

City of Portland ADA Title II Self-Evaluation (2024)

The ADA Self-Evaluation is a public entity's assessment of its programs, services, communications, activities, facilities, current policies, practices, and procedures. The self-evaluation identifies barriers to correct for ADA Title II compliance.

1. What is the name of your bureau/office?
2. Please list the emails of all participating bureau/office representatives:

General Requirements

Citywide Compliance

3. Does your jurisdiction have an ADA Title II Compliance Officer?
 Yes
 No
 I don't know
4. Who serves as your jurisdiction's overall ADA Compliance Officer?

5. Does your jurisdiction indicate who this is on its website?
 Yes
 No
 I don't know.
6. Does your jurisdiction have an **overall policy** for Portland's Meaningful Access Public Notice?
 Yes
 No
 I don't know.
7. Does your jurisdiction provide **training** around using the Meaningful Access Public Notice?
 Yes
 No
 I don't know.

8. How does your jurisdiction **demonstrate** Meaningful Access Public Notice? Select ALL that apply:
- A. Website (<https://www.portland.gov/officeofequity/disability-division/ada-notice>)
 - B. Public spaces
 - C. Publications
 - D. Email signature
 - E. Social media
 - F. Other:
9. Does your jurisdiction have an ADA Title II **Complaint Policy** which includes federally mandated timelines?
- Yes
 - No
 - I don't know.
10. When people are filing a complaint, do you include language about how they can elevate their complaint to a higher authority (i.e. Department of Justice) and that filing does not need to be exclusive to your jurisdiction?
- Yes
 - No
11. Are citywide budget line items designated for communication aids and services (Plain Language translations in English and other languages, ASL Interpreters, CART, Listening Systems, Audio Descriptions for video, etc.)?
- Yes
 - No
12. Is there a line in any city facility work charter document that includes a 20% addition to the project budget/cost for ADA Transition Plan repairs at that facility?
- Yes
 - No

Bureau Requirements

Bureau Specific ADA Coordinator, Policies, Standard Operating Procedures (SOP), and Training

ADA Coordinator:

13. Who is your bureau/office's designated ADA Title II Coordinator?

14. Who in your bureau/office designates the ADA Title II Coordinator?

- A. Bureau/Office Director
- B. Deputy Bureau Director
- C. Business Operations Manager
- D. Previous ADA Title II Coordinator
- E. Other:

15. How do you inform 311 and the Disability Division when there is a staff change for this designation so they can refer ADA requests and complaints accordingly?

16. Does your bureau/office indicate on its website the contact information of your ADA Title II Coordinator?

- Yes
- No
- I don't know.

17. If your bureau/office has an ADA Transition Plan, how often is it updated?

18. If your bureau has a transition plan, please indicate all the ways updates occur:

- During routine maintenance
- When a complaint is received
- During any capital improvement or construction projects
- When an update comes from the Office of Equity
- If or when an audit process is ongoing

Data

19. When developing a policy, plan, or program, what data do you use to ensure the inclusion of people with disabilities? Check ALL that apply:
- Disability Division community data project
 - American Community Survey (ACS) or Census data
 - Oregon Health and Science University data
 - Oregon Health Authority
 - Insight Survey
 - CDC or Census data: BRFSS, SIPP, etc.
 - Other:

Policy and Planning

20. How do you engage with the disability community when creating policies or plans that impact the Portland community? Select ALL that apply
- Using disability data
 - Consulting disability advisory board or committee
 - Inviting disability community comment
 - Surveys
 - Utilizing community-based organizations that serve people with disabilities.
 - Consulting with City disability equity practitioners or Disability Division.
 - Collaborating with disability advocates and activists
 - Other:
21. Are you or your team aware of systemic and policy areas that need to be more accessible to people with disabilities?
-

Training

22A. Does your bureau ADA Coordinator provide training or direct you to the Disability Division for training on the following communication-related topics? Select ALL that apply:

- The use of Meaningful Access Public Notice
- The requirements of Effective Communication
- Providing aids and services
- Providing Oregon Certified sign language interpretation
- Providing materials in an alternative format
- Responding to a referral from 311

22B. Does your bureau ADA Coordinator provide training or direct you to the Disability Division for training on the following policy-related topics? Select ALL that apply:

- Modifying a policy
- Determining if a request is reasonable
- Prohibition against a surcharge for making a program, service, or event accessible
- The two permissible questions regarding the work of a service animal
- Service animals can enter any public place that someone without a service animal is allowed to enter
- The use of data disaggregated by disability in policy and decision making

22C. Does your bureau ADA Coordinator provide training or direct you to the Disability Division for training on the following physical access and complaint-related topics? Select ALL that apply:

- Removing a barrier
- How to ensure general accessibility at both City and external facilities
- ADA Title II complaint management
- Tracking ADA Title II complaints and requests
- The use of data disaggregated by disability in policy and decision making
- Other:

Meaningful Access

The City has a Meaningful Access Public Notice Policy

(<https://www.portland.gov/officeofequity/disability-division/ada-notice>)

23. How does your bureau/office **demonstrate** the distribution of the Meaningful Access Public Notice? Select ALL that apply:
- Website
 - Public Space
 - Publications
 - Accessible Email signature
 - Social media
 - My bureau has its own policy/SOP based on the Citywide Meaningful Access policy (28 C.F.R. § 35.106)
 - Does your bureau post at least one version of the City's meaningful access statement in physical locations accessed by the public?
 - Surveys or other data collection tools
 - Electronic forms or registrations

Citywide Complaint Policy:

The City has an ADA Title II complaint policy at this

link: <https://www.portland.gov/officeofequity/disability-division/ada-notice>.

24. Does your bureau/office have an ADA Title II Complaint Policy or SOP demonstrating how you implement the citywide policy?
- Yes
 - No
 - I don't know.
25. How do you designate who will investigate ADA Title II Complaints? Select ALL that apply:
- ADA Title II Coordinator
 - Program Manager
 - BHR Business Partner when the Title II complaint involves city employee conduct
 - A team of qualified individuals organized by the ADA Title II Coordinator
 - Outside Investigator
26. Who has your bureau/office designated to coordinate the investigation and tracking of a complaint filed under the City's ADA Title II Complaint Policy?
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Effective Communication

The City of Portland has guidance and an ADA Title II accommodation process.

27. Web and Mobile Access

	Yes	No	I don't know
Does the city have a web accessibility policy?			
Does the city have a procurement policy for accessible software?			
Does your bureau audit software for accessibility before procurement?			
Do you utilize screen reader users for assessments of web or mobile apps?			
Does the city offer remediation services and training to remediate documents, PowerPoints, PDFs?			
Do you have a policy/SOP that states that all video on digital platforms is to be captioned?			
Do you use captions for all Internet based meeting platforms?			

28. If your bureau has a registration process that is entirely virtual, do you have a designated contact person for that process?

- Yes
- No

29. Are there third-party registration providers (i.e. events, classes, elections, sports, etc.) and how do you audit them for accessibility?

Aids and Services

30. The City has an overall policy that requires bureaus to provide aids and services upon request. Does your bureau:

	Yes	No	I don't know
Have a process or policy to provide aids and services upon request?			
Set aside budget funds to cover the expense of aids and services			
Have a policy/SOP requires that "primary consideration" is given in requests for aids and services			
Have a policy to determine if a requested aid or service would result in undue administrative or financial burden			
Know how to respond to requests for aids and services that are available upon request or within a specified period			
Know how to respond to calls made through the video relay service			

31. The City has a policy that only qualified interpreters can be used to provide language services unless it is an emergency.

Has bureau staff been trained, either by the Disability Division or ADA Coordinator, on the requirements, when:

	Yes	No
A bureau can and cannot request an adult companion to interpret or provide other aids and services.		
A bureau can and cannot request a child companion be used to interpret or provide other aids and services.		

32. The City has different accommodations for providing effective communication, aids, and services. For the following, select ALL that apply when your bureau/office fulfills these requests:

	Citywide Contract	Vendor List	Other organization specified by a person with a disability associated with your bureau (primary consideration)
ASL Interpreter			
Video Remote interpreter			
Computer-assisted real-time transcription services (CART)			
Assistive listening devices			
Open and closed captioning of videos			
Braille			
Large Print			
Accessible electronic files (Word, PDF, PowerPoint)			

Captioning

The City has a policy requiring all videos and other multimedia events and meetings posted to your bureau’s website and social media accounts to be captioned.

33. Does your bureau have a policy or SOP informing your employees of the captioning requirement? If yes, please describe.

34. If you have a communications team, have they been trained to provide captions for all media posted to a website or social media?

- Yes
- No
- I don't know.

35. If you have a communications team, how does that team utilize audio descriptions on videos produced by your office for the public when videos include vital information such as health, safety, and financial information?

36. If you do not have a communications team, do you have a policy/SOP for ensuring any entity contracted to produce video media is aware of the requirement to include audio descriptions for media communicating vital information under ADA Title II? If yes, please describe.

37. When you have a meeting open to the public, do you provide the following:

	Yes	No	I don't know.
Captions on all hybrid/virtual meetings			
Captions upon request for in-person meetings			
ASL Interpretation upon request			
Automatic captions are enabled for all hybrid and online meetings as a mechanism for full inclusion and provided at any person large community meetings regardless of whether requested to provide universal access.			

Administrative and General Nondiscrimination

The following sections are for you to demonstrate or describe how your bureau or office complies with ADA Title II requests and complaints.

Undue Burden and Fundamental Alteration:

38. The City follows the ADA guidance around the following legal parameters of compliance; **please indicate if you are familiar with the following areas of ADA Title II compliance:**

38A. The reasonable modification of policies, practices, and procedures covers what to do if the specific modification results in an undue administrative burden.

- Yes
- No

38B. How do you determine if a modification would be an undue financial burden to the program offered? (28 C.F.R. § 35.130(b)(7)(i)).

- Yes
- No

38C. Determining if a specific modification would fundamentally alter the nature of the activity, program, or service.

- Yes
- No

38D. A process or policy for determining if a specific modification would cause a direct threat to the participant or others.

- Yes
- No

Determining Reasonability of Request:

39. How does your bureau determine what is “reasonable” when a qualified person with a disability requests modifications to policies, practices, and procedures when such modifications are necessary to afford qualified individuals with disabilities access to the activities, programs, and services provided by your bureau? Select ALL that apply:

- Consult with Disability Division in the Office of Equity
- Consult with the bureau/office's attorney
- ADA Title II Coordinator evaluates request for modification
- Bureau/Office Director decides
- Consult bureau/office's Financial Analyst
- Other:

The City has guidance and a process for ADA Title II requests and accommodations.

40. If you are a program manager and you receive a request for modification of a program, policy, or activity or removal of a barrier, describe your process for determining if that request was reasonable:

41. If you are a program manager and you believe that the request for a modification of a program, policy, or activity or removal of a barrier would fundamentally alter the nature of the program or present an undue administrative and/or financial burden, describe your process of determination:

42. Does your department or bureau have a policy identifying what is considered reasonable for a mobility device? How do you make the public aware of this policy?

Integrated Setting:

43. How does your bureau/office ensure its activities, programs, and services in the most integrated setting? When possible, are they also in the same setting as individuals without disabilities? Select ALL that apply:(28 C.F.R. 35.130(d))

[https://www.ecfr.gov/current/title-28/chapter-I/part-35/subpart-B/section-35.130#p-35.130\(d\)](https://www.ecfr.gov/current/title-28/chapter-I/part-35/subpart-B/section-35.130#p-35.130(d))

- Consult with ADA Title II Coordinator for bureau/office
- Consult with Disability Division in the Office of Equity
- Survey disability community who are known participants
- Survey disability community at large
- Consult Disability Advisory Community
- Consult with Disability community most impacted by particular programming
- Other:

44. Does your area provide services to people who “drop-in”? If so, what is your process to provide for “drop-in” disability accommodations?

- Yes
- No

45. When your bureau/office offers separate activities, programs, and services for qualified individuals with disabilities, are staff trained on the requirements:(28 C.F.R. § 35.130(b)(2))
[https://www.ecfr.gov/current/title-28/chapter-I/part-35/subpart-B/section-35.130#p-35.130\(b\)\(2\)](https://www.ecfr.gov/current/title-28/chapter-I/part-35/subpart-B/section-35.130#p-35.130(b)(2))

- That individuals with disabilities do not need to participate in separate activities
- That program or service offered and that the typical activities, programs, and services must be as accessible as possible

46. If your bureau provides "adaptive" or "inclusive" programs for people with disabilities, how are you auditing them for accessibility?

Auditing for Accessibility:

47. How does your bureau ensure the site or location of a facility used for city business is accessible to individuals with disabilities? Select ALL that apply:
- Consult with the bureau/office's ADA Title II Coordinator and consult the transition plan
 - Regularly update our transition plan
 - Earmark funds for transition plan updates
 - Borrow a transition plan kit from the Disability Division
 - Consult with someone from OMF
 - Utilize the "Making Events Accessible" resource on Disability Divisions page (especially if the facility is not city-owned)
 - Include descriptions of both accessible and non-accessible features of the venue on the bureau/office website and event materials
 - Selecting venues nearby, with a clear path of travel to public transportation
 - Notify individuals with disabilities of equipment and procedures for emergency evacuation if procedures are different than for the general public
 - Other:
48. How does your bureau ensure individuals with disabilities can participate in City-sponsored public events, including meetings, training, bloc parties, fairs, advisory boards, and commissions? Select ALL that apply:
- Publish the Meaningful Access statement on any materials relating to events
 - Designate and train an individual to make accommodations if requested
 - Publicize disability-specific media outlets
 - Ensure physical accessibility of the venue
 - Provide captioning for all hybrid events using teleconferencing software or CART
 - Include a complete description of physical access to its events and service
 - Ensure physical events are located close to public transportation (and include a description of proximity in detail)
 - Other:

Events, Off-Site Programs, Tours, and Public Engagement

49. The City Disability Division has guidance on how to make events accessible. Does your bureau/office have training or SOP for employees to ensure general accessibility at both City and external facilities?
- Yes
 - No
 - I don't know.

50. How does your bureau/office ensure the site or location of a facility used for city business is accessible to individuals with disabilities?

(28 C.F.R. § 35.130(b)(4)) [https://www.ecfr.gov/current/title-28/chapter-I/part-35/subpart-B/section-35.130#p-35.130\(b\)\(4\)](https://www.ecfr.gov/current/title-28/chapter-I/part-35/subpart-B/section-35.130#p-35.130(b)(4))

- Use Disability Division guidance
- ADA checklist for events
- Consult transition plan if City-owned facility
- Ensure there are accessible parking spaces, including in off-site parking and loading zones, possible
- Proximity of public transportation stops
- Advertise descriptions of physical access or lack thereof

51. How does your bureau/office ensure the criteria used to determine eligibility for participation in your bureau's activities, programs, and services do not screen out or tend to screen out qualified individuals with disabilities unless the criteria are necessary to provide the activities, programs, and services provided by your bureau?
-

52. Do your Boards and Commissions recruit from disability communities?

- Yes
- No

53. Does your bureau's policy require that the bureau give the companion of a participant in an activity, program, or service requested aids and services if the companion is a qualified individual with a disability?

(28 C.F.R. § 35.160(a)(2)) [https://www.ecfr.gov/current/title-28/chapter-I/part-35/subpart-E/section-35.160#p-35.160\(a\)\(2\)](https://www.ecfr.gov/current/title-28/chapter-I/part-35/subpart-E/section-35.160#p-35.160(a)(2))

Programs

Programs include contracting, licensing, emergency planning, program participation, public meetings, and conference accommodations.

Grants and Contracts:

54. All City contracts and grants have language around subrecipients' compliance with ADA Title II. How do you monitor your sub-recipients for compliance? Please describe in detail.

55. Does your bureau/office have questions on all RFP or grant applications that assess whether the prospective contractor/grantee includes people with disabilities and demonstrates general compliance with ADA Title II?

- Yes
- No
- I don't know.

56. Do you consider a prospective contractor's or vendor's ability to provide activities, services, and programs per the requirements of the ADA? Please describe.

57. Does the City have a policy that ensures that people with disabilities will not be discriminated against from receiving contracts or grants through your procurement processes? If so, describe the policy. (28 C.F.R. § 35.130(b)(5))

58. Are you a pass-through agency, department, or bureau for Federal or State grants? Do you contract with any service providers to conduct programs or activities on behalf of your department?

59. If you are a pass-through agency for Federal or State funding, you must make the Disability Division aware of that funding for Department of Justice audits and reporting.

Does your bureau/office report this information to the Disability Division?

- Yes
- No
- I don't know.

60. If you received a complaint against a sub-recipient or grantee related to ADA Title II, how would you manage the complaint? Please describe in detail.

61. If your bureau or office is a recipient of federal, state, or local grant money, is that money ever used for ADA purposes and aware of Section 504 requirements, if required?

- Yes
- No

62. If your bureau/office offers licensing or certification programs, have you audited those processes for accessibility? If yes, please describe.

Transportation

63. Does your department or bureau provide transportation to residents, volunteers, visitors, program participants, as a part of the program, etc.?

64. Does your department or bureau have a policy on what to do if accessibility elements of transportation service are broken or need repair?

65. Does your bureau/office have a policy on how to notify the public of outages and alternatives in inclement weather?

66. Do you provide alternative transportation when public transportation is inaccessible due to vehicle damage or inclement weather?

67. Does your bureau/office have questions on all RFP or grant applications that ask subcontractors to demonstrate they have thought about accessibility costs beyond the initial construction phase?

- Yes
- No

Emergency Preparedness

68. Do departmental staff that provide emergency first responder services to the Public have:
- Plans that include people with disabilities for disaster response
 - Policies that recognize the additional support people with functional needs have during disasters and emergencies
 - Emergency alert systems that are accessible to people with disabilities who do not receive information through mainstream systems
 - Plans, protocols, and equipment that support people with functional needs who require sheltering
 - Plans, protocols, and equipment that support people with functional needs to require evacuation
69. Do departmental staff that provide emergency and first responder services to the Public have training in Emergency Evacuation and communication with people with:
- Hearing disabilities
 - Speech disabilities
 - Mobility disabilities
 - Cognitive/intellectual disabilities
 - Mental health disabilities