interact with the public do not receive training in working with people who have disabilities and/or impairments.	VI, 2	Customer service and/or public contact staff should receive training in how to work with people who have various disabilities and/or impairments.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer indicated an interest in staff members receiving training and/or technical assistance in providing programmatic and communication access to all members of the public who contact this Department.	VI, 5	Staff members should receive the training/technical assistance requested in developing policies and procedures, working with people with disabilities, legal requirements, providing accommodations, and in accessing resources for alternative formats and auxiliary aids.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Public Works Engineering

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>				<b>PROGRAM:</b> Engineering Project Administration <b>SERVICES:</b> Engineering administration; Construction inspection, Surveying, Records archival, Project property acquisition	
Review Date: 11-16-2006 Reviewer(s): Joe Singer	<b>DEPARTMENT: PUBLIC WORKS – ENGINEERING</b>  LOCATION/ ADDRESS:	<b>DESCRIPTION:</b> The Engineering Division of the Department gives Notifications of Activities to affected Property Owners; Notifications of Construction, Road Closures, Detours, Surveys, and Property Right Acquisitions	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The public is not notified about the architectural accessibility of the sites at which the Department holds public meetings, hearings and/or other events.	IIC, 10.2	The Department must notify the public as to the architectural accessibility of any building/site at which public meetings, hearings and/or other events are held.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The reviewer did not indicate knowledge of whether the Department uses alternative formats and/or auxiliary aids to make public meetings accessible to people with disabilities.	IIC, 10.3	The Department can have materials available in alternative formats, e.g. enlarged print; and/or auxiliary aids available at the public meetings or other events that it holds, to make these events accessible to people with disabilities.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	
The procedure an individual would use to request a modification of program policies, procedures or practices to accommodate a disability is not documented in writing.	IID, 1.1a	The procedure should be documented in written form, and communicated to the public through a variety of means.	Reviewed on case by case basis.	✓	
The reviewer indicated an interest in staff members receiving training in how to work with people with disabilities, and in resources for alternative formats and auxiliary aids.	VI, 5	Staff members should receive the requested training and/or technical assistance to help them in working with people who have disabilities and impairments.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Public Works Engineering (Continued)

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM:</b> Engineering Sidewalk Program <b>SERVICES:</b> Program administration; Construction inspection
Review Date: 11-16-06 Reviewer(s): Joe Singer	<b>DEPARTMENT: PUBLIC WORKS – ENGINEERING</b>  LOCATION/ ADDRESS:	<b>DESCRIPTION:</b> The Engineering Division of the Department gives Notification to Adjacent Property Owners of Deficient Sidewalks; Inspection of Construction Methods and Materials in the Repair Process; Description of Process and Availability of the “50-50 Program,” a Public Assistance program	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The only ways the public is notified about this program is by verbal outreach and at a website location.	IIB, 1	In addition to these ways of public notification, the Department should consider adding other communication methods, such as brochures, flyers, newspaper notices, and/or recorded messages.	Symbol w/instructions have been placed on all public notices.	✓	
The program does not have a TTY/TDD telephone available to customer-contact staff members.	IIC, 2	The Department can install a TTY/TDD on a dedicated phone line. It can list this phone number in written and audio forms, including the website location. At least 1 staff member would need to be trained in the use of the TTY/TDD, so that staff members could communicate with people who have hearing and/or speech impairments.	There is a receptionist who answers all phone calls that come into the office	✓	
The program staff is not trained in how to use the Kansas Relay Service.	IIC, 4	Train at least 1 customer service staff member in the use of the Kansas Relay Service.	Future training for all employees will be completed by November 1, 2009	✓	
The procedure an individual would use to request a modification of program policies, procedures or practices to accommodate a disability is not documented in writing.	IID, 1.1a	The procedure should be documented in written form, and communicated to the public in a variety of means.	Request for materials are provided per Standard Operating Procedures	✓	
Staff members are informed about how to handle requests for modification by word-of-mouth/experience, but not through written training materials.	IID, 1.4	Department staff should receive documented training in how to handle requests for modification from the public, through written training materials, e.g. an Employee Handbook.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The program does not have a written grievance procedure to follow if a member of the public makes a complaint of noncompliance with the ADA.	IIE, 1	The Department must have a complaint procedure in writing, for resolving complaints of noncompliance with the ADA in the administration of this program.	Grievances will be processed by the ADA Coordinator and/or department liaison.	✓	

# Public Works Engineering (Continued)

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

TITLE II ENTITY: CITY OF TOPEKA					PROGRAM, SERVICE, OR ACTIVITY
Review Date: 11-16-06 Reviewer(s): Joe Singer	DEPARTMENT: <b>PUBLIC WORKS – ENGINEERING</b> LOCATION/ ADDRESS: Department Office: 620 SE Madison, Topeka, KS 66607	DESCRIPTION: Intra-Municipal Engineering Services provides Technical Expertise for other Municipal Entities	ACCESS = NON-STRUCTURAL	PRIORITY LEVEL 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Intra-Municipal Engineering Services Program is not a public program; therefore no analysis of non-structural barriers to access will be made.	(N/A)	(N/A)	(N/A)		

Public Works Facility Management / Parking (continued)

SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS					
TITLE II ENTITY: CITY OF TOPEKA					PROGRAM, SERVICE, OR ACTIVITY:
Review Date: 11-27-06 Reviewer(s): Brenda Lawton; Roxann Webb	DEPARTMENT: <b>PUBLIC WORKS – FACILITY MANAGEMENT – PARKING SECTION</b> LOCATION/ ADDRESS: 620 SE Madison, 1 <sup>st</sup> Floor, Topeka, KS 66607	<b>DESCRIPTION:</b> This Section of the Department contacts the Public by Phone and by the Person-to-Person contact of Walk-ins	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<u>SERVICES:</u> Walk-in Service; Telephone Calls; Process Online Payments; Provide Parking Information; Provide Meter Services and Public Assistants

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The program does not have a TTY/TDD for communicating with people with hearing and/or speech impairments.	IIC, 2	The Department can install a TTY/TDD on a dedicated line for callers with hearing and/or speech impairments. At least 1 staff member would have to be trained in the use of the TTY/TDD.	There is a receptionist who answers all phone calls that come into the office	✓	
The program provides phones for the public to use for outgoing calls when needed, but none of the phones is for TTY/TDD calls.	IIC, 3.1	One of the phones available for public use, when needed, can be a TTY/TDD.	Public uses Kansas Relay Service..	✓	
The staff is not currently trained in the use of the Kansas Relay Service.	IIC, 4	Train staff members in the use of the Kansas Relay Service.	Future training for all employees will be completed by November 1, 2009	✓	
The Department uses videos, movies and/or television broadcasts to communicate with the public about the services it provides; but these do not have captioning or an audio narration option for individuals with visual impairments.	IIC, 7.1, 7.2	The Department can add captioning and/or audio narration options to the videos, movies and/or television broadcasts it uses to communicate with the public about these services.	N/A under review		✓
If a member of the public wanted materials in alternative formats and/or auxiliary aids, he/she would not have a written procedure for reference.	IIC, 9.1a, 9.2	The Department should document the request procedure in written form, and tell the public they have a right to request such materials, giving them the procedure for doing so.	Dept SOP's detail other activities; Tools/AIDS are available from HRC.	✓	
The procedure an individual would use to request a modification of program policies, procedures or practices to accommodate a disability is not documented in written form.	IID, 1.1a	This procedure should be documented in written form and communicated to the public as their right to request reasonable modifications of policy, procedure and/or practice to accommodate disabilities.	Reviewed on case by case basis.	✓	
Staff members are informed about how to handle requests for modification by word-of-mouth/experience/common sense; but not through written training materials.	IID, 1.4	Department staff should receive documented training in how to handle such requests from the public, through written training materials, e.g. an Employee Handbook.	Completed February 2008; annual training conducted by ADA Coordinator.	✓	

## Public Works Facility Management / Parking (continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewers did not indicate knowledge of whether members of the public are required to wait in line at any time, or if alternatives are available for individuals whose disabilities make it difficult to stand or wait for extended periods of time.	IID, 2, 2.1	The Department should provide on-site alternatives to individuals whose physical or mental disabilities make it unduly difficult to stand or wait in line for extended periods of time. These persons should not lose their "place" in line, and should be notified appropriately when it is their turn.	Accommodations made available as needed or requested.	✓	
The program does not have a written grievance procedure to follow in case a person complains that they are not in compliance with the ADA.	IIE, 1, 1.1a	The Department must document its grievance procedure in writing, and communicate it to the public through visual and audio means.	Grievances will be processed by the ADA Coordinator.	✓	
The reviewers did not indicate knowledge of whether the staff member(s) who would make decisions on grievances had received training in the requirements of federal and state disability laws.	IIE, 1.5	Any staff member who would be in position to handle a grievance must receive training in the requirements of federal and state disability rights laws.	Completed February 2008; annual training conducted by ADA Coordinator.	✓	
The building that houses these programs does not have emergency evacuation procedures that the reviewers are aware of.	IIF, 1	The Department must have written emergency evacuation procedures documented for the building that houses these services. The procedures must be communicated to the staff.	Evacuation procedures are defined City wide for all public spaces	✓	
The reviewers did not indicate knowledge of whether specific provisions for evacuating people with disabilities from the site are included in the emergency evacuation procedures.	IIF, 1.3	Specific provisions for evacuating people with disabilities must be included in the written emergency evacuation procedures.	Evacuation procedures are defined City wide for all public spaces	✓	
The reviewers did not indicate knowledge of whether members of the staff receive information on federal and state disability rights laws.	VI, 1	Department staff should have information on federal and state disability rights laws; in general, and in the specific ways the regulations apply to these programs.	Completed February 2008; annual training conducted by ADA Coordinator.	✓	
Staff members do not currently receive training in how to use auxiliary aids and services.	VI, 3	Staff members can be given training in how to use auxiliary aids and services when needed.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewers indicated no interest in receiving training and/or technical assistance in providing programmatic and communication access. They indicated a need for equipment instead.	VI, 5	Staff members who are in contact with the public can receive training and/or technical assistance in providing service and programmatic access to all members of the public.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Public Works Transportation Operations, Street Section

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAMS:</b> Adopt-A-Block & Asphalt Pot Hole Hot Line
Review Date: Reviewer(s):	<b>DEPARTMENT: PUBLIC WORKS – TRANSPORTATION OPERATIONS, STREET SECTION</b>	<b>DESCRIPTION:</b> Operating the “Adopt-A-Block” Program, and the “Asphalt Pot-Hole Hot Line” Public-Contact Programs	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>SERVICES:</b> As Listed on Self-Evaluation Survey

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training of staff members to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
The Department does not have an automated phone menu system for callers to use to access staff and/or information on services.	IIC, 1	The Department can install an automated phone system that offers recorded messages, and has the feature of a simple, 1-step option for speaking directly to a program representative.	There is a receptionist who answers all phone calls that come into the office	✓	
The program staff is not trained in how to use the Kansas Relay Service.	IIC, 4	Training of staff in the use of the Kansas Relay Service, at initial job orientation and with refresher training as needed.	Future training for all employees will be completed by November 1, 2009		✓
The videos, movies and/or broadcasts the Department uses to publicize these programs do not have captioning or an audio narration option for people with visual impairments.	IIC, 7.1, 7.2	The Department can add captioning and/or an audio narration option for the visually impaired to the videos, movies and/or television broadcasts used to communicate with the public about these programs/activities.	N/A under review		✓

Review Date: Reviewer(s):	<b>DEPARTMENT: PUBLIC WORKS –</b>	<b>DESCRIPTION:</b> Street, Pavement and Curb Installation & Maintenance	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>SERVICES:</b> ROAD AND ALLEY PREVENTIVE MAINTENANCE – DEMOLITION – CONCRETE CURB AND GUTTER REPAIR AND INSTALLATION – CONCRETE WORK – ASPHALT PAVEMENT MAINTENANCE – DRAINAGE MAINTENANCE – STREET SWEEPING – MAJOR MAINTENANCE
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STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
NOTE: These services are the Technical Aspects of Street/ Pavement/ Curb Installation and Maintenance. The Activities providing these Services do not involve Programmatic Contact with the Public. No Analysis of Non-Structural barriers to Access has been made.	(N/A)	(N/A)	(N/A)		

# Public Works Transportation Operations, Street Section (continued)

SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAMS:</b> Street Light Maintenance; Traffic Signal and Traffic Sign Maintenance; School Crosswalks – Installation; Pavement Marking; School Zone Traffic Control and Installations; Street Striping; Audible Pedestrian Traffic Signal Installation; New Residential Street Lighting
Review Date: Reviewer(s): Carlos J. Salazar	<b>DEPARTMENT: PUBLIC WORKS – TRANSPORTATION OPERATIONS / TRAFFIC OPERATIONS</b> <b>LOCATION/ ADDRESS:</b>	<b>DESCRIPTION:</b> The Listed Programs have Direct Contact with Motorists, Community Organizations, Parents of School Children, Property Owners and Other Members of the Public	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department currently has no way of tracking the percentages of persons who have disabilities who are served each year by all of these programs.	IIA, 2 (One survey only)	Training of staff members to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner.	✓	
The Department does not use an automated phone menu system for the public to access staff and/or information on services.	IIC, 1	The Department can install an automated phone system that offers recorded messages, and has the feature of a 1-step option for speaking directly to a representative.	a receptionist who answers all phone calls that come into the office	✓	
Department staff members who have contact with the public do not have a TTY/TDD for communicating with callers who have hearing and/or speech impairments.	IIC, 2	The Department can install a TTY/TDD on a dedicated phone line. It can list this phone number in written and audio forms, including a website location..	There is a receptionist who answers all phone calls that come into the office	✓	
Department staff members are not trained in the use of the Kansas Relay Service.	IIC, 4	The Department can give training to appropriate customer-contact staff members in the use of the Kansas Relay.	Future training for all employees will be completed by November 1, 2009		✓
The Department uses videos, movies and/or television broadcasts to communicate with the public about these programs, but does not add an audio narration option for individuals with visual impairments.	IIC, 7.2	The Department can add an audio narration option to the videos, movies and/or television broadcasts it uses to communicate with the public.	N/A under review		✓
The Department does not currently use any materials in alternative formats, or auxiliary aids, e.g. sign language interpreters, to make program materials and services accessible to people with disabilities.	IIC, 9	The Department should consider what program materials can be produced in alternative formats, e.g. enlarged print, and what auxiliary aids it should have access to, e.g. sign language interpreters, to make the services of its programs accessible to people with disabilities.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The Department does not notify the public that they may request program materials in alternative formats and/or auxiliary aids if needed.	IIC, 9.2	Members of the public should be notified that the Department will provide program materials in alternative formats and/or auxiliary aids if needed.	Information in alternative formats and/or auxiliary aids are made available for public upon request	✓	
Staff members are informed about how to handle requests for modification by word-of-mouth/experience, but not through written training materials.	IID, 1.4	Staff members who have contact with the public should receive training in how to handle requests for modification through written training materials, e.g. Employee Handbook.	Completed February 2008	✓	

# Public Works Water

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAM:</b> Education
Review Date: Reviewer(s): Laura Woodward	<b>DEPARTMENT: PUBLIC WORKS – WATER</b> LOCATION/ ADDRESS: 3245 NW Waterworks Dr., Topeka, Kansas	DESCRIPTION: This Division of the Department of Public Works manages Water Service to the City of Topeka	ACCESS = NON-STRUCTURAL	PRIORITY LEVEL 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>SERVICES:</b> Customer Communications – Written, Verbal, and Face-to-Face <b>ACTIVITIES:</b> Tours

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training of customer-contact staff to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensively.	✓	
The reviewer did not indicate knowledge of how the public is informed about the program, services and activities of this Division of the Department.	IIB, 1	Information about the program, services and activities listed here must be communicated to the public in written and audio forms, including the use of a website location.	Information concerning all City services, programs, and activities are provided in alternative formats per requests.	✓	
The reviewer did not indicate knowledge of whether its program uses an automated phone menu system for callers to access staff and/or information on services.	IIC, 1	The Department can install an automated phone menu system, if not already available, for the public to use to access staff and/or information on services, programs and/or activities. The system can include a simple, 1-step way for a caller to bypass the menu and speak directly with a customer service representative.	Utilizes Kansas Relay.	✓	
The Department does not have a TTY/TDD phone system for communicating with people with hearing and/or speech impairments.	IIC, 2	The Department can install a TTY/TDD phone on a dedicated line. The phone number should be listed in local public directories, a website, and through other audio and visual means.	There is a receptionist who answers all phone calls that come into the office	✓	
The reviewer indicated no knowledge of whether the Department provides phones for the public to use to make outgoing calls when needed.	IIC, 3	The Department may provide, if it does not already do so, phones for the public to use for outgoing calls as needed. If such phones are provided, at least 1 should be a TTY/TDD phone for members of the public to use who have hearing and/or speech impairments.	Utilizes Kansas Relay	✓	
The reviewer did not indicate knowledge of whether any staff members are trained in the use of the Kansas Relay Service.	IIC, 4	The Department, if it does not already do so, can give training to appropriate customer-contact staff members in the use of the Kansas Relay Service.	Future training for all employees will be completed by November 1, 2009		✓
The reviewer did not indicate knowledge of whether the public is notified as to the architectural accessibility of the program office.	IIC, 6	The Department should notify the public of the architectural accessibility of its office site(s), since a portion of its customer communications are face-to-face.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	

Public Works Water (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer did not indicate knowledge of whether the movies, videos, and/or television broadcasts the Department uses to provide information to the public have captioning or an audio narration option for the hearing or visually impaired.	IIC, 7.1, 7.2	The Department can add an audio narration option and/or captioning to the videos, movies, and/or television broadcasts it uses to communicate with the public.	N/A under review		✓
The reviewer did not indicate knowledge of whether the program uses alternative formats and/or auxiliary aids to make materials and services accessible to people with disabilities.	IIC, 9	The Department should, if it does not already, make its materials available in alternative formats, e.g. enlarged print, and have access to auxiliary aids, e.g. sign language interpreters, to make its services and activities available to people with disabilities.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The reviewer did not indicate knowledge of whether the public meetings, hearings and/or other events the program holds are held regularly at specific locations; and whether or not the public is notified of the architectural accessibility of those locations.	IIC, 10.1, 10.2	The Department should, if it does not already do so, provide notice to the public about whether the locations where public meetings, hearings or other events are held are architecturally accessible.	Symbol w/instructions have been placed on all public notices	✓	
The reviewer indicated no knowledge of whether program materials available at public meetings are produced in alternative formats, and/or whether auxiliary aids are used to make the meetings accessible to people with disabilities.	IIC, 10.3	If the Department does not already make its program materials available in alternative formats, e.g. enlarged print, or have access to auxiliary aids at public meetings, it should do so, to provide access to people with disabilities.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	
The reviewer did not indicate knowledge of whether the program allows an individual to request a modification of program policies, procedures or practices to accommodate his/her disability.	IID, 1	The Department must, if it does not already do so, allow individuals to request modifications of program policies, procedures or practices to accommodate disabilities. The public must also be notified of their right to make such requests, through a variety of communication means.	Accommodations made available as needed or requested	✓	
The reviewer indicated that customer-contact staff members are informed about how to handle requests for modification by word-of-mouth/experience and training; but not by any documented procedure.	IID, 1.4	Customer-contact employees should receive training in how to handle requests for modification through documented, written training materials, e.g. an Employee Handbook.	Information concerning all City services, programs, and activities are provided in alternative formats per requests	✓	
The reviewer did not indicate knowledge of whether the program has a grievance procedure for resolving complaints from the public alleging noncompliance with the ADA.	IIE, 1	If the Department does not already have a documented grievance procedure for handling complaints of noncompliance with the ADA, it must formulate one, and inform the public of the procedure through a variety of communication means.	Grievances will be processed by the ADA Coordinator and/or department liaison.	✓	
The reviewer did not indicate knowledge of whether staff members in position to make decisions on grievances have received any training in the requirements of federal and state disability rights laws.	IIE, 1.5	If staff members who would be in position to make decisions on grievances have not received training in the requirements of federal and state disability laws, they must receive such training.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

Public Works Water (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer indicated that members of the public on site during an emergency evacuation of the office building would not be notified of the emergency situation, or what procedures to follow to insure their safety.	IIF, 1.4	The Department must immediately post written emergency evacuation procedures at the site, and use other means as well, to ensure that any members of the public in the office building during an emergency evacuation would have clear directions on the correct procedures to follow, in a form of communication they could understand.	Evacuation procedures are defined City wide for all public spaces.	✓	
The reviewer indicated no knowledge of whether this program ever purchases computer equipment or applications, or large systems or equipment.	V, 1, 2	If the program does purchase computer or other equipment, systems or applications, an effort should be made to research and purchase state of the art products that provide greater accessibility to people with disabilities.	Handled by Contracts & Procurement on an as needed basis	✓	
The reviewer indicated no knowledge of whether any members of the program staff receive information on federal and state disability laws.	VI, 1	Customer-contact staff members may need to receive information on the requirements of federal and state disability laws, and how they relate to the specific activities and services provided by this program.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether staff members who have contact with the public receive training in working with people who have disabilities and impairments.	VI, 2	Customer-contact staff persons must receive training, if they do not already, in how to work with people who have a variety of mental and physical disabilities and impairments.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate knowledge of whether customer service staff members receive training in how to use auxiliary aids and services.	VI, 3	Customer service staff members may need training in how and when to use auxiliary aids and services in communicating with, and otherwise serving, members of the public.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer indicated no knowledge of the name, contact information, role or responsibilities of the Department's ADA Coordinator.	VI, 4, 4.1.1, 4.1.2, 4.1.3, 4.1a	At least 1 staff member of this program must be advised of the name, contact information, role and responsibilities of the Department's ADA Coordinator(s); and how that person's role is related to the program, services, and activities listed here.	Managed by the ADA Coordinator.	✓	
The reviewer indicated an interest in receiving training and/or technical assistance in providing programmatic and communication access to all members of the public.	VI, 5	Program staff can be given the training and/or technical assistance requested, in developing policies and procedures; in how to work with people with disabilities; in legal requirements; in providing accommodations; and in obtaining resources for alternative formats and auxiliary aids.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The program uses the services of contract employees, but the reviewer did not indicate knowledge of whether the contract employees have been given a procedure to follow in assisting people with disabilities; or a knowledge of whether the program requires in its service contract, that contract employees have training in interacting with people with disabilities.	VI, 6.1, 6.2	The program can, if it does not already do so, advise contract employees who may interact with the public of the procedure to follow when assisting people with disabilities. Further, the contract with the service provider can require that the contract employee(s) will have received training in interacting with people with disabilities.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

# Public Works Water Pollution Control – WPC

SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS				
<b>TITLE II ENTITY: CITY OF TOPEKA</b>				<b>PROGRAMS:</b> Public Education Program; Septic Tank Elimination Program <b>SERVICES:</b> Divisional Collections; Service Contracts; Billing Questions; Customer Service Calls; Customer Contacts; Customer Assistance <b>ACTIVITIES:</b> Plant Tours; Interview Processing
Review Date: 11-08 to 11-20-06 Reviewer(s): Sharron Perkins; Amy Davison	<b>DEPARTMENT: PUBLIC WORKS – WATER POLLUTION CONTROL</b>  LOCATION/ ADDRESS: 1115 NE Poplar, Topeka, Kansas	<b>DESCRIPTION:</b> The Department has Various Public-Contact Programs, Services and Activities	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3= Negligible Barrier

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The Department currently has no way of tracking the percentage of persons served each year who have disabilities.	IIA, 2	Training of staff members who have contact with the public by phone or in person to recognize obvious disability, or the signs of possible disability, and to make appropriate decisions about modifying the service that is given to meet the need(s) of the person being served.	Any monitoring of the number of persons served is conducted to upgrade the capability to serve the general public in a comprehensive manner	✓	
The only way the public is notified about 9/10 of these programs, services and activities is through verbal outreach.	IIB, 1	In addition to verbal outreach, the public can be notified about the Department’s programs, activities and services through brochures, community notices/flyers, newspaper advertisements, recorded messages, and website notices.	Information in alternative formats and/or auxiliary aids are made available upon request	✓	
The Department does not have an automated phone menu system for the public to access staff and/or information on its programs, services and activities.	IIC, 1	The Department can install an automated phone system with a menu that offers a 1-step way to speak directly with a live representative, as well as recorded messages with information on its programs, services and/or activities.	There is a receptionist who answers all phone calls that come into the office	✓	
The Department does not have TTY/TDD phones available, for communicating with people with hearing and/or speech impairments.	IIC, 2	The Department can install a TTY/TDD on a dedicated phone line. It can list this phone number in written and audio form, including the website location. Staff members would then need to be trained in how to use the TTY/TDD.	Utilizes Kansas Relay	✓	
Department staff members are not trained in the use of the Kansas Relay Service.	IIC, 4	Train Customer Service telephone staff in the use of the Kansas Relay Service.	Future training for all employees will be completed by November 1, 2009		✓
The Department does not notify the public as to the architectural accessibility of its office/site.	IIC, 6	The public should be notified about the architectural accessibility of the buildings/sites where the Department has contact with the public in person.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The exhibits and/or interpretive displays the Department uses to communicate with the public are done only in a graphic/pictorial format.	IIC, 8.1	Information in the Department’s exhibits and/or displays should be presented in a variety of formats, i.e. visual and audio.	Under Review		✓

## Public Works Water Pollution Control – WPC (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The only alternative format the Department uses to make program materials and services accessible to people with disabilities is giving information on the website.	IIC, 9	Audiotape, and materials produced in enlarged print; and computer disks, are examples of alternative formats and auxiliary aids that can be added to website communication, to make program materials and services available to people with disabilities.	Request for materials are provided per Standard Operating Procedures	✓	
The procedure someone would follow to request materials in alternative formats, or to request auxiliary aids is not documented in written form.	IIC, 9.1a	Document the customer request procedure in written form.	Dept SOP's detail other activities; Tools/AIDS are available from HRC	✓	
The Department does not notify the public that they may request alternative formats and/or auxiliary aids if needed.	IIC, 9.2	Notify the public, in visual and audio forms, that they may request program materials in alternative formats and/or auxiliary aids if needed.	Information in alternative formats and/or auxiliary aids are made available for public meetings upon request	✓	
The Department does not allow individuals to request modifications of program policies, procedures or practices to accommodate disabilities.	IID, 1, 1.2	The Department must allow individuals to request modifications of program policies, procedures or practices to accommodate disabilities. The public must be notified that they have the right to request, in a variety of visual and audio formats.	Reviewed on case by case basis	✓	
The reviewers did not indicate knowledge of whether the Department's public-contact staff persons are informed of how to handle any request for modifications that they might receive.	IID, 1.4	Any staff members who have contact with the public should be informed of how to handle requests for modification through written training materials, e.g. an Employee Handbook.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The programs, services and activities listed do not have a grievance procedure for handling complaints from the public of noncompliance with the ADA.	IIE, 1	A grievance procedure must be documented in writing for handling complaints from the public of Departmental noncompliance with the ADA in any of its services, programs or activities. The public should be notified of the procedure by visual and audio means.	Grievances will be processed by the ADA Coordinator and/or department liaison	✓	
The buildings/sites that house the in-person customer contact services and/or activities that are listed, do not have written emergency evacuation procedures that include specific provisions for evacuating people with disabilities.	IIF, 1, 1.2, 1.3	The Department's written emergency evacuation procedures must include specific provisions for evacuating people with disabilities. Members of the public who are on site should be notified of the procedures in verbal and written formats.	Evacuation procedures are defined City wide for all public spaces.	✓	
The reviewers did not indicate knowledge of whether the Department's buildings are equipped with visual emergency alarms in addition to audio alarms.	IIF, 2	Department buildings where programs, services or activities are administered in-person to the public should be equipped with visual, as well as audio alarms.	Evacuation procedures are defined City wide for all public spaces.	✓	

Public Works Water Pollution Control – WPC (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewers did not indicate knowledge of how a member of the public would apply to participate in one of the Department’s programs, services or activities.	IIIA, 3	The Department should be forthcoming to the public as to how individuals may apply for the programs, services and activities listed here. The location(s) where applications may be obtained should also be communicated in a variety of ways, and as a matter of public record.	Reviewed on case by case basis	✓	
The reviewers indicated that the programs listed that have face-to-face public contact, have no staffed drop-in office hours for potential applicants or program participants who may not have an appointment.	IIIB, 1	If the only way to apply for these programs or participate in these activities is to have an appointment, office hours in which staff is available to interact with the public need to be established, and communicated to the public through written and audio means.	Information inadequate		
The reviewers did not indicate knowledge of whether the programs have waiting rooms for people who come to the Department in person.	IIIB, 2	If the Department has offices/sites that are open to the public, some waiting areas should be established, in which people who are waiting are notified by the staff when it is their turn in a manner appropriate to any disabilities they may have.	Accommodations made available as needed or requested	✓	
The reviewers did not indicate knowledge of whether any staff members receive training in federal and state disability laws.	VI, 1	Customer-contact staff members need to receive training in federal and state disability rights laws, and how the regulations apply specifically to the programs, services and activities administered by this Department.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewers did not indicate knowledge of whether any staff members receive training in working with people who have disabilities and impairments.	VI, 2	Customer-contact staff members need to receive training in working with people who have a variety of mental and physical disabilities and impairments.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewers indicated that their programs do not have an ADA Coordinator.	VI, 4	At least one staff member must know the name(s), contact information, role, and responsibilities of the Department's ADA Coordinator.	Managed by the ADA Coordinator	✓	

<b>TITLE II ENTITY: CITY OF TOPEKA</b>					<b>PROGRAMS:</b> Grease Trap Inspections; Septic Hauler Program	
Review Date: 11-08 to 11-20-06	<b>DEPARTMENT: PUBLIC WORKS – WATER POLLUTION CONTROL</b>	<b>DESCRIPTION:</b> The Department has various Programs, Services and Activities that do not have any Contact with the Public	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>SERVICES:</b> Sewer Taps; Reimbursable Billing; Smoke Testing <b>ACTIVITIES:</b> Travel Authorizations; Recycle; Find Wastewater/Storm water Users	
Reviewer(s): Sharron Perkins; Amy Davison	LOCATION/ ADDRESS: 1115 NE Poplar, Topeka, Kansas					

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
<b>NOTE:</b> These Programs, Services and Activities have no contact with the Public;, no analysis of non-structural barriers to access will be made.	(N/A)	(N/A)	(N/A)		

# Topeka Zoological Park Topeka Zoo

## SUMMARY OF TITLE II - ACCESSIBILITY REVIEW - PROGRAM ACCESS

<b>TITLE II ENTITY: CITY OF TOPEKA</b>				<b>PROGRAMS:</b> Business Meetings; Corporate Picnics; Family Parties <b>SERVICE:</b> Concessions Sales <b>ACTIVITIES:</b> Various Special Events	
Review Date: 11/08/2006 Reviewer(s): Edwina Ditmore	<b>DEPARTMENT: TOPEKA ZOOLOGICAL PARK (TOPEKA ZOO)</b> <b>LOCATION/ ADDRESS:</b> Administration Office – 635 SW Gage, Topeka, KS	<b>DESCRIPTION:</b> The Topeka Zoo Guest Services Department offers Concessions to Zoo visitors, and facilitates Group Meetings & other Functions at the Zoo	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
People with disabilities are not portrayed in any of the wide variety of materials used by the Topeka Zoo to inform the public about its programs.	IIB, 1, 5	Materials produced for the purpose of informing the public about programs offered by the Topeka Zoo could portray people with disabilities shown participating programs.	Request for materials are provided per Standard Operating Procedures	✓	
The only way the public is notified of the architectural accessibility of Zoo program office(s) is through written brochure(s) and verbal outreach.	IIC, 6.1	Information about the architectural accessibility of program office(s) could be posted at the website, and/or using additional communication methods.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
If a member of the public wants to request Zoo materials in alternative formats, he or she does not have a procedure documented in written form.	IIC, 9.1a, 9.2a	Document the procedure an individual would use to request Zoo materials in alternative formats, in written form. Make this information available through audio and visual means.	Information in alternative formats and/or auxiliary aids are made available for meetings upon request	✓	
At the regularly scheduled public event the Zoo sponsors, the only means of communicating the architectural accessibility of the GKC Pavilion site is verbal.	IIC, 10.2a	The Zoo could add other methods, both paper and electronic, to communicate with the public about the architectural accessibility of events held at the Pavilion.	ADA Signage has been posted in all Public Access Spaces Citywide	✓	
The Zoo allows individuals to request a modification of its practices, policies and procedures in order to accommodate disability, but the procedure to make that request is not documented in written form.	IID, 1.1a	The procedure can be documented in written form. Members of the public can be informed of the procedure through audio and visual means.	Request for materials are provided per Standard Operating Procedures	✓	
The reviewer does not indicate knowledge of how the Zoo would handle a modification request that was denied.	IID, 1.7	The written procedure can include directives on handling the requests for modification that are denied, to include a provision of alternatives that can be offered the requestor.	All requests are reviewed on case by case basis	✓	
The public is not notified of the Zoo's grievance procedure to register complaints regarding noncompliance with the ADA, in advance of actually filling out the complaint form.	IIE, 1.2, 1.2a	The public can be notified with information on the right to file a grievance and the procedure to register the grievance, by audio/visual means, on paper/ electronically.	Grievances will be processed by the ADA Coordinator and/or department liaison	✓	
A complaint of noncompliance with the ADA is processed will all other complaints about the Zoo. The reviewer does not indicate knowledge of whether the staff member who makes decisions on grievances has received training in the requirements of federal and state disability laws.	IIE, 1.1, 1.5	A complaint of noncompliance with the ADA can be separated from other complaints, and handled by staff members who are trained in the requirements of federal and state disability laws.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The reviewer did not indicate whether members of the Concessions staff receive training in dealing with people who have disabilities and impairments.	VI, 2	Members of the Concessions staff should receive training in serving members of the public who have various disabilities and/or impairments.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

## Topeka Zoological Park Topeka Zoo (Continued)

STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The reviewer is aware that the City of Topeka has an ADA Coordinator, but does not indicate knowledge of that person's name or contact information.	VI, 4, 4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.1.5	At least one Zoo staff member must know the name(s) of the City's ADA Coordinator(s), and how to contact the Coordinator(s).	Managed by the ADA Coordinator	✓	
The reviewer indicated interest in receiving training and/or technical assistance in providing programmatic and communication access to members of the public.	VI, 5	Members of the Zoo staff can be trained or given technical assistance in the areas of developing policies and procedures, legal requirements, and provision of accommodations to better work with people with disabilities.	Completed February 2008; annual training conducted by ADA Coordinator	✓	

Review Date: 11/08/2006 Reviewer(s):	<b>DEPARTMENT: TOPEKA ZOOLOGICAL PARK</b> LOCATION/ ADDRESS: Administration Office – 635 SW Gage, Topeka, KS	<b>DESCRIPTION:</b> The Topeka Zoo provides Animal Care to the Animals housed at the Zoo	<b>ACCESS = NON-STRUCTURAL</b>	<b>PRIORITY LEVEL</b> 1 = Major Barrier 2 = Moderate Barrier 3 = Negligible Barrier	<b>PROGRAMS:</b> Keeper Talks; Behind the Scenes
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STATEMENT OF BARRIER	SOURCE	RECOMMENDED CORRECTION OR MODIFICATION	ACTION TAKEN/ TO BE TAKEN	WORK COMPLETED	
				YES	NO
The public is occasionally informed of Zoo programs through broadcasts, videos and/or movies. The reviewer does not indicate knowledge of whether these broadcasts include captioning or an audio narration option for individuals with visual impairments.	IIC, 7, 7.1, 7.2	If Zoo broadcasts, videos and/or movies do not offer captioning or an audio narration option for the visually impaired, those features can be added.	N/A under review		✓
The staff is informed of how to handle requests for modifications of the Zoo's policies, procedures or practices to accommodate an individual's disability, by word-of-mouth/experience only.	IID, 1.4	The training of staff persons who handle requests from the public for modification of the Zoo's policies, procedures or practices must be documented in written form, such as an Employee Handbook or other training materials.	Completed February 2008; annual training conducted by ADA Coordinator	✓	
The buildings that house these programs have emergency evacuation procedures; but these are not documented in written form, nor do they contain specific provisions for evacuating people with disabilities, nor is there any notification to the public of these procedures, besides verbal.	IIF, 1, 1.2, 1.3, 1.4, 2	The Zoo must document its emergency evacuation procedures for the buildings that house these programs, in written form. The procedures must include specific provisions for evacuating people with disabilities. The public must be notified of the procedures by posted notices, as well as by verbal explanations. The buildings should be equipped with visual emergency alarms (e.g. flashing lights) in addition to audio alarms.	Evacuation procedures are defined City wide for all public spaces.	✓	