

City of Lakeland
Americans with Disabilities Act (ADA)
2024 Annual Transition and Implementation
Plan Report



2024 ADA Annual Transition Report

Americans With Disabilities Act

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SUMMARY

The Americans with Disabilities Act (ADA) of 1990, as amended, is a comprehensive civil rights law enacted to prohibit discrimination and to ensure equal opportunities for individuals with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. The City of Lakeland's initial (City) 2019 Self-Evaluation and Transition Plan Summary report was prepared by Disability Access Consultants (DAC), in accordance with Title II of the ADA. Title II of the ADA requires that state and local government entities conduct a self-evaluation of the accessibility of their facilities, programs, services, policies, and procedures and to create a plan to remove barriers to access.

This FY 2024 annual ADA and Accessibility report provides information about the progress of the City of Lakeland's Annual Transition and Implementation Plan Report process. As the City continues to grow in population and to expand its facilities, programs and services, continued attention will be focused on the accessibility of those programs and services and on new construction, renovations, alterations, and redevelopment activities and accessible digital content. This annual report accomplishes the following:

1. Addresses the progress of the City as it relates to ADA/Accessibility compliance
2. Addresses physical obstacles that limit the accessibility of facilities, programs, and services to individuals with disabilities
3. Documents the methods used to remove barriers to accessibility
4. Provides a proposed schedule for implementing accessibility modifications and improvements to facilities, programs, and services, as applicable

The City's goals for ADA Transition and Implementation planning include:

1. Improve accessibility to the maximum extent feasible for residents and visitors
2. Encourage participation and input regarding City activities and projects from individuals who experience disabilities and those who work and advocate on behalf of persons with disabilities
3. Continue to educate City staff and the public on the requirements of the ADA and benefits of accessibility
4. Use the City's self-evaluation data to diminish existing barriers to inclusion
5. Provide a working Implementation Plan to remove barriers as soon as practical
6. Provide a realistic schedule with estimated cost projections for the removal of barriers
7. Identify funding sources and develop budgets for barrier removal efforts to be as effective, efficient, and proactive as possible

SECTION I. A. The City of Lakeland and the ADA

Legislative Mandate

ADA TITLE II: STATE & LOCAL GOVERNMENT PROGRAMS, SERVICES AND FACILITIES

Requires that state and local government programs, services, and facilities be accessible to individuals with disabilities.

The ADA requires the City to provide equal opportunities to all individuals, regardless of ability. This includes providing modifications and accommodations to ensure individuals with disabilities can access and enjoy City programs, services, facilities, and digital content.

Title II of the ADA applies to state and local government operations and has four main components:

1. Prohibits discrimination based on a person's disability by public entities such as state and local governments and agencies.
2. Requires public entities to make their programs, services, activities and digital content accessible to individuals with disabilities.
3. Outlines requirements for self-evaluation and transition planning, making reasonable accommodations or modifications to policies, practices, and procedures: where and when necessary to avoid discrimination; identifying architectural barriers and removal plan, and providing effective communication for individuals with hearing, vision, and speech disabilities.
4. Regulations are enforced by the United States Department of Justice (DOJ).

Title II stipulates that the City cannot, either directly or through contractual arrangements, engage in any of the following:

1. Deny individuals with disabilities the opportunity to participate as members of advisory boards and commissions
2. Deny individuals with disabilities the opportunity to participate in programs or services that are offered to others, even if the City offers permissibly equivalent but separate or different activities for individuals with disabilities
3. Deny or exclude individuals with disabilities the option or ability to participate in programs or services by intentionally selecting facilities that have the effect of excluding or discriminating against individuals with disabilities

Rights and Responsibilities under Section 504 of the Rehabilitation Act of 1973 and the ADA

Section 504 of The Rehabilitation Act of 1973 and the ADA protect qualified individuals with disabilities from discrimination based on a disability in the provision of programs, services, and benefits. Covered entities must not, based on a disability:

1. Exclude a person with a disability from a program or activity
2. Deny a person with a disability the benefits of a program or activity
3. Deny a benefit or service to a person with a disability that is less effective as what is provided to others
4. Design different or separate benefits or services to a person with a disability unless necessary to provide benefits or services that are as effective as what is provided to others
5. Develop or apply eligibility criteria that tends to screen out persons with disabilities unless necessary for the provision of the program, service, or benefit

Covered entities must:

1. Provide programs and services in the most integrated setting appropriate to the needs of the qualified individual with a disability
2. Ensure that programs, services, and facilities are accessible

3. Make reasonable modifications in their policies, practices, and procedures to avoid discrimination based on a disability unless it would result in a fundamental alteration of the program
4. Provide auxiliary aids to persons with disabilities, at no additional cost, where necessary to afford an equal opportunity to participate in or benefit from a program or activity
5. Designate a responsible employee to coordinate compliance efforts regarding the ADA and Section 504 of the Rehabilitation Act of 1973
6. Adopt grievance procedures to handle complaints of alleged disability discrimination
7. **Provide notice that indicates:**
 - a. The covered entity does not discriminate based on disability
 - b. How to contact the employee who coordinates the covered entity's compliance efforts
 - c. Steps to utilizing grievance procedures

Section 508 of The Rehabilitation Act of 1973

Section 508 requires that electronic and digital information technology used, maintained, developed, or procured by the federal government and/or by entities receiving federal funding, allows persons with disabilities comparable access to the information and technology. This includes comparable access by persons with disabilities who use assistive technology to read and navigate electronic or digital materials.

The use of an ADA Transition Plan and an accompanying Implementation Plan is crucial to the work involved in developing an accessible and inclusive community. Pursuant to the previous information, the City of Lakeland has taken the following steps:

1. Identified the City's ADA Specialist (a/k/a ADA Coordinator) as the staff member responsible for coordinating the development of the ADA Transition and Implementation Plan(s).
2. Created an online tool called takeACTION, to receive ADA/Accessibility suggestions or concerns from the public.
3. Implemented the use of the 2010 ADA Standards for Accessible Design and related design standards to achieve the maximum level of accessibility feasible.
4. Conducted outreach to engage the community in ADA/Accessibility enhancement activities.
5. Contracted to have City facilities and programs evaluated for accessibility.
6. Created a proposed schedule to remove barriers to accessibility.
7. Provided a summary report of self-evaluation assessments via the City's website and by request.

SECTION I. B. The City of Lakeland and the ADA

Key ADA Definitions

The following is a summary of definitions found in the ADA and implementing regulations. Please refer to the Americans with Disabilities Act for the full text of definitions and explanations.

DISABILITY

The term disability means:

1. An individual who has a physical or mental impairment that substantially limits one or more major life activities.
2. An individual who has a record of such an impairment, or

3. An individual who is regarded as having such an impairment.

QUALIFIED INDIVIDUAL WITH A DISABILITY

A qualified individual with a disability means an individual with a disability who, with or without reasonable modification to rules, policies, or practices, by virtue of removing architectural, communication or transportation barriers or the provision of accommodations such as auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the City.

DISCRIMINATION ON THE BASIS OF DISABILITY

Discrimination based on a disability means to:

1. Limit, segregate, or classify an individual in a way that may adversely affect opportunities or status because of the individual's disability.
2. Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability.
3. Participate in a contract that could subject a qualified individual with a disability to discrimination.
4. Use standards, criteria, or methods of administration that have the effect of discriminating based on a disability.
5. Deny equal benefits because of a disability.
6. Fail to make reasonable requested accommodations based on physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation(s) would impose an undue burden for City operations.
7. Use selection criteria that excludes otherwise qualified individuals with disabilities from participating in the programs or activities offered to the public.
8. Fail to use tests, including eligibility tests, in a manner that ensures the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

PHYSICAL OR MENTAL IMPAIRMENTS

Physical or mental impairments may include, but are not limited to, vision, speech and hearing impairments, emotional and mental illness, seizure disorders, cognitive disabilities, orthopedic and neuromotor disabilities, learning disabilities, diabetes, heart disease, nervous conditions, cancer, asthma, Hepatitis B, HIV condition and drug addiction if the individual has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

MAJOR LIFE ACTIVITIES

Major life activities are functions such as walking, seeing, hearing, speaking, breathing, learning, or performing manual tasks or caring for oneself. In determining whether a physical or mental impairment substantially limits the condition, manner, or duration under which an individual can perform a major life activity in comparison to other people, the following factors shall be considered:

1. The nature and severity of the impairment
2. The duration or expected duration of the impairment
3. The permanent or long-term impact (or expected impact) resulting from the impairment

HAVING A RECORD OF IMPAIRMENT

An individual has a record of impairment if there is a history of the impairment that substantially limits major life activities, or has been diagnosed, correctly or incorrectly, as having such an impairment.

REGARDED AS HAVING A DISABILITY

An individual is regarded as having a disability if they are treated or perceived as having an impairment that substantially limits major life activities, even when no such impairment exists.

REASONABLE PROGRAM MODIFICATIONS

If an individual's disability prevents them from having equivalent access to programs or services, determine whether reasonable program modifications would enable the individual to have equivalent access to programs and services and respond accordingly. A reasonable program modification is any change to a program or service or a change to customary practices that enables an individual with a disability to enjoy equivalent program opportunities.

Modification includes making existing facilities and equipment used by individuals readily accessible to, and usable by, individuals with disabilities.

Modification applies to:

1. All decision-making activities, including use of applications or registration processes
2. All services provided in connection with a program or service
3. Reported disabilities only

Modification is not required if it:

1. Changes (fundamentally alters) the essential nature of a program or service
2. Creates a hazardous situation
3. Poses an undue burden on the City

Providing Modifications includes, but is not limited to, making modifications or adjustments:

1. To a registration or application process to enable an individual with a disability to be considered for the program or service.
2. To the program or service environment in which the activity is performed, so that an individual with a disability can have equivalent access to the program or service.

UNDUE BURDEN

Undue burden means significant difficulty or expense would be incurred in providing a requested accommodation or modification. Undue burden includes, but is not limited to, financial or administrative difficulty. This refers to any accommodation or modification that would be unduly costly, extensive, substantial, disruptive, or that would fundamentally alter the nature of the City's operations. Whether a particular accommodation or modification will impose an undue burden on the City is determined on a case-by-case basis. The determination of whether a particular accommodation or modification is an undue burden must be made by executive City Management and include documentation of that decision-making process. The City can also attempt to identify another approach that would not pose such a burden. If cost causes the undue burden, the City must consider all financial resources available City-wide and whether funding for the accommodation or modification is available from an outside source. If no such funding is

available, the City must give the individual with a disability the opportunity to provide the accommodation or modification themselves or to pay for that portion of the accommodation or modification that constitutes an undue burden for the City and is not otherwise required by law.

AUXILIARY AIDS AND SERVICES

The term auxiliary aids and services include but are not limited to:

1. Qualified interpreters or other effective methods of making orally delivered materials available to individuals who are Deaf, Hard-of-Hearing, or Late Deafened
2. Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals who are Blind or have low vision
3. Acquisition or modification of equipment or devices and other similar services and actions

SECTION I. C. The City of Lakeland and the ADA

ADA Specialist, Accessibility Liaisons and the Lakeland Alliance for Accessibility

The ADA Specialist shall ensure that the City is aware of and acts upon compliance requirements of the Americans with Disabilities Act, Sections 504 and 508 of the Rehabilitation Act of 1973, and other federal, state, and local laws, regulations and best practices pertaining to persons with disabilities. The ADA Specialist shall coordinate the review of policies and procedures related to persons with disabilities to ensure nondiscrimination against a person with disabilities.

Compliance Process Responsibilities

Ensure that processes are in place to provide for prompt and equitable resolution of complaints and inquiries from the public regarding compliance with the ADA and other applicable federal and state laws related to discrimination based on a disability.

Informational Responsibilities

1. Maintain, update, and provide information as needed, regarding local, state, and federal laws and regulations, as well as the best practices concerning the rights of persons with disabilities.
2. Ensure that City-related information is available concerning services, accommodations, policies, and demographics relating to persons with disabilities.

Outreach Responsibilities

1. Provide ADA and related accessibility information and resources to City staff and the public.
2. Assist with development and maintenance of written materials and other informational pieces to broadly disseminate information regarding the ADA and the City's policies related to persons with disabilities.
3. Assist with and participate in the development of presentations and training on the provision of equal opportunities and nondiscrimination related to persons with disabilities.
4. Act as the primary ADA/Accessibility services liaison to the public, City staff, and relevant state and federal agencies.

Reporting Responsibilities

Ensure that a record of disability related accommodation or modification requests and complaints is maintained by the City and each has been resolved in accordance with applicable laws.

Reporting Relationship

The City's ADA Specialist shall report to the Public Works Assistant Director or designee.

Accessibility Liaisons' Roles

One Accessibility Liaison will be assigned from each appropriate department and will assist the ADA Specialist to facilitate the resolution of accommodation or modification requests from members of the public who want to participate in a City program or service. Accessibility Liaisons will also share information with appropriate staff members in their department as provided by the ADA Specialist.

Role of the Lakeland Alliance for Accessibility

The City's Lakeland Alliance for Accessibility (the Alliance) includes individuals with disabilities and representatives from agencies serving individuals with disabilities. This includes Lighthouse for the Blind and Low Vision, Central Florida Speech and Hearing Center, Veteran's Association, Senior Connection Center, Peace River Center, Center for Independent Living, CARD at USF, and other agencies, as well as citizens with disabilities.

The purpose of the Alliance is to provide input to the City about accessibility as it pertains to facilities, programs, services, and events leased, owned, operated, or permitted by the City. The Alliance advocates on behalf of individuals with disabilities and assists the City by bringing attention to unforeseen barriers involving inclusion.

The primary areas the Alliance addresses are:

Awareness - The Alliance members share information about the obstacles they face, or on behalf of the individuals for which they provide advocacy. This includes input regarding City programs, services and operations, housing programs with City involvement, transportation and parking services and entertainment, leisure, and fitness activities.

Community Involvement and Public Outreach - A key element of the ADA transition planning and implementation process is participation and input by the public. Participation of individuals with disabilities assists the City with identifying key issues that may not be readily apparent to City staff. The experiences and perspectives of individuals with disabilities who have faced barriers to program or facility access are essential to the ADA/Accessibility improvement activities undertaken by the City.

Alliance members have assisted with outreach activities in a variety of ways. They have made the ADA Specialist aware of local events that provide the opportunity to staff a table to provide information and resources, including print material and website resources, regarding the ADA/Accessibility. They have also invited the ADA Specialist to speak before their organizations and clients, about the activities the City is involved in to enhance accessibility.

Alliance members have attended City events such as the issuance of various Proclamations related to accessibility. They have participated in meetings where the City provides information about pending projects. Alliance members have also distributed the ADA Specialist's contact information to their agencies and clients to assist in the City's efforts to assure that the public knows who to contact with any concerns related to accessibility.

The Alliance members have also helped City staff develop sensitivity to the needs of individuals with disabilities. This includes input about customer service interactions with individuals with disabilities such as speaking directly to a person who is Deaf rather than to their interpreter and pulling up a chair to discuss things at eye-level with an individual who uses a wheelchair. It also includes making City staff more aware of sensory stressors for individuals with Autism and related disabilities which may cause sensory sensitivity.

SECTION II. ADA Self-Evaluation & Transition Planning Process

ADA Assessment Criteria

Barriers faced by individuals with disabilities that affect opportunities regarding employment, transportation, public accommodations, public services, and telecommunications have caused significant economic and social costs on American society. These barriers have undermined efforts by people with disabilities to receive an education, become employed, and to be equally contributing members of society. By breaking down these barriers, the Americans with Disabilities Act (ADA) and related accessibility legislation enables society to benefit from the skills, talents, creativity and purchasing power of individuals with disabilities. This leads to a more enriched society due to the inclusion of all members of the public. The ADA provides civil rights protections to individuals with disabilities like those provided to individuals based on race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services and telecommunications. To determine existing barriers, the City contracted with Disability Access Consultants (DAC) to assess City programs, services, and facilities.

The programs, services and facilities assessments are divided into three broad categories:

1. **Exterior Accessibility:** Individuals with disabilities should be able to approach and enter a building as freely as anyone else. For example, at least one accessible route must be provided within the boundary of the site connecting elements such as accessible parking, sidewalks and/or public transportation stops to an accessible building entrance.
2. **Interior Accessibility:** The interior accessible route connects the accessible entrance with the program and service areas in the facility. Typically, interior accessible routes are made up of hallways, corridors, interior rooms, and spaces. The accessible route is essential for people who have difficulty walking or use wheelchairs or other mobility aids to access the service and program areas.
3. Additionally, individuals with low vision may walk along any route to access the program and service areas, not just the accessible routes. As such, routes open to or leading to the service area, such as hallways, corridors, and service and program spaces, must be free of objects or obstacles that cannot be detected by a person who is Blind or has low vision.
4. **Program Accessibility:** The City's services and programs, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities.

The City of Lakeland is committed to improving access to all applicable City operations, programs, activities, events, facilities, parks, buildings, and public rights-of-way. The ADA Transition and Implementation Plan is the roadmap for understanding the deficiencies and corrective actions required to ensure that facilities and public services comply with the applicable provisions of the Americans with Disabilities Act (ADA).

Prioritizing ADA Compliance

The City of Lakeland has limited funds and cannot immediately make all programs, services, buildings, and Parks and Recreation facilities fully accessible. The City is prioritizing the removal of barriers to accessibility in a few ways. The following criteria is recommended for state and local governments to use as the basis for prioritizing removal of identified barriers:

1. Priority One. Those facilities which house essential services related to health and safety and programs that are unique to a specific location. Priority One includes those locations that have a high volume of use by individuals considered vulnerable, such as persons with disabilities, children, and those who are elderly.
2. Priority Two. Facilities that receive a high level of public use.
3. Priority Three. Geographic distribution - facilities located in various areas of the City that provide an equitable distribution of program access for all residents.

The City's criteria listed below is also used to assist in the determination of specific program-based barrier removal actions within a building or facility:

1. Priority One. The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place (e.g., parking, walkways, ramps, stairs, doors, corridors, etc.).
2. Priority Two. A second level priority is placed on those barrier removal items that improve or enhance access to program use areas (e.g., transaction counters, conference rooms, public offices, restrooms, etc.).
3. Priority Three. A third level priority is placed on those barrier removal items that improve access to amenities serving program areas (e.g., drinking fountains, telephones, site furnishings, vending machines, etc.).

Outcome of the ADA Transition and Implementation Planning Process

The Mayor, City Management, City Commissioners, along with the City's staff, demonstrate their commitment to inclusion in public programs, services, and facilities as highlighted in this annual report. The City is dedicated to transparency in government and to sustaining a high quality of life for City residents and visitors. The use of a work-order based system, which incorporates ADA/Accessibility components to complete improvements, coupled with increased community outreach and involvement, will help to ensure that the City continues to focus on its Vision of being a "vibrant, innovative, culturally inclusive, world-class community".

Section III. ADA Implementation Planning

Review of Activities and Funding Sources for Improvements

The City will continue to make reasonable efforts to improve the accessibility of programs, services, and facilities. City Management will determine annually the appropriate and available level of funding to allocate each year toward this goal.

There will be times when it is not feasible, whether technically, structurally, administratively, or financially to provide full compliance to a program or facility. Therefore, the City will choose areas with high priority before moving on to lower priorities unless a specific request is made by the public.

The City will follow the concept of program access under Title II of the ADA and Section 504 of the Rehabilitation Act of 1973. Program access does not necessarily require a public entity to make all existing facilities accessible and usable by individual with disabilities so long as program offerings include accessibility (as a whole).

Ongoing improvements to Accessibility are also addressed in applicable Capital Improvement Projects (CIP). The following areas are under CIP:

- Transportation
- Public Improvement
- Downtown Community Redevelopment Area (CRA)
- Parks, Recreation and Cultural Arts
- Midtown CRA
- Dixieland CRA
- Stormwater
- Parking
- RP Funding Center
- Airport
- Water
- Wastewater
- Lakeland Electric

Long-Term Approach to ADA/Accessibility Improvements

The City of Lakeland is committed to a reasonable and responsible schedule to bring the City into ADA compliance as soon as possible. With that in mind, the City will use the following schedule as a guide toward improved accessibility.

FYs	Facilities	Scheduled Modifications
2023-24	Lakeland Electric	All Restrooms renovated for ADA Compliance (floors 1 – 9)
2023-24	Lakeland Police Dept.	Replace lobby elevator for ADA compliance

FYs	Facilities	Scheduled Modifications
2023-24	Larry Jackson Branch Library	Remodel bathrooms and cabinetry for ADA compliance
2023-24	Glendale Lab Renovation	Cabinetry and clearance for ADA compliance in renovations
2023-24	Youkey Theater	Incorporate a chair lift in renovations
Annual	Public Right-of-Way (PROW)	Sidewalks/Curb Repairs/Ped Crossings
Annual	PROW – Data Collection	Updating LUCITY and GIS Data
Annual	All City Locations	Update directional & info signage

Fiscal Year	Program and Services Modifications
TBA	ADA city-wide staff training
Annually	WCAG
Annually	Public Posters in all facilities for ADA Services
Annually	Provide alternative format documents upon request
Annually	Update ADA Brochure for accuracy

Fiscal Year	City Policies
Annually	Update as needed – Policy related to service animals in city facilities
Annually	Update as needed – ADA Grievance Policy and Procedure
Annually	Update as needed – City’s Limited English Proficiency Plan (LEP)

Transition Plan Action Items Completed or Ongoing

Action Item	Status of Action Item
Designate and ADA Specialist	Completed in 2017
Public Notification of Rights under the ADA	Completed in 2016 (updated as needed); includes Title VI Fact Sheet/Nondiscrimination Policy, Limited English Proficiency policy and a complaint process
Staff Training on ADA topics	Initial ADA training for city management and selection of frontline staff completed in 2018 and 2019. Planning for annual inclusivity training discussed and develop a plan for implementation – TBA
Make Reasonable Modifications to Policies, Practices, or Procedures to avoid discrimination	City welcomes service animals, mobility devices (wheelchair and other “power-driven” mobility

Action Item	Status of Action Item
	<p>aids) as appropriate to allow for effective participation. This is ongoing.</p> <p>Provide activities in the most integrated settings for equal opportunity and participation. This is ongoing.</p> <p>City of Lakeland's Title VI Nondiscrimination Plan includes providing notices with contact information of ADA Specialist to request modifications or accommodations. This is ongoing.</p>
Effective Communication	<p>Provide interpreters as requested by persons who are Deaf, hard-of-hearing or late deafened. This is ongoing.</p> <p>Website conformance to WCAG 2.1 AA standards. This is ongoing.</p> <p>Provide alternative formats of documents to the public when requested. This is ongoing.</p> <p>Provide captioning for the City's live broadcasts, videos, and related media developed by the City. This ongoing.</p> <p>Addition of User Way software to the City's website to enhance user accessibility.</p> <p>Ensure accessibility of electronic communications such as email and social networking sites. This is ongoing.</p>
Special Events Permitted by the City	<p>Creation of a checklist to be used by the Special Events Committee related to ADA Accessibility. This is ongoing.</p>
Basic Access	<p>Ensure that city facilities are accessible to the maximum level possible. This is ongoing.</p> <p>Ensure programs and services will be in accessible locations and relocated as needed. This is ongoing.</p> <p>Provide notice of accessible features available. This is ongoing.</p> <p>Maintain accessible features in appropriate condition. This is ongoing.</p> <p>Provide a reasonable amount of accessible furniture and equipment to ensure opportunity for full participation. This is ongoing.</p> <p>Ensure that agencies and organizations providing services on behalf of the city are not discriminatory towards individuals with disabilities. This is ongoing.</p> <p>Ensure that the needs of individuals with disabilities are considered for evacuation from city facilities in emergency situations. This is ongoing.</p>

Action Item	Status of Action Item
	Ensure open communication options for citizens and visitors to express any concerns related to ADA standards or accessibility. This is ongoing.
Public Right-of-Way (PROW)	<p>Complete Streets Policy adopted (Resolution 5004: Policy 5N).</p> <p>Creation of an online resource on the City's webpage known as takeACTION for reporting concerns related to ADA/Accessibility. This is ongoing.</p> <p>Publication of the ADA Specialist's contact information on the city's website and other documentation to facilitate public communication concerns. This is ongoing.</p> <p>Annual Pavement Management Program includes resurfacing and sealing of roads, sidewalks, curb ramp repairs, or installation of these items. This is ongoing.</p> <p>Traffic Operations will assess signs and signals related to persons with disabilities upon request to evaluate the need at the location. This is ongoing.</p> <p>Capital Improvement Project(s) planning process will include budgeting for ADA/Accessibility improvements.</p>

FY 2023-24 Work Orders related to ADA/Accessibility by Departments

Construction & Maintenance (PROW)

- A. First Quarter: Concrete crews are replacing ADA ramps for the FY 2024 paving schedule.

PROW Focus	Total	Measurement	Cost
Sidewalk Reconstruct	1,834	Linear feet	\$94,426.83
Sidewalk Grinding	8,370	Linear feet	\$74,771.20
Curb Ramps Reconstruct	47	Items	\$128,371.04
Streetscape Repair	810	Sq. Feet	\$8,507.40
Brick crosswalk repaired	150	Sq. Feet	\$1,866.37
Truncated Domes Install	50	Items	\$14,329.00

PROW Focus	Total	Measurement	Cost
Replace Tree Boxes	3	Items	\$21,222.97

B. Second Quarter: Tree box replacement in front of the Lakeland Police Department. The sidewalk grinding contractor is back in Lakeland completing the second half of the Purchase Order. Work will take place in Bridgewater neighborhood, North and South Crystal Lake Drive, New Jersey and Crystal Lake Drive neighborhoods.

PROW Focus	Total	Measurement	Cost
Sidewalk Reconstruct	1,262	Linear feet	\$8,776.38
Sidewalk Grinding	0	Linear feet	\$0
Curb Ramps Reconstruct	22	Items	\$76,744.40
Streetscape Repair	600	Sq. Feet	\$9,746.50
Brick crosswalk repaired	20	Sq. Feet	\$384.06
Truncated Domes Install	34	Items	\$7,784.40
Replace Tree Boxes	2	Items	\$17,608.89

C. Third Quarter: IMS is processing sidewalk condition survey data and the results are expected in mid-May of 2024.

PROW Focus	Total	Measurement	Cost
Sidewalk Reconstruct	2,207	Linear feet	\$131,866.00
Sidewalk Grinding	8,518	Linear feet	\$76,028.00
Curb Ramps Reconstruct	5	Items	\$19,852.00
Streetscape Repair	1,242	Sq. Feet	\$13,710.00
Brick crosswalk repaired	15	Sq. Feet	\$387.00
Truncated Domes Install	8	Items	\$3,328.00
Replace Tree Boxes	3	Items	\$21,104.00

D. Fourth Quarter: IMS is still processing sidewalk condition survey data. Some of the data has been received but does not contain the entire data sets with data outcomes.

PROW Focus	Total	Measurement	Cost
Sidewalk Reconstruct	1,249	Linear feet	\$90,230.02
Sidewalk Grinding	5	Linear feet	\$354.87
Curb Ramps Reconstruct	4	Items	\$13,942.49
Streetscape Repair	760	Sq. Feet	\$8,959.32
Brick crosswalk repaired	0	Sq. Feet	\$0
Truncated Domes Install	11	Items	\$2,815.80
Replace Tree Boxes	2	Items	\$13,463.97

Solid Waste

Quarter	Total Number of Customers w/ Disabilities Served
1 st	54
2 nd	54
3 rd	54
4 th	54

Traffic Operations and Parking

Work Order No.	Status	Category	Start Date	End Date
23-028251	Complete	Traffic Signs	12/6/23	12/8/23
23-024965	Complete	Traffic Services	10/25/23	10/25/23
23-022247	Complete	Traffic Services	11/8/23	11/8/23
23-024964	Complete	Traffic Services	11/8/23	11/8/23
23-024981	Complete	Traffic Services	10/25/23	10/25/23
23-025271	Complete	Traffic Signs	10/25/23	10/25/23
23-022249	Complete	Traffic Services	11/8/23	11/8/23
23-022250	Complete	Traffic Services	3/18/24	3/18/24
23-022738	Complete	Traffic Services	3/28/24	3/28/24
23-026941	Complete	Traffic Services	3/21/24	3/21/24
24-013485	Complete	Traffic Services	1/11/24	2/2/24
24-000867	Complete	Traffic Services	6/26/24	6/26/24
24-006071	Complete	Traffic Services	4/23/24	4/23/24
24-005473	Complete	Traffic Services	4/23/24	4/23/24

Communications Department

<u>Quarter</u>	<u>Number of Meetings/Videos Publicly Published</u>
1 st	55 videos; implemented User Way
2 nd	89 videos; technology changes for WCAG compliance
3 rd	127 videos with 65 being captioned
4 th	35 captioned videos

Facilities

<u>Work Order</u>	<u>Main Task</u>	<u>Start Date</u>	<u>End Date</u>	<u>Description</u>
21-020176	Adjust	5/9/2024	5/9/2024	Warehouse Entrance East Side -Right
21-020177	Adjust	3/28/2024	3/28/2024	Receiving
21-020156	Replace	8/30/2024	8/30/2024	Issuing
21-020178	Adjust	3/29/2024	3/29/2024	Stairwell in Lobby
21-020163	Adjust	5/16/2024	5/16/2024	Warehouse Entrance Next to Stairway # 37
21-020157	Replace	9/24/2024	9/24/2024	Warehouse Entrance Next to Stairway #10
21-020191	Replace	9/24/2024	9/24/2024	Issuing
21-020165	Adjust	5/16/2024	5/16/2024	Issuing
21-020162	Adjust	5/16/2024	5/16/2024	Receiving Exterior
21-020167	Adjust	5/9/2024	5/9/2024	Warehouse Entrance Next to Stairway # 13
21-020192	Replace	3/29/2024	3/29/2024	Warehouse Entrance Next to Stairway #10
21-020172	Adjust	5/9/2024	5/9/2024	Warehouse Entrance East Side - Left
21-020164	Adjust	5/16/2024	5/16/2024	Main Entrance
21-020168	Adjust	5/16/2024	5/16/2024	Lobby Entrance from Parking Garage
21-020193	Replace	7/26/2024	7/26/2024	Warehouse Entrance Next to Stairway # 13
21-020174	Adjust	5/9/2024	5/9/2024	Warehouse Entrance East Side - Middle
21-020171	Adjust	5/9/2024	5/9/2024	Warehouse Entrance Next to Stairway # 11
21-020169	Adjust	5/16/2024	5/16/2024	Southeast Stairwell Exterior
21-020194	Replace	9/24/2024	9/24/2024	Warehouse Entrance Next to Stairway # 46
21-020179	Adjust	3/29/2024	3/29/2024	Southeast Stairwell Entrance in Parking Garage
21-020173	Adjust	3/29/2024	3/29/2024	Flammable Room Exterior

<u>Work Order</u>	<u>Main Task</u>	<u>Start Date</u>	<u>End Date</u>	<u>Description</u>
21-020170	Adjust	5/9/2024	5/9/2024	Warehouse Entrance Next to Stairway # 46
21-020208	Replace	11/1/2023	11/1/2023	Flammable Room
21-020181	Adjust	3/28/2024	3/28/2024	Men's Restroom in Break Room Next to Issuing
21-020180	Adjust	3/28/2024	3/28/2024	Warehouse Door Next to Aisle #6
21-020183	Adjust	3/28/2024	3/28/2024	Warehouse Manager
21-020209	Replace	11/1/2023	11/1/2023	Tool Room Right
21-020188	Replace	9/24/2024	9/24/2024	Receiving Exterior
21-020187	Adjust	3/28/2024	3/28/2024	Break Room Next to Issuing
21-020184	Adjust	3/28/2024	3/28/2024	Warehouse Door Next to Aisle #11
21-020225	Adjust	12/21/2023	12/21/2023	T&D Operations Next to Supervisor of Engineering
21-020190	Replace	8/30/2024	8/30/2024	Receiving
21-020196	Replace	7/26/2024	5/16/2025	Warehouse Door Next to Aisle #6
21-020185	Adjust	3/28/2024	3/28/2024	Warehouse Door Next to Aisle #2
21-020226	Adjust	12/21/2023	12/21/2023	Supervisor of Engineering
21-020199	Replace	7/26/2024	7/26/2024	Tool Room Left
21-020207	Replace	12/21/2023	12/21/2023	Warehouse Superintendent
21-020186	Adjust	3/28/2024	3/28/2024	Women's Restroom in Break Room Next to Issuing
21-020227	Adjust	10/12/2023	10/12/2023	T&D Conference Room B
21-020204	Replace	12/21/2023	12/21/2023	Inventory Analyst
21-020212	Adjust	10/18/2023	10/18/2023	Break Room in Purchasing
21-020202	Replace	3/28/2024	3/28/2024	Warehouse Door Next to Aisle #11
21-020228	Adjust	12/21/2023	12/21/2023	Records Room
21-020206	Replace	11/15/2023	11/15/2023	Warehouse Door Next to Aisle #2
21-020214	Adjust	10/16/2023	10/16/2023	Purchasing Lobby
21-020217	Adjust	10/18/2023	10/18/2023	Purchasing in Hallway
21-020213	Adjust	10/18/2023	10/18/2023	Conference Room in Purchasing
21-020216	Adjust	10/16/2023	10/16/2023	Hallway Next to Restrooms

<u>Work Order</u>	<u>Main Task</u>	<u>Start Date</u>	<u>End Date</u>	<u>Description</u>
21-020218	Adjust	10/12/2023	10/12/2023	2nd Floor Stairwell Next to Lobby
21-020215	Adjust	10/19/2023	10/19/2023	Meeting Room Next to Purchasing Lobby in Reception Area
21-020221	Adjust	10/16/2023	10/16/2023	Meeting Room Next in Purchasing
21-020219	Adjust	10/18/2023	10/18/2023	T&D Entrance Next to Receptionist
21-020222	Adjust	10/16/2023	10/16/2023	Meeting Room Next to Purchasing Lobby Across from Restrooms
21-020223	Adjust	10/12/2023	10/12/2023	T&D Operations Across from Purchasing
21-020220	Adjust	10/16/2023	10/16/2023	T&D Operations Conference Room
21-020224	Adjust	10/16/2023	10/16/2023	T&D Operations Main Entrance in Hallway
21-020230	Adjust	12/21/2023	12/21/2023	Women's Locker Room
21-020233	Adjust	10/12/2023	10/26/2023	Men's Locker Room Left, Men's Locker Room Right
21-023636	Remove	3/5/2024	3/5/2024	Suite 226
21-020229	Adjust	10/16/2023	10/16/2023	Lineman Supervisor Left
21-020232	Adjust	10/26/2023	10/26/2023	Break Room in Records
21-020234	Adjust	12/21/2023	12/21/2023	Training Room
21-020231	Adjust	10/26/2023	10/26/2023	Hallway Next to Training Room
21-020235	Adjust	10/16/2023	10/16/2023	Lineman Supervisor Right
21-020236	Adjust	10/12/2023	10/12/2023	Southeast Stairwell
21-023531	Remove	3/5/2024	3/5/2024	Women's Restroom Next to 1st Base Entrance - South Entrance
21-023509	Remove	3/5/2024	3/5/2024	Men's Restroom Next to 1st Base Entrance - North Entrance
21-023521	Remove	3/5/2024	3/5/2024	Women's Restroom Next to 1st Base Entrance - North Entrance
21-023510	Remove	3/5/2024	3/5/2024	Men's Restroom Next to 1st Base Entrance - South Entrance

<u>Work Order</u>	<u>Main Task</u>	<u>Start Date</u>	<u>End Date</u>	<u>Description</u>
21-023841	Adjust	3/11/2024	3/11/2024	Unisex Restroom
21-023626	Remove	3/5/2024	3/5/2024	Suite 221
21-023627	Remove	3/5/2024	3/5/2024	Suite 224
21-023628	Remove	3/5/2024	3/5/2024	Suite 225
21-023644	Remove	3/5/2024	3/5/2024	Suites 205, 221 Balcony
21-023645	Remove	3/5/2024	3/5/2024	Suites 225 Balcony
21-023646	Remove	3/5/2024	3/5/2024	Suites 226 Balcony
21-023756	Install	10/25/2023	10/26/2023	1st Floor Men's Restroom Next to 126A
21-023732	Install	10/25/2023	10/26/2023	1st Floor Break Room Next to Main Lobby
21-023744	Install	10/25/2023	10/26/2023	1st Floor Changing Room - Right
21-023755	Install	10/25/2023	10/26/2023	1st Floor Men's Restroom Next to 110A

Section IV. Appendices

A. Title VI/Nondiscrimination Policy and Plan

For Sub-Recipients in the Local Agency Program (LAP)
City of Lakeland, Florida

Policy Statement:

The City of Lakeland, Florida, a municipal corporation, values diversity and welcomes input from all interested parties, regardless of cultural identity, background, or income level. Moreover, the City of Lakeland believes that the best programs and services result from careful consideration of the needs of all its communities and when those communities are involved in the transportation decision making process. Thus, the City of Lakeland does not tolerate discrimination of any of its programs, services, or activities. Pursuant to title VI of the Civil Rights Act of 1964 and other federal and state authorities, the City of Lakeland will not exclude participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion, income or family status.

Complaint Procedures:

The City of Lakeland has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability or family or income status in any of the City of Lakeland's programs, services, or activities may file a complaint with the City of Lakeland's Title VI/Nondiscrimination Coordinator:

Ashley Stathatos, Assistant City Manager and Title VI/Nondiscrimination Coordinator
228 S. Massachusetts Avenue
Lakeland, Florida 33801-5086

Email: Ashley.Stathatos@lakelandgov.net

Phone: (863) 834-6237; Fax: (863) 834-8402

If Deaf, Hard-of-Hearing or Late Deafened, please contact the TDD numbers: Local – (863) 834-8333 or 1-800-955-8771– (TDD-Telecommunications Device for the Deaf) or the Florida Relay Service Number 1-800-955-8770 (VOICE), for assistance.

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the City of Lakeland's Title VI/Nondiscrimination Coordinator for assistance. (*Refer to "Exhibit 1" City of Lakeland Title VI/Nondiscrimination Plan – Complaint of Discrimination Form*).

The Title City's VI/Nondiscrimination Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the City of Lakeland be unable to satisfactorily resolve the complaint, the City's Title VI/Nondiscrimination Coordinator will forward the complaint, along with a record of its disposition to the appropriate District of the Florida Department of Transportation (FDOT).

The City's Title VI/Nondiscrimination Coordinator has "easy access" to the City Manager (or Chief Executive Officer) and is not required to obtain management or other approval to discuss discrimination issues with the City Manager. However, should the complainant be unable or unwilling to complain to the City of Lakeland, the written complaint may be submitted directly to Florida Department of Transportation (FDOT). FDOT will serve as a clearing house, forwarding the complaint to the appropriate state or federal agency:

Florida Department of Transportation
Equal Opportunity Office
ATTN: Title VI Complaint Processing
605 Suwannee Street MS 65
Tallahassee, FL 32399

ADA/504 Statement:

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal aid recipients and other government entities to take affirmative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented in transportation programs, services, and activities.

The City of Lakeland will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The City of Lakeland will make every effort to ensure that its advisory committees, public involvement activities, and all other programs, services and activities include representation by the disabled community and disability service groups.

The City of Lakeland encourages the public to report any facility, program, service, or activity that appears inaccessible to those who are disabled. Furthermore, the City will provide reasonable accommodation (free of charge) to disabled individuals who wish to participate in public involvement events or who require special assistance to access facilities, programs, services, or activities. Because providing reasonable accommodation may require outside assistance, organization, or resources, the City asks that requests be made at least seven (7) calendar days prior to the need for accommodation.

Questions, concerns, comments, or requests for accommodation should be made to the following City of Lakeland's ADA Coordinator or Human Resources (for City Employees):

For the General Public:

Kristin Meador, MA, ADAC
ADA Specialist – Accessibility Services
228 S. Massachusetts Avenue
Lakeland, FL 33801-5086
Email: Kristin.Meador@lakelandgov.net
Phone: (863) 834-8444
Fax: (863) 834-8040
If hearing impaired, please contact the TDD numbers: Local – (863) 834-8333 or (800) 955-8771 (TDD- Telecommunications Device for the Deaf) or the Florida Relay Service Number (800) 955-8770 (VOICE), for assistance.

For City of Lakeland Employees:

Amanda Kaiser, HRIS
Human Resources
228 S. Massachusetts Avenue
Lakeland, FL 33801-5086
Email: Amanda.Kaiser@lakelandgov.net
Phone: (863) 834-8768
Fax: (863) 834-6004
If hearing impaired, please contact the TDD numbers: Local – (863) 834-8333 or (800) 955-8771 (TDD- Telecommunications Device for the Deaf) or the Florida Relay Service Number (800) 955-8770 (VOICE), for assistance.

Limited English Proficiency (LEP) Guidance:

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal aid recipients to take responsible steps to ensure meaningful access to programs, services and activities by those who do not speak English proficiently. Please refer to the City of Lakeland's Limited English Proficiency Plan located on the City of Lakeland website: www.lakelandgov.net.

Attention City Staff: The following statement shall appear on all publicly noticed City of Lakeland meeting notices and advertisements (i.e. City Commission meeting notices, bid notices, boards and committee notices, etc.):

In accordance with the Americans with Disabilities Act and Section 286.26, Florida Statutes, persons with disabilities needing special accommodation to participate in this proceeding, or those requiring language assistance (*free of charge*) should contact the City of Lakeland ADA Specialist, no later than forty-eight (48) hours prior to the proceeding, at (863) 834-8444, Email: Kristin.Meador@lakelandgov.net. **If hearing impaired**, please contact the **TDD numbers**: Local – (863) 834-8333 or 1-800-955-8771 (TDD-Telecommunications Device for the Deaf) or the **Florida Relay Service** Number 1-800-955-8770 (VOICE), for assistance.

Public Involvement:

To plan for efficient, effective, safe, equitable and reliable transportation systems, the City of Lakeland must have the input of its public. The City spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community. The City holds various transportation meetings, workshops, and other events designed to gather public input on project planning and construction. Further, the City attends and participates in other community events to promote its services to the public.

Finally, the City is constantly seeking ways of measuring the effectiveness of its public involvement. Persons wishing to request special presentations by the City of Lakeland, volunteer in any of its activities or offer suggestions for improvement of City public involvement may contact:

Ashley Stathatos, Assistant City Manager and Title VI/Nondiscrimination Coordinator

228 S. Massachusetts Avenue

Lakeland, Florida 33801-5086

Email: Ashley.Stathatos@lakelandgov.net

Phone: (863) 834-6237; Fax: (863) 834-8402

If hearing impaired, please contact the TDD numbers: Local – (863) 834-8333 or 1-800-955-8771– (TDD-Telecommunications Device for the Deaf) or the Florida Relay Service Number 1-800-955-8770 (VOICE), for assistance.

Data Collection:

Federal Highway Administration regulations require federal-aid recipients to collect racial, ethnic, and other similar demographic data on beneficiaries of or those affected by transportation programs, services, and activities. The City of Lakeland accomplishes this through a review of census data, American Community Survey reports, Environmental Screening Tools (EST), drive and ridership surveys, its Community Development department and other methods. From time to time, the City may find it necessary to request voluntary identification of certain racial, ethnic, or other data from those who participate in its public involvement events. This information assists the City with improving its targeted outreach and measures of effectiveness. Self-identification of personal data to the City will always be voluntary and anonymous. Moreover, the City will not release or otherwise use this data in any manner inconsistent with the federal regulations.

Assurances:

Every three (3) years, or commensurate with a change in City of Lakeland executive leadership, the City must certify to FHWA and FDOT that its programs, services, and activities are being conducted in a nondiscriminatory manner. These

certifications are termed “assurances” and serve two important purposes. First, they document the City’s commitment to nondiscrimination and equitable service to its community. Second, they serve as a legally enforceable agreement by which the City of Lakeland may be held liable for breach. The public may view the annual assurance on the City of Lakeland’s website or by visiting the City of Lakeland Public Works Department Director’s Office, 228 S. Massachusetts Avenue, Lakeland, Florida, 33801-5086.

CITY OF LAKELAND, FLORIDA

By: _____
Shawn Sherrouse, City Manager

Date:

Updated: 10/19/2023

Distribution: All City of Lakeland Department Directors and Assistant Department Directors
City Attorneys
City Clerk
Communications Department (for Website posting)
Emily Colon, Deputy City Manager and Title VI/Nondiscrimination Coordinator
Mark Farrington, SPHR – Human Resources and Civil Service Director
Kristin Meador, ADA Specialist – Accessibility Services

“Exhibit 1”

Title VI – Nondiscrimination Plan

Complaint of Discrimination

Complainant Name:		Complainant Address:
Complainant Phone Number:		
Complainant Representative Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc.):		
Name and Address of Agency, Institution, or Department Whom You Allege Discrimination Against You:		
Name(s) of Individual(s) Whom You Allege Discrimination Against You (if known):		
Discrimination Because Of:	<input type="checkbox"/> Race <input type="checkbox"/> Sex <input type="checkbox"/> Income Status <input type="checkbox"/> Color <input type="checkbox"/> Age <input type="checkbox"/> Retaliation <input type="checkbox"/> National Origin <input type="checkbox"/> Disability <input type="checkbox"/> Other	Date of Alleged Discrimination:
Please list the name(s) and phone number(s) of any person, if known, that the City of Lakeland could contact for additional information or support or clarify your allegation(s):		
Please explain, as clearly as possible, how, why, when and where you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Additional pages may be attached if needed.		
Complainant(s) or Complainant(s) Representative Signature:		Date of Signature:

B. ADA Grievance Procedure

Grievance Procedures under the Americans with Disabilities Act
City of Lakeland

The grievance procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. It may be used by anyone who wishes to file a grievance alleging an ADA violation and/or discrimination based on a disability in the provision of services, activities, programs, or benefits offered by the city. This grievance procedure does not apply to grievances relating to employment by the City of Lakeland.

The grievance should be in writing and contain information about the alleged ADA violation and/or discrimination such as name, address, phone number of grievant and location, date, and description of the problem. A copy of the Grievance Form can be downloaded from the city's website. Upon request, alternative means of filing a grievance will be made available for persons with disabilities. The grievance should be submitted by the grievant or their designee as soon as possible but no later than sixty (60) calendar days after the alleged ADA violation and/or discrimination to:

Kristin Meador, ADAC
ADA Specialist
228 S. Massachusetts Avenue
Lakeland, Florida 33801
Voice Phone: 863-834-8444
Fax: 863-834-8040
Email: ADASpecialist@lakelandgov.net
TTY/TDD: 863-834-8333 or 800-955-8771 or the Florida Relay Service at 800-955-8770 (VOICE)

If hearing impaired, please contact the TDD numbers: Local 863-834-8333 or 800-955-8771 (TDD – Telecommunications Device for the Deaf) or the Florida Relay Service Number 800-955-8770 (VOICE), for assistance.

Within fifteen (15) business days after receipt of the grievance, the City's ADA Specialist or designee will acknowledge receipt of the grievance and take reasonable steps to resolve the matter. Within twenty (20) business days of the acknowledgement, the City's ADA Specialist or designee will provide a response to the grievant. The response will clarify the position with the City of Lakeland and offer options for substantive resolution of the grievance. The grievant can request a written response or alternative format. If the response by the City's ADA Specialist or designee does not satisfactorily resolve the issue, the grievant or their designee may appeal the decision to the Assistant Director of Public Works within fifteen (15) business days after receipt of the response.

Should the City of Lakeland be unable to satisfactorily resolve the grievance, the City's ADA Specialist or designee will forward the grievance, along with a record of its disposition, to the appropriate District of the Florida Department of Transportation (FDOT). All grievances received by the City's ADA Specialist or designee, appeals to the Assistant Direct of Public Works or designee, and responses from these two (2) offices will be retained by the City of Lakeland for at least three (3) years.

C. ADA Grievance Form

City of Lakeland, Florida

Instructions:

Please complete and sign this form and email, fax, mail, or deliver it to the city within sixty (60) calendar days of any incident, to the City of Lakeland's ADA Specialist:

Kristin Meador, ADAC

ADA Specialist

228 S. Massachusetts Avenue

Lakeland, Florida 33801

Voice Phone: 863-834-8444

Fax: 863-834-8040

Email: ADASpecialist@lakelandgov.net

TTY/TDD: 863-834-8333 or 800-955-8771 or the Florida Relay Service at 800-955-8770 (VOICE)

Attach additional pages, if necessary.

Details of the Complaint or Incident

1. Type of Grievance (select all that apply)
 - a. Accommodation Request
 - b. Program/Service
 - c. Facility/Accessibility
 - d. Other
2. Reporting Individual Contact Information
 - a. Full Name:
 - b. Address:
 - c. City, State, Zip Code:
 - d. Phone:
 - e. Email address:
3. Authorized Representative of Report Individual (if any)
 - a. Full Name:
 - b. Address:
 - c. City, State, Zip Code:
 - d. Phone:
 - e. Email:
4. Date/Time of the Incident:
5. Department/Facility/Location of the Incident:
6. Describe the incident/complaint with enough detail so the nature of the grievance can be understood:
7. Have attempts been made to the complaint through a city department? If yes, please describe the efforts that have been made.
8. Remedy Sought: What action do you want taken?

Signature/Date: _____

D. Title VI/Nondiscrimination Complaint Form

Complainant Name:		Complainant Address:
Complainant Phone Number:		
Complainant Representative Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc.):		
Name and Address of Agency, Institution, or Department Whom You Allege Discrimination Against You:		
Name(s) of Individual(s) Whom You Allege Discrimination Against You (if known):		
Discrimination Because Of:	<input type="checkbox"/> Race <input type="checkbox"/> Sex <input type="checkbox"/> Income Status <input type="checkbox"/> Color <input type="checkbox"/> Age <input type="checkbox"/> Retaliation <input type="checkbox"/> National Origin <input type="checkbox"/> Disability <input type="checkbox"/> Other	Date of Alleged Discrimination:
Please list the name(s) and phone number(s) of any person, if known, that the City of Lakeland could contact for additional information or support or to clarify your allegation(s):		
Please explain, as clearly as possible, how, why, when and where you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Additional pages may be attached if needed.		
Complainant(s) or Complainant(s) Representative Signature:		Date of Signature:

E. ADA Notification of Printed Information Statement

Printed Information Statement for Title II Entities Under the ADA

NOTIFICATION

In accordance with the Americans with Disabilities Act and Section 286.26, Florida Statutes, persons with disabilities needing special accommodation to participate in a proceeding, or those requiring language assistance (free of charge) should contact the City's ADA Specialist, Kristin Meador, no later than forty-eight (48) hours prior to the proceeding, at 863-834-8444, Email: ADASpecialist@lakelandgov.net. If hearing impaired, please contact the TDD numbers: Local – 863-834-8333 or 1-800-955-8771 (TDD – Telecommunications Device for the Deaf) or the Florida Relay Service number at 1-800-955-8770 (VOICE), or 711, for assistance.

STATEMENT


To meet the ADA Title II communication standards, City departments must be able to provide information in alternative formats such as using easy-to-understand language, Braille, large-print format, audiotape, computer disk, etc.



Include the following notice on all materials printed by the City that are made available to the public:

This publication can be made available upon request in alternative formats for persons with disabilities by calling the Communications Department at 863-834-6393. If hearing impaired, please contact the TDD numbers: Local – 863-834-8333 or 1-800-955-8771 (TDD – Telecommunications Device for the Deaf) or the Florida Relay Service number at 1-800-955-8770 (VOICE), or 711, for assistance.

F. Accessibility Checklist for Events Application

Accessibility Checklist for Events in the City of Lakeland

Name of Event:		Location:			Event Date:	
Name of Sponsor (Business/Organization):		Name and number of the contact for ADA/Accessibility questions during event:				
	Accessibility	Yes	No	N/A	Comments	
	Entrance					
1	Is there Accessible parking with posted signs?  - "Accessible Parking"					
2	Is there a designated area to drop off and pick up passengers, accessible for individuals with mobility devices?					
3	Is there a clear path of travel from parking area to the event/activity – easily accessed with mobility devices such as wheelchairs, walkers, etc.?					
4	Are there signs throughout the event directing individuals where to go to participate in different parts of the event or activity?					
5	Are there alternative forms of communication available at the entrances: Large print materials? Recorded information? Interpreters? Phone number to request assistance?					
	Event/Activity					
6	Are there alternative activities for those who can't participate in the primary activity? For example, arts & crafts area or designated viewing and information area for individuals who can't participate in a run, boat race, etc.					
7	Are staff or volunteers available to provide help if requested? Are they instructed on location of Accessible restrooms, etc.?					

8	<p>If there is seating for activities, are there spaces reserved for wheelchairs, with companion seats next to them? Posted signs?</p>  "Reserved Seating"				
9	<p>If there is a stage or platform for speeches or performances, is there reserved seating for individuals with wheelchairs (and their companions), which provides unobstructed viewing in an area where other audience members can't stand in front of them?</p>				
10	<p>Are the event activities located in areas with firm and stable ground surfaces for individuals with mobility devices to travel on? Are there ramps (including temporary ramps) positioned for access over curbs, etc.?</p>				
	Restrooms / Portable Toilets	Yes	No	N/A	Comments
11	<p>Are there Accessible restrooms or portable toilets readily available and located with all other restrooms/portable toilets?</p>				
12	<p>Are there signs throughout the event indicating the location of Accessible restrooms or portable toilets?</p>  "Accessible Restroom"				
	Food Service				
13	<p>Sale of food: are there vendor trucks, booths, counters, or concession stands at an accessible height for individuals who use wheelchairs? If not, have vendors been instructed to leave the booth, truck or concession stand to assist individuals with disabilities?</p>				
14	<p>Seating: are there tables in food service areas that are in an Accessible location for individuals with wheelchairs, with extra seating for companions?</p>				
	Accommodations				

15	Before and during the event, is there designated staff to handle accommodation requests?				
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Please note that the ADA covers individuals with disabilities who need a Service Dog with them or, need to bring their own food into events due to dietary restrictions. For additional information about event accessibility refer to the ADA National Network resource: “A Planning Guide for Making Temporary Events Accessible to People with Disabilities” [A Planning Guide for Making Temporary Events Accessible to People With Disabilities | ADA National Network](#)

Please include any additional comments, including additional plans to improve Accessibility over time:

Signature of Individual Completing Checklist

Date Signed

Phone and/or email:

Please contact Kim Stopiak of Parks, Recreation & Cultural Arts with questions or if you are unable to submit this form online: Kimberly.Stopiak@lakelandgov.net Telephone: 863-834-6086