
APPENDIX D – CURRENT ADA POLICIES AND PROCEDURES

City's ADA Policy

The City of Beaverton is committed to making sure that all city programs, services, benefits, activities, and facilities operated or funded by the city are fully accessible to, and useable by, people with disabilities. The city's current ADA policy is attached as Exhibit 1 to this Appendix.

The city encourages people with disabilities to request accommodations or ask for help from any city employee as well as from the ADA Coordinator. The city encourages residents to notify the city of any access problems they discover, even if it does not pose a barrier to them personally. The city makes every effort to respond quickly, and it appreciates the opportunity to correct access problems as soon as possible.

Accommodation Requests

City employees refer requests and questions to the appropriate person immediately, and are usually able to find someone who can assist, even if the first contact is out of the office or unavailable. The accessibility page on the city website has an online form to request accommodations (Exhibit 2) or to notify the city of a problem, as well as [a link to contact the ADA Coordinator directly](#). Accommodation requests can be made by any means convenient to the requestor: in person, over the telephone, by letter or email, or through the form posted on the city website (Exhibit 2).

Complaints and Grievances

All public entities with fifty or more employees must establish and publicize a procedure for resolving complaints and grievances under Title II of the ADA. The city takes its ADA responsibilities seriously and attempts to resolve problems or complaints quickly and correctly. If anyone feels that a request or complaint was not handled correctly, he or she may file a formal complaint about discriminatory treatment or failure to accommodate.

Formal complaints regarding accessibility issues or discrimination on the basis of disability must be addressed in writing to the City of Beaverton's ADA Coordinator. The complaint must be filed within 60 days of the alleged occurrence. Written complaints do not have to be in a specific format, but it should include the name, address, and contact information of the complainant; the date of the incident; and the reason for the complaint. Information about the complaint procedure and links to the city's ADA Complaint Form and Grievance Procedures are on [the ADA page of the city's website](#) and attached hereto as Exhibits 3 and 4.

Public Notices of Nondiscrimination

The City of Beaverton's commitment to equity, access, inclusion, and opportunity should be reflected in all its communications with the public. This is a key message about the

city's identity. Disability access is an integral part of the conversation around diversity. The ADA requirement to inform the public of the rights and protections afforded by the ADA for access to public programs, services, and activities is in line with these larger goals.

The city uses a number of methods to notify residents about ADA compliance. ADA notices are posted prominently in public areas of all city-owned buildings. These notices are also translated into seven languages: Spanish, Chinese, Vietnamese, Arabic, Korean, Japanese, and Russian.

The city website has an accessibility link on the home page, with a statement that accommodations are available, along with links to the accessibility request form and complaint procedure, and contact information for the ADA Coordinator. These notices are also translated into seven languages.

Departments and programs include accessibility notices on their meeting notices, brochures, and newsletters. In addition, the city created an ADA infographic for all departments to use on documents and Web pages:



City's Web Accessibility Policy

In 2017, the city also adopted a new Web accessibility policy, which provides:

We're always trying to improve our website and we can use your help to make it better. Of course, we're most interested in fixing critical website features that are inaccessible, so if you encounter an accessibility problem on our website, please tell us about it so we can try to fix it.

1. The best reporting method is to use our online form: apps.beavertonoregon.gov/secure/feedback.aspx. Please include the Web address or URL of the page you are having trouble with along with a detailed description of the problems you encountered. Messages in the online form always gets through and you will get an automated response confirming that we got your message.

2. Email Webmanager@BeavertonOregon.gov Please include the Web address or URL of the page you are having trouble with along with a detailed description of the problems you encountered. We have robust spams filters, so emails don't always get through. If you don't hear back from us, try #1 above or #3 below.

3. Write a letter to:

Web Manager
City of Beaverton
PO Box 4755
Beaverton, OR 97076-4755

4. In your letter, please include the Web address or URL along with a detailed description of the problems you encountered.”