Accessibility Survey for Community Members, Organizations, and Volunteers

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

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

Please complete the following: (Contact information is optional)

Name ________________________________________________
Title ________________________________________________
Email ________________________________________________
Phone ________________________________________________

What role most adequately describes your association with the City of Redwood City and the representation you are providing?
☐ Community Member or Visitor with a Disability
☐ Community Member or Visitor without a Disability
☐ Community Organization - Please list the name of the organization:
____________________________________________________________________
☐ City Volunteer

Do you participate in programs, services, or activities offered by the City of Redwood City?
☐ No
☐ Yes - Please list: ________________________________________________
☐ Not applicable

Do you know who to contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, service, or event?
☐ No - I do not know who to contact
☐ Yes - Please list who you would contact: ______________________________
☐ Not applicable
Have you ever requested an accommodation for a disability from the City?

☐ No
☐ Yes - Please describe the request
_________________________________________________________________________
_________________________________________________________________________
☐ Not applicable

Was your accommodation provided?

☐ No
☐ Yes
☐ Yes, but I was unsatisfied with how the accommodation was provided - Please elaborate:
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
☐ Not applicable

Is the attitude of City of Redwood City staff towards persons with disabilities generally helpful, supportive, positive, and proactive in solving accessibility issues?

☐ No
☐ Yes
☐ Somewhat
☐ Don't Know

Are you aware of any specific concerns, complaints, or problems regarding access for persons with disabilities to any of the programs, services, or activities provided by the City of Redwood City?

☐ No
☐ Yes, Please describe: ________________________________________________

Do you know who the designated ADA Coordinator is for the City of Redwood City?

☐ No
☐ No, I have not had a need or reason to seek out this person.
☐ Yes - Please provide the name: ___________________________________________

What do you feel should be the City of Redwood City’s the highest priority to improve accessibility for persons with disabilities?
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
This question is for Organizations only:
What information or other resources can you supply to help educate or inform the City of Redwood City about your organization and your services for persons with disabilities?

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

This question is for Organizations only:
What general guidance, advice, or assistance could your organization provide to the City of Redwood City to protect against potential discrimination of persons with disabilities in its programs, services, and activities?

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

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

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

Please return this survey by November 4, 2019 to:

Amanda Wilson, ADA/504 Coordinator
City of Redwood City
1017 Middlefield Road
Redwood City, CA 94063
By email to awilson@redwoodcity.org
By phone at (650) 780-7334

Barbara Thorpe
Disability Access Consultants, LLC (DAC)
2862 Olive Highway, Suite D
Oroville, CA 95966
By email to bthorpe@dac-corp.com
By phone at (530) 533-3000