



## **AMERICANS WITH DISABILITIES ACT (ADA) TRANSITION PLAN** **Community Engagement Survey on Accessibility**

The Town of Richlands is producing an ADA Transition Plan and requests your input!

The ADA Transition Plan is a comprehensive plan for improving access for individuals with disabilities to Town facilities, parks, programs, services, activities, and events. It is part of the Town of Richlands's continued efforts to welcome and serve all members of the community. By updating and implementing the Transition Plan, consistent with the ADA, Town services and facilities will become more comfortable, welcoming, and accessible to everyone.

The Town is seeking input from individuals with disabilities, patrons, caregivers, organizations, and agencies that support individuals with disabilities as well as from interested individuals with experience in accessibility needs and best practices. This community involvement will help the Town with its self-evaluation process and better enable us to address and prioritize current and future accessibility needs.

The Town and its consultants have prepared this survey to help evaluate community perspectives on accessibility to Town programs, services, and facilities. The survey will be available through **January 15, 2021**.

**The Town of Richlands** is asking for your input by completing this questionnaire that addresses accessibility of services and activities offered to the public. Examples include: obtaining a permit, paying a fee, participating in a recreational program, or attending a public meeting. All responses are subject to becoming public record.

The purpose of this questionnaire is to gather information on how Town services are, or are not, accessible to people with disabilities. The goal is that each service is readily accessible to and usable by persons with disabilities.

Please complete the following:

Name: \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

\_\_\_\_\_ I choose to remain anonymous

1. What best describes your association with the Town of Richlands?

- Community Member or Visitor with a Disability
- Community Member or Visitor without a Disability
- Community Organization: Please list name
- Work in Richlands

2. Do you participate in programs, services or activities offered by the Town of Richlands?

- No
- Yes, please describe

3. What is your normal mode of transportation? (Select one)

- Car / Van
- Bus
- Ride-hailing apps
- Bicycle
- Walking / Wheeling
- Other (Please specify)

4. Do you have any specific compliments, concerns, complaints, or problems with access for persons with disabilities to any of the programs, services or activities provided by the Town of Richlands?

- No
- Yes, please describe

5. Do you know the person you should 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
- Yes, please share name and/or title \_\_\_\_\_

6. Have you ever requested an accommodation for a disability from the Town ?

- No
- Yes, please describe \_\_\_\_\_

\_\_\_\_\_

7. If you answered “yes” to Question #6, was accommodation provided?
- No
- Yes
- Yes, but I was dissatisfied with the accommodation (please explain) \_\_\_\_\_
- 
8. Are Town of Richlands staff generally helpful, supportive, and positive in solving accessibility issues for persons with disabilities?
- Yes
- Somewhat
- Do not know
- No (please explain) \_\_\_\_\_
- 
9. What do you think should be the highest priority of the Town of Richlands to improve accessibility for persons with disabilities? Please rank the following from 1 to 6 with 1 having the highest priority:
- Sidewalks
- Crosswalks
- Curb Ramps
- Facilities
- Parks
- Other (please explain) \_\_\_\_\_
- 
10. Do you have any particular concerns regarding accessibility in any Richlands parks or public facilities? You can submit as many as you like: \_\_\_\_\_
- 
11. Please list the general address or area of sidewalk in Richlands that you find particularly unusable/dangerous and why. You can submit as many as you like: \_\_\_\_\_
- 
12. What conditions along Town streets / sidewalks affect your walking habits? (Rank in order from 1-6 with 1 being the most critical)
- Proximity to motor vehicles / driver
- Unsafe street crossings
- Sidewalks in poor condition or missing sections (gaps)
- Missing or difficult curb ramps
- Obstructions
- Poor lighting

Thank you for answering the questions. Your answers will help Town administration, departments and all the people we serve. Please return the completed survey to Town Hall or directly to the ADA Coordinator.