

**Americans with Disabilities Act (ADA)
Self-Evaluation/Compliance Plan:
A comprehensive review of policies, practices and
procedures Per Title II of the ADA**



Atlantic County
101 South Shore Road
Northfield, New Jersey 08225-2359

January 2021

Prepared by Atlantic County and Disability Access Consultants, LLC



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The Atlantic County ADA Compliance Plan was prepared by Disability Access Consultants, LLC with the collaboration and assistance of Atlantic County staff, input by other interested individuals and community members.

Cristine Chickadel, Program Analyst and ADA Coordinator with the Atlantic County Office of Disability and Division of Intergenerational Services served as the primary project contact and provided the overall project direction and oversight.

Information regarding the Atlantic County ADA Compliance Plan is available from the ADA Coordinator. Accessible alternate formats, such as Braille, large print, sign language interpreters, taped materials and other formats, are available.



Disability Access Consultants, LLC
800.743.7067

Acknowledgments

Atlantic County gives special thanks to the Atlantic County Disability Advisory Board and the Atlantic County ADA Transition Plan Committee Members for their efforts as collaborative partners to assist with the development of this report and their efforts to enhance the quality of life for individuals with disabilities.

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Made possible, as funded by the NJ Division of Disability Services through grant collaborative: NJ Healthy Communities Network.

STATEMENT FROM THE ADA COORDINATOR
August 2021

The Americans with Disabilities Act is a civil rights law that prohibits discrimination against individuals with disabilities and affords equal opportunities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. As enacted on July 26, 1990, the ADA is governed by the Code of Federal Regulations and based on the Rehabilitation Act of 1973, Section 504, as amended, and contains many provisions and amendments over the 31 years since adopted into law.

The Five Titles of the ADA:

Title I: Employment

Title II: State and Local Government (public entities)

Title III: Public Accommodations

Title IV: Telecommunications

Title V: Miscellaneous

As governed under Title II, The ADA requires compliance by governmental entities to provide disabled accessibility for County programs, services, as well as access to buildings and parking and accessibility to sidewalks and other public amenities by way of a *Self-Evaluation* and a *Transition Plan* (CFR. Part 35 Sec. 35.105 & Sec. 35.150). The Atlantic County Department of Regional Planning and Development has formulated a Master Plan (2018) (https://www.atlantic-county.org/documents/planning/Master%20Plan_5-1-18.pdf) and a Transition Plan for Public Rights of Way (2019).

Please refer to Resolution #590 in Appendix C for the order of operations of this important renewal process we have undergone in Atlantic County. In coordination with County administration, the NJ Division of Disability Services, NJ Healthy Communities Network, Disability Access Consultants, LLC, the Atlantic County Disability Advisory Board and public contributors, I am proud to have led this effort. The proceeding work affirms Atlantic County's mission to provide quality accessibility to residents and visitors with all abilities and our adherence to the law at large.



Cristine Chickadel, ADAC

ADA Compliance Plan Purpose and Summary

Primary Compliance Activities

Atlantic County (County) contracted with Disability Access Consultants, LLC to develop an updated framework for an Americans with Disabilities Act (ADA) Compliance Plan. The updated ADA Compliance plan is designed to provide the compliance activities and benchmarks needed by Atlantic County that will result in a comprehensive countywide ADA Self-evaluation and Transition Plan for Atlantic County. It is anticipated that the ADA Compliance Plan will update prior accessibility activities by the County and add additional activities, as appropriate, to enhance access for persons with disabilities to Atlantic County programs, services, activities and events.

The initial phase of the Atlantic County ADA Compliance Plan focuses on a review of programs, services, activities, events, policies and required notices in accordance with the requirements of Title II of the ADA. The review provides findings, as applicable, to determine if any discriminatory or potentially discriminatory practices, policies or procedures exist that may deny access for individuals with disabilities. Disability Access Consultants, LLC (DAC) worked collaboratively with the ADA Coordinator and County staff to collect desk audit information to measure the current level of compliance by Atlantic County and make recommendations for the goal of an Atlantic County ADA Self-evaluation and Transition Plan for a sustainable, measurable and updatable overall compliance plan for implementation.

The portion of the ADA Compliance Plan that reviews programs, services, activities, events and policies meets the requirements for the self-evaluation portion of the County's ADA self-evaluation. The County has previously completed portions of the transition plan requirements by conducting the 2019 transition plan for public rights-of-way.

Using a cost-effective approach and due to COVID-19 restrictions, a desk audit was conducted. Compliance activities were completed in accordance with Title II of ADA and Section 504 of the Rehabilitation Act for a self-evaluation and transition plan. As the County may have agreements with and conduct activities with Title III entities that are privately owned but open to the public, selected relevant documents and activities will be reviewed for compliance.

The updated ADA Compliance Plan details accessibility findings and provides recommendations for compliance. The ADA Compliance Plan includes a review of potential "programmatic" and "policy" barriers that may deny access for persons with disabilities.

Section 504 of the Rehabilitation Act

Compliance with Section 504 of the Rehabilitation was assessed during the ADA compliance project as Section 504 compliance has similar requirements to the ADA and is required for recipients of federal and state funding, such as CDBG funding. Evaluation of the ADA and Section 504 activities will provide a more comprehensive plan with minimal cost.

Summary

As evidenced by this study and update, the County is committed to complying with the tenets of Title II of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973 (504), and other federal, state statutes and regulations to provide accessibility for persons with disabilities. The Atlantic County 2020-2021 updated ADA Compliance Plan provides a current benchmark of accessibility activities by the County and provides an updated framework for remediation and implementation and updates prior accessibility ADA self-evaluations and transition plans. The goal of the County is that barriers for accessibility for persons with disabilities are identified and removed. The update further

demonstrates the ongoing compliance efforts by the County and serves as a roadmap to assist the County with ongoing compliance.

Current County accessibility initiatives, related documents such as master plans, findings from regulatory audits, federal and state funding and Community Development Block Grant (CDBG) were reviewed and as appropriate were incorporated into the findings and recommendations of the Atlantic County ADA Compliance Plan. Findings from the County's prior transition plans were reviewed. In addition to the current review of the County's programs, services, activities and policies, the County is planning to update the physical barrier portion of the plan in the future.

As evidenced in the current updated ADA Compliance Plan, the County understands that the plan is not a static document but requires ongoing implementation and periodic updates. Atlantic County's ADA Compliance Plan provides a current benchmark for accessibility efforts by the County and provides an updated framework for implementation. The current study also incorporates recent code changes, updates in accessibility standards and regulations in addition to accessibility trends. As remodeling and remediation of physical barriers would, in most cases, require scoping and compliance with newer accessibility regulations and requirements such as the 2010 ADA Standards and the New Jersey Building Code, the ADA plan needs ongoing updates to maintain compliance.

Another reason for the County's update of the prior ADA Compliance Plan was necessitated due to additional accessibility requirements that were added with the 2010 ADA Standards for areas such as recreational sites, golf facilities, play areas, recreational boating sites, fishing piers, swimming pools, wading pools, and judicial facilities. Accessibility requirements were also changed for items such as reach range, water closets, assembly areas and other areas. The County's current plan updates standards and provides safe harbor for those areas and items that were compliant under prior accessibility codes. As such, it was prudent for the County to update their ADA Compliance Plan.

As public input is important to develop and prioritize the plan, the County conducted public outreach as described in the public outreach portion of this document. In addition to being required, it is recognized that input from stakeholders is a valuable component of an updated, usable, and realistic plan. In addition to input from the public, input was solicited from selected County administrative staff that are representative of the key administrative areas in the County. As additional input from stakeholders is received, the ADA Coordinator or designated person is responsible to evaluate the input and incorporate it into the ADA plan as appropriate.

Atlantic County has demonstrated a commitment of leadership with coordination of compliance activities and involvement of persons with disabilities and members of the public.

Requirements to Conduct an ADA Self-evaluation and Transition Plan

Part 35.105 of Title II of the ADA establishes a requirement, based on the section 504 regulations for federally assisted and federally conducted programs, that a public entity evaluate its current policies and practices to identify and correct any that are not consistent with the requirements of this part. All public entities are required to do a self-evaluation. However, only those that employ 50 or more persons are required to maintain the self-evaluation on file and make it available for public inspection for three years.

Several regulatory agencies require the development and implementation of an Americans with Disabilities (ADA) plan and a Section 504 Rehabilitation Act plan. The United States Department of Housing and Urban Development requires an ADA Compliance Plan that includes the oversight of the use of Community Development Block Grant (CDBG) funds in a nondiscriminatory manner. The

Community Development Block Grant (CDBG) Program provides annual grants on a formula basis to states, cities, and counties to develop viable urban communities by providing decent housing and a suitable living environment, and by expanding economic opportunities, principally for low and moderate-income persons. The CDBG program requires public agencies to develop, maintain and implement an Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act ADA Compliance Plan to ensure that programs, services, activities and facilities are accessible for persons with disabilities. In addition, page 8 of the 2021 Block Grant Guidelines and Application require a copy of the ADA plan.

Scope of Work

The Atlantic County ADA Compliance Plan was conducted in 2020-2021 under the direction of Cristine Chickadel, Program Analyst and ADA Coordinator with the Atlantic County Office of Disability and Division of Intergenerational Services, who served as the primary project contact and provided the overall project direction and oversight. Assistance and collaboration were provided by County staff and members of the public. Disability Access Consultants, LLC (DAC) was contracted to conduct a comprehensive review of all County programs, services, activities, policies and documents related to the accessibility of persons with disabilities. County policies and procedures that govern the administration of the programs, services, activities, and events with regards to persons with disabilities are documented as findings and recommendations in the ADA Compliance Plan executive summary.

The Atlantic County ADA Compliance Plan contains findings regarding the extent to which the Atlantic County's policies and practices provide access to the County's programs, services, and activities for persons with disabilities. Recommendations may not necessarily indicate corrective action, but in many cases are recommendations that may enhance the current compliance activities.

Specific accessibility compliance activities that are required to be completed are described in the conclusion. The conclusion also contains some recommended activities to enhance compliance that are not requirements, but are activities that will provide, enhance, and sustain ongoing compliance.

The results from the Atlantic County ADA Compliance Plan demonstrate not only the commitment by the County to provide access to County programs, services, and activities, but documentation of the overall compliance by Atlantic County and outlines a framework for enhancing compliance.

Methodology for the Self-evaluation and Transition Plan

An Atlantic County staff member was designated to provide oversight representation and direction regarding the study of County programs, services, activities, and events. Cristine Chickadel, Program Analyst and ADA Coordinator with the Atlantic County Office of Disability and Division of Intergenerational Services served as the primary project contact and provided the overall project direction and oversight.

Several methods have been used to assess and provide comprehensive input regarding the public's accessibility to programs, services and activities offered by the County. Methods included but were not limited to a desk audit, input from County staff and public outreach activities.

Desk Audit Data Collection

Initial data collection was conducted by a comprehensive desk audit to document accessibility compliance activities completed by the County to prepare an overall strategic ADA compliance plan. Areas and items reviewed and analyzed by DAC include, but are not limited to:

- ✓ ADA coordinator designated, noticed and posted
- ✓ Section 504 (504) Coordinator noticed and posted
- ✓ Organizational structure related to the ADA Coordinator
- ✓ Reporting organizational structure of the ADA Coordinator
- ✓ Current roles and responsibilities of the ADA Coordinator
- ✓ Training and knowledge of the ADA Coordinator
- ✓ Notice of rights afforded for persons with disabilities and nondiscrimination statements developed and posted
- ✓ Previous and current compliance activities related to the ADA, Section 504 and other related accessibility regulations
- ✓ Information regarding current, planned and proposed dates for upcoming projects for remodeling and renovation, CIP projects, public rights-of-way projects and other possible accessibility projects
- ✓ Previous or current ADA related concerns or issues, including any pending or actual litigation
- ✓ Prior or existing transition/barrier removal plans to determine if the plans meet the requirements under Title II of the ADA and 504 and include applicable areas such as buildings, parks and public rights-of-way, if applicable
- ✓ Previous and current public input methods for the ADA Compliance Plan
- ✓ Grievance policies and procedures
- ✓ Tracking procedures, methods, timeframes and resolution documentation regarding accessibility complaints and grievances
- ✓ Access by individuals with disabilities to County programs, services, activities and events
- ✓ Location of programs, services and activities in the County
- ✓ Review County policies, procedures and practices to determine if any are discriminatory or if a policy or procedure is recommended. The review will include, but is not limited to:
 - Posting and notice of the ADA Coordinator
 - Posting and notice of 504 Coordinator
 - Notice of ADA requirements
 - Grievance procedures and forms
 - Service animals
 - Other power-driven mobility devices (OPDMD)
 - Accommodation statements
 - Accommodation/modification policies and forms
 - Ticketing and seating
 - Eligibility criteria
 - Fees and surcharges
 - Emergency evacuation procedures

- Policies for use of County facilities by outside organizations or individuals
- Lease and joint use agreements
- Leased sites and program locations identified
 - Space leased “from” others for use by the County are identified
 - Space leased “to” others by the County is identified
 - Sample of lease agreements
 - Procedures for “pre-lease” accessibility reviews
- Special events and activities
 - County sponsored and conducted events and activities
 - Jointly sponsored events
 - Accessibility of County programs, services and activities
 - Collect, analyze and integrate data regarding high use areas and programs by persons with disabilities
 - Analysis of input regarding current access by persons with disabilities
 - Contracted services
 - Building and construction
 - Accessibility standards and specifications used by the County for remodeling or new construction
 - Compliance activities completed and review for compliance
 - Construction oversight and compliance monitoring/review of new construction and major remodeling
 - Review of sample construction plans for new construction and/or major remodeling
 - Maintenance of accessible features
 - Effective communication
 - Auxiliary aids and services
 - Interpreter services
 - Assistive listening systems
 - Alternate formats
 - Distribution and location of publications
 - Social media
 - Website Accessibility
 - Staff development activities regarding the ADA, 504 and related areas
 - New employee and volunteer policies
 - Planning, budgeting, implementation and strategies for ongoing compliance
 - Process and method to regularly update the ADA compliance plan

Input from County Staff

A survey for administrative staff representing County departments was developed by DAC for County review. Following review and approval of the County, the survey was distributed internally online for completion by selected administrative staff that were representative of County departments. DAC compiled, analyzed and integrated applicable responses into the Atlantic County ADA Compliance Plan.

Public Outreach Activities

A variety of outreach activities were utilized to solicit comments from groups representing persons with disabilities, ADA related committees, members of the public and County staff. The County's Public Information Officer assisted with the dissemination of information online, through media outlets, social media platforms and in other venues. The information received assists the County to integrate applicable accessibility related items into the overall ADA strategic ADA Compliance Plan. Public outreach activities for stakeholders used multiple methodologies.

Methods included:

- Online surveys were available on the County's website
- Hard copy surveys were available at selected County locations
- Notices and announcements were placed on the County website, in selected County publications and in selected high-use County locations
- Surveys were available to the public and organizations that assist persons with disabilities in the County
- Announcements asking for input were placed on multiple platforms and media outlets, including social media

DAC compiled public and staff outreach responses and integrated the applicable responses into Atlantic County's ADA Compliance Plan.

The Atlantic County ADA Compliance Plan Executive Summary documents areas and topics reviewed for accessibility compliance with the ADA and Section 504. Findings and recommendations are indicated for each area or topic reviewed for compliance. Findings are indicated as "compliant", "partially compliant" or "not compliant".

Recommendations may include corrective action or activities that designate corrective action but enhance accessibility or are recommended to be continued as ongoing compliance activities. Some areas overlap in terms of findings and recommendations reported in the ADA compliance plan executive summary as they are a part of the overall accessibility of the County. For example, if accommodation statements or procedures for requesting a reasonable accommodation by a person with a disability is not available, access to programs, services and activities may not be available. Another example of overlap is the request for a reasonable accommodation for persons with disabilities in housing that is reported in the category of "Statement of Accommodations", but also discussed in "Access to Programs, Services and Activities."

Background of the ADA and Section 504

Title II of the Americans with Disabilities Act (ADA) Part 35 requires nondiscrimination on the basis of disability in state and local governments as amended by the final rule published on August 11, 2016. Part 35.101 outlines the purpose and broad coverage. The purpose of this part is to implement subtitle A of Title II of the Americans with Disabilities Act of 1990 (42 U.S. C. 12131–12134), as amended by

the ADA Amendments Act of 2008 (ADA Amendments Act) which prohibits discrimination on the basis of disability by public entities.

Part 35.102 of Title II of the ADA describes the application of the ADA and Section 504 of the Rehabilitation Act which requires state and local governments, such as county and city governments (also referred to as public entities in this document) to ensure that their facilities, public rights-of-ways, policies, procedures and practices are accessible and do not discriminate against persons with disabilities. The ADA and Section 504 require the County to provide access to County programs, services, and activities. Buildings and public rights-of-way are assessed for compliance with accessibility standards and regulations as a noncompliant building may, for example, deny access to a program, service, or activity of the County.

The ADA has five separate titles:

- Title I: Employment
- Title II: Public Services: State and Local Government
- Title III: Public Accommodations and Services Operated by Private Entities
- Title IV: Telecommunications
- Title V: Miscellaneous Provisions

The focus of the County's ADA Compliance Plan is in accordance with Title II (owned by the public and open to the public) of the ADA to provide access to public areas of facilities and access to all County programs, services and activities. Title III (privately owned and open to the public) requirements are reviewed in selected cases due to the County's use of outside vendors, private groups and agencies during the provision of County programs, services, and activities. Thus, requirements of Title III do overlap and integrate into the current study in cases where the County contracts with outside vendors. Title I of the ADA provides requirements for employees and is not the focus of this study. Individual employee access accommodations are handled on a case-by-case basis.

Section 504 requires public entities that receive federal or state funding to ensure that they do not have any discriminatory practices. As such, the requirements of Section 504 are very similar to those of the ADA that was passed by congress in 1990. Section 504 of the Rehabilitation Act of 1973 (Public Law 93-112) prohibits discrimination based on disability in federally assisted programs and the flow through sub-recipients, including contractors. The Americans with Disabilities Act passed in 1990 (Public Law 101-336) is a broader civil rights statute that prohibits discrimination against people with disabilities. In addition to the Department of Justice (DOJ), the Federal Highway Administration's (FHWA) and the United States Department of Transportation (USDOT) have requirements for accessibility in accordance with the Americans with Disabilities Act (ADA) and Section 504. Pedestrians with disabilities should have an equal opportunity to use the pedestrian access routes in an accessible and safe manner.

As part of FHWA's regulatory responsibility under Title II of the ADA and Section 504 of the Rehabilitation Act of 1973 (504), the FHWA is required to ensure that recipients of federal aid and state and local entities that are responsible for roadways and pedestrian facilities do not discriminate on the basis of disability in any highway transportation program, activity, service or benefit they provide to the general public; and to ensure that persons with disabilities have equitable opportunities to use the public rights-of-way system. Furthermore, laws and regulations require accessible planning, design, and construction to integrate persons with disabilities and that the public entity does not discriminate.

As Atlantic County is a recipient of federal funds and federally assisted programs and is a subrecipient of the flow through funding, the County is required to demonstrate compliance with the ADA and Section 504 of the Rehabilitation Act. A component of the Department of Transportation (DOT) is the development of a comprehensive ADA self-evaluation and transition plan. As such, completion of a comprehensive ADA self-evaluation and transition plan that incorporates Section 504 is an accepted practice to take the place of an updated Section 504 plan. As such, the Atlantic County's ADA Compliance Plan meets the requirements of not only the ADA plan, but the Section 504 plan as well. By completing this comprehensive plan, the County will not only meet its ADA and Section 504 compliance requirements but will have a sustainable plan that can be updated, monitored, managed and will document progress for ongoing accessibility compliance.

Section 504 of the 1973 Rehabilitation Act (Public Law 93-112) prohibits discrimination on the basis of disability in federally assisted programs. Section 504 requirements for USDOT administrations are covered under 49 CFR Part 27 (USDOT), Nondiscrimination on the Basis of Disability in Programs and Activities Receiving or Benefiting from Financial Assistance. The Americans with Disabilities Act (ADA, 1990, Public Law 101-336) is a broader civil rights statute that prohibits discrimination against people with disabilities.

The Department of Justice (DOJ) has rulemaking authority and enforcement responsibility for Title II, while USDOT is legally obligated to implement compliance procedures relating to transportation, including those for highways, streets, and traffic management. The Federal Highway Administration (FHWA) Office of Civil Rights oversees the DOT requirements in these areas. To ensure compliance, the New Jersey Department of Transportation conducts reviews to ensure that:

- FHWA recipients and subrecipients are informed of their responsibilities to provide accessibility in their programs, activities, facilities and public rights-of-way;
- Recipients and subrecipients comply with the ADA and Section 504;
- Recipients and subrecipients are applying appropriate accessibility standards to all public rights-of-way and transportation facilities; and
- All complaints filed under Section 504 or the ADA are processed in accordance with established complaint procedures.

Duties and Fundamental Alteration

ADA Part 35.164 does not require a public entity to take any action that it can demonstrate would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens. If the public entity believes that the proposed action would fundamentally alter the service, program, or activity or would result in undue financial and administrative burdens, a public entity has the burden of proving that compliance would result in such alteration or burdens. The decision that compliance would result in such alteration or burdens must be made by the head of the public entity or his or her designee after considering all resources available for use in the funding and operation of the service, program, or activity and must be accompanied by a written statement of the reasons for reaching that conclusion.

Classification of the Atlantic County

Atlantic County is classified as a "public entity" pursuant to Title II of the Americans with Disabilities Act which applies to state and local governments. A public entity covered by Title II is defined as a state or local government. As defined, the term "public entity" does not include the federal government. Title II, therefore, does not apply to the federal government, which is covered by

Sections 501 and 504 of the Rehabilitation Act of 1973. Title II is intended to apply to all programs, activities, and services provided or operated by state and local governments. It also applies to contractors and vendors of the public entity. As Section 504 of the Rehabilitation Act applies to programs or activities receiving Federal financial assistance, the County understands that compliance with Section 504 is required.

Title II of the ADA covers programs, activities, and services of public entities. Title II is divided into two subtitles. This study focuses on subtitle A of Title II, which is implemented by the Department of Justice's Title II regulation. Subtitle B, covering public transportation, and the Department of Transportation's regulation implementing that subtitle, are not addressed in this study. The County did, however, perform surveys and incorporate findings from County owned and maintained public rights-of-way. In accordance with the ADA and Section 504, public rights-of-way are considered programs, services and activities of the public entity.

Subtitle A, the focus of the Atlantic County Compliance Plan, is intended to protect qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. It additionally extends the prohibition of discrimination on the basis of disability established by Section 504 of the Rehabilitation Act of 1973, as amended, to all activities of state and local governments, including those that do not receive Federal financial assistance. By law, the Department of Justice's Title II regulation adopts the general prohibitions of discrimination established under Section 504 and incorporates specific prohibitions of discrimination from the ADA. Section 508 standards for website accessibility are also incorporated into the study.

General Information About Atlantic County

Information extracted from the County's website-History of Atlantic County webpage:

As early New Jersey settlements grew and developed, each had their own unique identities. These settlements included: Brigantine, Hammonton, and Egg Harbor City. In February of 1837, Atlantic County (formerly known as Egg Harbor) was carved from Gloucester County with boundaries that have remained substantially the same to this date. The county is bounded on the north by the Mullica River; on the south by the Great Egg Harbor Bay and the Tuckahoe River; on the west by Camden and Gloucester Counties; and on the east by the Atlantic Ocean.

The County Seat was established in Mays Landing in 1837 and a courthouse built there in 1838 where it remains in use today. The first Board of Freeholders was established in 1837 in Mays Landing with representatives from four townships: Galloway, Hamilton, Egg Harbor and Weymouth. Mrs. Rebecca Estell Winston was the first woman to serve as mayor in Atlantic County and was mayor of Estell Manor in 1925. As townships and municipalities grew, the board grew as well. In 1967, however, the State Legislature changed the size to a seven-person-at-large County Board until 1975 when a new charter came into effect.

The County governmental form changed from Optional County Charter Law to the Executive Form in 1974. The Administrative Code was adopted in May of 1976 and amended in 1992. Today, Atlantic County land area covers 555.70 square miles (third largest in NJ) and is incorporated into 23 municipalities. Estimated county population in the 2010 census was 274,549. The roots of local government in Atlantic County are long-standing. While community sizes and government forms vary, the commitment to citizen-service is well-developed and still a matter of pride.

County Government

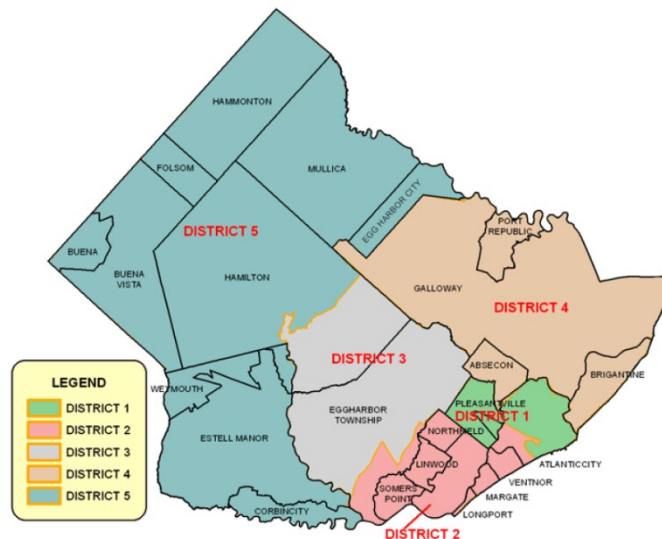
According to the 2020 Atlantic County Manual:

“In 1974, Atlantic County voters passed a public referendum to change the County governmental form under the Optional County Charter Law to the Executive form. The Charter provides for a popularly elected Executive, responsible for the administration of County government, and for a nine-member Freeholder Board, responsible for legislation. The Executive is elected for a term of four years; the Freeholders are elected to staggered three-year terms. Five of the Freeholders represent equally populated districts; four are elected from the County-at-Large. The original Atlantic County Administrative Code was adopted in May 1976 and established eight county departments. The Administrative Code was last modified in June 1997 and established seven county departments: Administrative Services, Family and Community Development and Economic Assistance, Human Services, Law, Public Safety, Public Works and Regional Planning Economic Development. In addition, each of the Constitutional Officers has departmental responsibility. The Constitutional officers are the County Clerk, the Prosecutor, the Sheriff, and the Surrogate. Citizen involvement and input is provided through advisory boards. Members are appointed to these boards by the County Executive, with the advice and consent of the Board of Freeholders. The most prevalent form of local government currently in existence in Atlantic County is Mayor-Council. The Township Committee form, which calls for the Mayor to be appointed from among popularly elected members of the Committee, is found in six municipalities. Commission forms are found in three communities and the Township Manager form in one. The roots of local government in Atlantic County are longstanding. While community sizes and government forms vary, the commitment to citizen service, which is well developed, is a matter of pride. Atlantic County today covers 566.97 square miles incorporated into 23 municipalities, ranging in population from Egg Harbor Township (43,323) to Corbin City (492). The total population in the 2010 census was 274,549. All 23 governing bodies are legally classified as municipalities, although they are properly titled boroughs, towns, townships and cities.”

BOARD OF COUNTY COMMISSIONERS

Atlantic County District Map

(Graphical Approximation)



ATLANTIC COUNTY REDISTRICTING

Atlantic County Board of Commissioners



Maureen Kern, Chairwoman



John W. Risley, Jr., Vice-Chairman



Frank X. Balles, At-Large



James A. Bertino, District 5



Ernest D. Coursey, District 1



Richard R. Dase, District 4



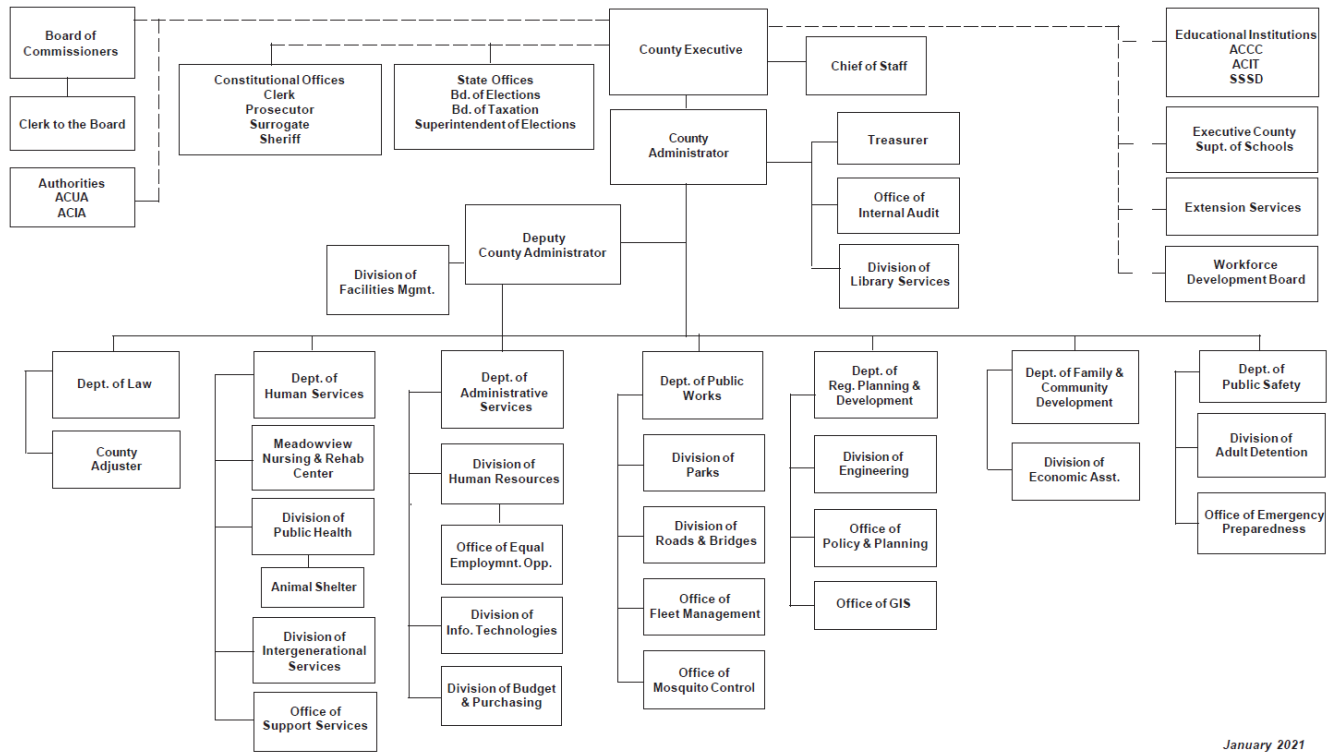
Caren L. Fitzpatrick, At-Large



Amy L. Gatto, At-Large

County Organizational Chart

ATLANTIC COUNTY ORGANIZATION CHART



January 2021

County Departments and Divisions

- Department of Executive and Administrator
 - Division of Facilities Management
 - Division of Library Services
 - Office of Cultural and Heritage Affairs
 - Office of Internal Audit
 - Capital Planning & Property Management
 - Office of the Treasurer
 - Office of Communications
 - Office of Veterans Services
- Department of Administrative Services
 - Division of Budget & Purchasing
 - Division of Human Resources
 - Office of Equal Opportunity
 - Division of Information Technology
 - Records Management
- Department of Family and Community Development
 - Division of Economic Assistance
- Department of Human Services
 - Division of Intergenerational Services

- Division of Public Health
- Environmental Health Unit
- Substance Abuse Service Unit
- Animal Shelter
- Office of Support Services
- Meadowview Nursing and Rehabilitation Center
- Department of Law
 - Office of the Adjuster and Claims Office
- Department of Public Safety
 - Division of Adult Detention
 - Office of Emergency Preparedness
 - Office of Highway Safety
 - Police Training Center
 - Youth Detention
- Department of Public Works
 - Division of Parks
 - Division of Roads & Bridges
 - Office of Fleet Management
 - Office of Mosquito Control
- Department of Regional Planning and Development
 - Division of Engineering
 - Office of Geographic Information Systems
 - Office of Land Acquisition
 - Office of Policy and Planning

County Commissions, Committees and Boards

- Advisory Commission on Women
- Agricultural Development Advisory Board
- Alliance Steering Commission
- Construction Board of Appeals
- Criminal Justice Advisory Board
- Cultural and Heritage Advisory Board
- Disability Advisory Board
- Economic Development Advisory Commission
- Emergency Management Advisory Board
- Fire Training Advisory Board
- Groundwater Advisory Committee
- Highway Safety Task Force
- Human Services Advisory Commission
- Library Advisory Commission
- Local Advisory Council on Alcoholism & Drug Abuse
- Mental Health Advisory Board
- Parks and Environment Advisory Board
- Planning Advisory Board
- Police Training Advisory Board
- Senior Citizens Advisory Board
- Solid Waste Advisory Council

- Veterans Advisory Board
- Workforce Development Board
- Youth Services Commission

Differences Between a Self-evaluation and a Transition Plan

The self-evaluation component of the ADA/504 plan identifies any barriers or potential barriers for persons with disabilities and includes a review of policies, programs, activities, services, and facilities. Barriers identified may include policies or procedures that could inadvertently discriminate against persons with disabilities. An example of a self-evaluation component that was reviewed is the County's website. The accessibility review of the website was conducted to determine if changes are needed to make the website more accessible. Many persons with disabilities use the information on the website to view activities, enroll in courses or to provide input. Another example may be the use of inappropriate terminology such as the word "handicapped" instead of the term person with a disability. A key and required component of the self-evaluation is the opportunity for input by the public, organizations that represent persons with disabilities, staff, and other interested persons. The County conducted activities to solicit comments and input by the public using a variety of methodologies to incorporate comments into the overall content and prioritization of the plan. Public outreach activities are discussed in the public outreach portion of this report. Detailed responses are included in the Appendix.

The transition plan on the other hand, assigns estimated (projected) dates for the removal of physical barriers identified in the plan as required by the ADA for public entities with more than 50 employees. The County, using DAC's recommended priority worksheet as one method for prioritization, is assigning dates for barrier removal in the County's transition plan and is developing an implementation plan over time that will incorporate priorities identified by the public and staff, concerns or complaints, prevalence of use by persons with disabilities, current remodeling and construction projects, funding sources, resources and other variables related to the removal of physical barriers.

The term "transition plan" comes from the terminology in the 1990 Americans with Disabilities Act (ADA) that describes how public entities would be "transitioning" into compliance during the timelines of 1992 to 1995. The term "barrier removal" plan is used in addition to the term transition plan, as public entities are no longer transitioning into compliance during the three years set aside in the law. The transition/barrier removal plan identifies the noncompliant barrier that may deny access to goods and services, the proposed method to remove the barrier, the identity of the responsible person to oversee the implementation of the plan and the projected schedule for barrier removal of "structural" barriers. The transition plan provides a schedule for the removal of barriers with estimated projected timelines. The self-evaluation, on the other hand focuses on the identification of physical and programmatic barriers that may deny access to programs services and activities. The two plans work congruently to remove the structural and programmatic barriers.

To effectuate Title II of the ADA, Department of Justice regulation 28 CFR 35.150(d) Transition Plan, requires public entities to review and identify physical barriers and steps needed to enable accessible programs when viewed in their entirety. Public entities must ensure that people with disabilities are not excluded from programs, activities, and services because of inaccessible facilities. Each facility is not necessarily required to be accessible. A public entity's services, programs, or activities, when "viewed in their entirety," must be accessible. This standard is known as "program accessibility" and is a key requirement under Title II of the ADA.

A comprehensive transition plan should contain the following:

1. A list of the physical barriers in a public entity's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities.
2. A detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible.
3. The schedule for taking the necessary steps to achieve compliance with Title II of the ADA and the plan should identify the interim steps that will be taken during each year of the transition period; and,
4. The name of the designated person responsible for the plan's implementation (usually referred to as the ADA Coordinator or ADA/504 Coordinator).

Structural changes are not always required where there are other feasible solutions such as moving a service from a nonaccessible location to an accessible location. However, structural changes leading to increased integration should be considered where feasible. Where structural modifications are required to achieve program accessibility, a public entity with 50 or more employees must complete a transition plan that provides for the removal of these barriers. Any structural modifications must be completed as expeditiously as possible and are required to be in the County's ADA compliance plan.

Prior ADA Self-evaluation and Transition Plan

The 2020-2021 Atlantic County ADA Compliance Plan was conducted by DAC and updates portions of the prior ADA Transition Plans that were previously conducted by Atlantic County. The most recent Atlantic County Americans with Disabilities Act (ADA) Transition Plan for public rights-of-ways was conducted by the County in June 2019. The County prepared an updated Subregional Work Program of FY 2019 Atlantic County Americans with Disabilities Act ("ADA") Transition Plan dated June 2019. The Atlantic County Engineering Division Department of Regional Planning and Economic Development prepared the plan that was financed in part by the US Department of Transportation, Federal Highway Administration.

Regular Self-evaluation and Transition Plan Updates

The ADA Compliance Plan is a living, ongoing document and requires regular updates to keep it current. As barriers are removed it is important to update the plan to document the current barrier removal progress. If for some reason sites are acquired by the County, new facilities are built or acquired or no longer used by the County, the County will need to update the ADA plan. Many city and county governments have a practice of updating their plan on an ongoing basis but prepare a progress update.

Changes in the ADA, the New Jersey Building Code and other accessibility standards and regulations may necessitate updates in the plan. An example requiring updates that was facilitated by litigation is on-street parking. Another example is the FHWA and DOT memorandum clarifying what is maintenance and what is an alteration and when alterations trigger curb ramp installations.

The County understands that the ADA Compliance Plan is a living, ongoing document and requires regular updates to keep it current. In accordance with Part 35.150 of Title II of the ADA, the County's designated ADA Coordinator, Cristine Chickadel, is empowered with oversight responsibility for implementation of the requirements of the ADA, Section 504 and related accessibility standards and is currently appointed the ADA Coordinator.

Although the County actively solicited comments and surveys of programs, services and activities from County staff, community organizations and members of the public it is anticipated that additional comments and input may be received and incorporated into the plan as appropriate. As public input

is important to develop and prioritize the plan, the County solicited input from the public and staff as described in the public input portion of this document. It is recognized that input from stakeholders is a valuable component of an updated, usable, and realistic plan.

Location of the Compliance Plan

The Atlantic County ADA Compliance Plan will be maintained and made available for public review by the County's ADA Coordinator, Cristine Chickadel. The ADA Compliance Plan is available in alternate formats, as requested.

Designated ADA and 504 Coordinator

The regulations implementing the ADA and Section 504 (504) require any public entity with fifty (50) or more employees to designate at least one employee to coordinate ADA compliance (28 CFR § 35.107(a)). In addition, federal regulations require public entities to make available to interested persons the name, office address and telephone number of the ADA Coordinator. Furthermore, in providing for notice, a public entity must comply with the requirements for effective communication in Section 35.160.

Although the law does not refer to this person as an "ADA Coordinator," this term is commonly used in state and local governments across the country and will be used in this chapter. Part 35.107 states that "a responsible person should be designated" should serve to oversee and implement the plan. The ADA Coordinator is responsible for coordinating the efforts of the government entity to comply with Title II and investigating any complaints that the entity has violated Title II. A government entity may elect to have more than one ADA Coordinator; however, this may be confusing for the public. Another option is to designate "ADA Liaisons" for departments or key areas of government in addition to the County's ADA Coordinator.

The requirement for designation of a particular employee and dissemination of information about how to locate that employee, helps to ensure that members of the public, organizations and staff can easily access the ADA Coordinator who is familiar with the requirements of the ADA. The information below in the indented paragraph is extracted from the Department of Justice (DOJ) publication entitled "ADA Best Practices Tool Kit for State and Local Governments" regarding the requirements to designate a responsible person to oversee the ADA Plan and initiatives, known as the ADA Coordinator.

"If a public entity has 50 or more employees, it is required to designate at least one responsible employee to coordinate ADA compliance in accordance with 28 C.F.R. part 35.107. A government entity may elect to have more than one ADA Coordinator. Although the law does not refer to this person as an "ADA Coordinator," this term is commonly used in state and local governments across the country and will be used in this chapter. The ADA Coordinator is responsible for coordinating the efforts of the government entity to comply with Title II and investigating any complaints that the entity has violated Title II. The name, office address, and telephone number of the ADA Coordinator must be provided to interested persons."

According to the DOJ Publication, an effective ADA Coordinator has, but is not limited to, the following skills:

- Familiarity with the state or local government's structure, activities, services
- Knowledge of the ADA and other laws addressing the rights of people with disabilities, such as Section 504 of the Rehabilitation Act 29 U.S.C. § 794

- Experience and understanding of a broad range of disabilities and acceptable terminology regarding disabilities
- Knowledge of effective communication for persons with disabilities, accessible alternative formats, technologies that enable people with disabilities to communicate, participate, and perform tasks
- Ability to work cooperatively with the local government and people with disabilities
- Familiarity with any local disability advocacy groups or other disability groups
- Skills and training in negotiation and mediation
- Organizational and analytical skills

FINDINGS

Compliant

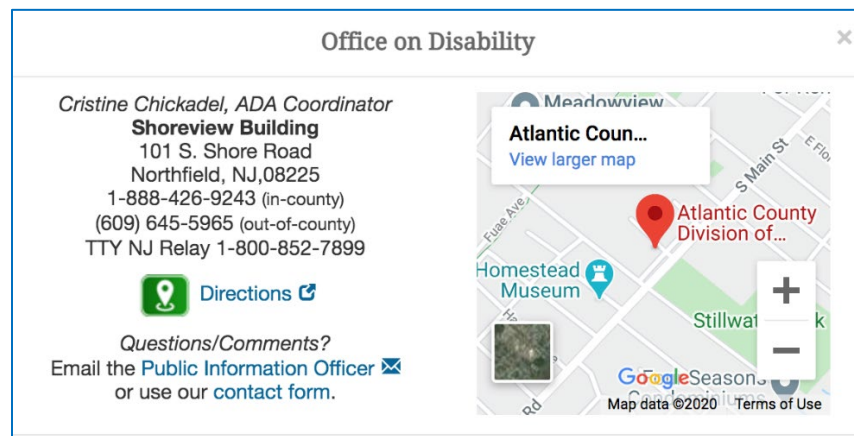
- ✓ Cristine Chickadel is designated as the ADA Coordinator for the Atlantic County. Her direct contact information is publicly listed and is easily accessible on the County website and is designated in multiple documents, publications and on social media.

Cristine Chickadel
 Program Analyst/ADA Coordinator
 Atlantic County Division of Intergenerational Services
 Office of Disability
 Shoreview Building
 101 S. Shore Road
 Northfield, NJ 08225
 Phone: 609-645-7700, Ext. 4386
WWW.ACLINK.ORG



- ✓ An ADA Compliance webpage is provided for easy and accessible ADA related information, such as the identity of the ADA Coordinator.
- ✓ Requests for information from the ADA Coordinator can be sent by multiple methods and include email, phone, or mail. The ADA Coordinator currently does not have a direct TTY number but can be reached by using the New Jersey Relay Service at 1-800-852-7899.

Americans with Disabilities Act (ADA) Coordinator: Cristine Chickadel, 101 S. Shore Road, Northfield, NJ 08225; phone 609 645 7700 ext. 4386. (TTY uses NJ Relay 1 800 852 7899); [Send an email to ADA Coordinator Cristine Chickadel](#) ✉.



- ✓ Information is available in alternate formats upon request.
- ✓ 100% of the administrative staff surveyed stated they knew the identity of the ADA Coordinator and accurately named the identity of Cristine Chickadel.
- ✓ 82% of the staff survey respondents stated they posted or noticed information regarding the identity of the ADA or 504 Coordinator.

Partial Compliance

- ✓ 43% of the public surveyed stated they did not know the identity of the ADA Coordinator.
- ✓ 28% of the public surveyed accurately named Cristine Chickadel as the ADA Coordinator.
- ✓ 63% of the public respondents did not know who to contact for assistance, discussing a concern or complaint or needing an accommodation to access a facility, service or event.

RECOMMENDATIONS

Additional recommendations listed will maintain and enhance the requirements and do not reflect corrective action, except for the need to provide more information in multiple methods regarding the identity of the ADA Coordinator.

- The position of the ADA Coordinator is located in the Department of Human Services in the Division of Intergenerational Services. Based on a significant amount of compliance with policies and program access, it appears that the current position of the ADA Coordinator may be effective at this level for areas not related to facilities. One area of noncompliance noted in this report is the accessibility review of buildings, parks and recreational sites. The position of the ADA Coordinator is required to oversee the implementation of the plan of which a significant portion of the plan directly relates to the accessibility of buildings. It is noted, however, that the Division of Facilities Management reports directly to the Deputy County Administrator. It may be beneficial for the

County to revisit the location of the ADA Coordinator and reporting level as referenced in the organizational chart.

- Although not required, the County might consider the designation of “ADA liaisons” that would be designated for each department. The designation of ADA liaisons may increase the communication between departments and the ADA Coordinator. The designation of one ADA Coordinator with ADA Liaisons will assist with the requirement to track complaints and their resolution (ADA and 504 requirement) and facilitate timely communication.
- The County should consider designating the ADA Coordinator and the 504 Coordinator as the same person as the requirements of the duties of the ADA Coordinator and the 504 Coordinator are very similar. The designation of a 504 Coordinator is required for recipients of federal and state funding and related programs. A 504 Coordinator is required to sign the project assurances for projects that receive federal and state funding, such as HUD grants.
- It is recommended that the County continue to publish the name, address, e-mail address and phone number of the County’s ADA/504 Coordinator in appropriate public notices, brochures, pamphlets, press releases, the website and other documents frequently distributed to the public. Publications should also include a TDD/TYY and/or the New Jersey relay phone number.
- The identity of the ADA/504 Coordinator should be maintained and updated to correctly identify the current identity of the ADA/504 Coordinator if the County staff member holding that position changes.
- Publications should be updated if the identity of the ADA/504 Coordinator changes or if more than one ADA/504 Coordinator is designated.
- Information regarding the identity and contact information of the County’s ADA/504 Coordinator should continue to be provided to staff, posted at all County locations, incorporated into new employee orientation and volunteer packets, and placed in frequently used publications, on the website and in staff and public directories.
- County staff should receive information or training regarding the requirements and role of the ADA Coordinator and the 504 Coordinator when designated.

Grievance and Complaint Procedures

A public entity that employs fifty (50) or more people must adopt and publish grievance procedures and forms which provide for the prompt investigation and equitable resolution of complaints alleging any action that would be prohibited by the ADA (28 CFR § 35.107(b)). The term “grievance procedure” is used by the Department of Justice. County governments may use the term “complaint” or “uniform complaint procedures” which may be identical or very similar. The current County grievance procedures and forms are included in Appendix A. Similar requirements are found in the Section 504 regulations for federally assisted programs (*see, e.g.,* 45 CFR 84.7(b)).

FINDINGS

Compliant

- ✓ The County has a Grievance/Complaint Procedure under the Americans with Disabilities Act.
- ✓ The County has posted a policy statement regarding equal opportunity in employment.

POLICY STATEMENT

It is the policy of Atlantic County to provide equal opportunity in employment to all employees and applicants for employment. It is also the policy of Atlantic County to provide equal opportunity in accessing county services. This policy applies to conduct which occurs in the workplace and also extends to conduct which occurs at any location that can be reasonably regarded as an extension of the workplace, such as any field location, any offsite business related social or educational function, or any facility where County business is being conducted and discussed.

CONTACT INFORMATION

Atlantic County has an EEO Officer under the Division of Human Resources and an ADA Coordinator under the Department of Human Services. If any employee, applicant for employment or member of the public believes he or she has been treated in a way that violates County Policy, they should contact the EEO Officer; or for disability issues, the ADA Coordinator; or a member of management. Information on how to contact the EEO Officer or ADA Coordinator can be found on the County website, the County intranet, in the Employee Newsletter, in the County Manual, or through contacting a supervisor or the Division of Human Resources.

- ✓ The Atlantic County grievance procedure and forms are publicly posted and easily accessible from a link on the County's website homepage. Hard copies of the policy and procedures are also available. The policy and procedure are made available in multiple languages.
- ✓ Procedures for submitting a grievance are included.
- ✓ The County's Grievance Procedures and Process is advertised and available for the public, not only employees.
- ✓ As part of the County's policy of equal opportunity, employees and members of the public are encouraged to request a reasonable accommodation for needs related to a disability.
- ✓ Although the current County Grievance Procedure states that the grievance or complaint must be filed in writing, the policy does note that an alternative means of filing complaints is available, such as personal interviews or tape recordings of the complaint, are available for persons with disabilities upon request.
- ✓ The grievance procedures state that if accommodations for persons with disabilities are needed, a person should contact the ADA Coordinator for assistance.
- ✓ 91% of the administrative staff surveyed stated they had not received any complaints regarding accessibility for persons with disabilities.
- ✓ A statement on the procedure notes that the ADA Coordinator can be contacted for documents in an alternative format.

Grievance/Complaint Procedure under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of accessibility, services, activities, programs, or benefits provided by the County of Atlantic.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, description of the problem, and suggestions of alternative accommodations. Please use this form (add link) AND a letter. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Title VI Officer Contact Information:

County of Atlantic
1333 Atlantic Avenue Atlantic City, NJ 08401
Attention: Edward Kyle, Title VI Officer 5th floor

If you should have any questions about this plan or procedure, please contact the EEO Officer directly at: 609-343-2241 or via email at: Kyle_edward@aclink.org. If you are need of assistance in completing an ADA Accommodation Request, Please contact: Cristine Chickadel: 609-645-7700 x4386 or chickadel_cristine@aclink.org or by mail:

Atlantic County Division of Intergenerational Services
Attn: Cristine Chickadel, ADA Monitor
101 S. Shore Rd.
Shoreview Bldg.
Northfield, NJ 08225

Upon request, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities.

GRIEVANCE PROCESS FOR MEMBERS OF THE PUBLIC

Should a member of the public experience difficulty obtaining an accommodation to a County service, program, or public meeting, he or she can report the problem to the ADA Coordinator. The member of the public may report a grievance verbally, in writing or by utilizing Report Form A.

Partial Compliance

- ✓ The grievance procedure provides the title and contact information of the Title VI Officer and the ADA Coordinator although the title of the posting is the "Grievance/Complaint Procedure Under the Americans with Disabilities Act". The grievance form includes the name, phone number and email address of Cristine Chickadel as the ADA Coordinator and the Title VI Officer to contact with questions on the form, but it may be unclear to the public who to contact.

Not Compliant

- 30% of administrative staff respondents stated that they did not have a grievance or complaint process for the public and 30% of the staff did not know.

RECOMMENDATIONS

- Although monitored by the ADA Coordinator, a method to collect data and collect a profile of complaints and grievances should be developed Countywide to assist with the communication and resolution of the complaint or grievance. For example, the ADA Coordinator is responsible for the monitoring of accessibility which may include facilities or public rights-of-way. As such, it is important that the ADA Coordinator is aware of potentially noncompliant issues countywide. Furthermore, due to the timelines from the acknowledgement of the complaint to the contact with the complainant and the resolution of the complaint, communication with the ADA Coordinator is important. The status of the complaint and the time from complaint to resolution should be documented for all departments and divisions to assist with interventions and staff development to reduce or eliminate repeated complaints for all departments and divisions. As discussed in the ADA Coordinator section of this report, the location of the position of the ADA Coordinator in the County organization may not facilitate the need to monitor and resolve complaints and grievances.
- The County might consider the centralization of complaint handling to assist with the tracking of complaint resolution. A centralized database and analysis of types and locations of complaints may also assist with developing profiles to assist with targeting quality control and training measures. Centralized record keeping of such information will help the County to regularly update its compliance efforts, and plan for additional compliance implementation for training and budget considerations.
- Procedures should continue to be developed, implemented, and institutionalized to provide consistency for complaint resolution and record keeping.
- The County should continue to make efforts to inform staff and the public of the existence of the County's ADA/504 Coordinator, grievance procedures, the steps for handling grievances, and the County policies for remediation of grievances for members of the public.
- Complaint procedures and forms should be available at all County buildings and in all departments in addition to the website in multiple accessible formats.
- Training should be provided to staff regarding the requirement and purpose of the grievance procedure.
- The ADA/504 Coordinator or designated staff can develop updated reports based on a profile of concerns or complaints to determine the needs for proposed training materials, agenda items, and proposed budget expenditures.
- Grievance procedures should continue to provide an alternate point of contact other than the ADA Coordinator.

Notice of Rights and Protections Afforded by the ADA

The ADA notice of rights is required to include the rights afforded to persons with disabilities and describes nondiscriminatory practices. Public entities are required to provide information to applicants, participants, beneficiaries, employees and other interested persons of the rights and protections afforded by Title II of the ADA (26 CFR §35.106). In providing for notice, a public entity must comply with the requirements for effective communication in Section 35.160. The notice of rights afforded to

persons with disabilities includes a nondiscrimination statement and the method to request a reasonable accommodation.

The notice is required to include relevant information regarding Title II of the ADA, and how it applies to the programs, services, and activities of the public entity in a nondiscriminatory manner. The notice should include the contact information for the ADA Coordinator.

As recommended in the ADA Tool Kit published by the Department of Justice (DOJ):

Public notice about the ADA is required in accordance with 28 C.F.R § 35.106. The notice is required to include relevant information regarding Title II of the ADA, and how it applies to the programs, services, and activities of the public entity. The notice should not be overwhelming. An effective notice states the basics of what the ADA requires of the state or local government without being too lengthy, legalistic, or complicated. It should include the name and contact information of the ADA Coordinator.

FINDINGS

Compliant

- ✓ The Atlantic County 2018 Affirmative Action Plan outlines comprehensive nondiscriminatory practices:

Atlantic County Government is an affirmative action/equal opportunity employer and is strongly committed to all policies which will afford equal opportunity employment to all qualified persons without regard to race, color, religion, creed, age, marital status, national origin, ancestry, sex, sexual orientation or physical disability. This includes policies regarding hiring, salary administration, promotion, and transfer, which are based solely on job requirements, job performance, and job-related criteria. In addition, personnel policies and practices, including those related to compensation, benefits, transfer, retention, termination, training, self-development opportunities, as well as social and recreational programs, are administered without discrimination.

Non-Discrimination Policy

The **COUNTY OF ATLANTIC** operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to the **COUNTY OF ATLANTIC**. To file a complaint, or for more information on Atlantic County's obligations [please use this form](#) or for Title VI write to: **COUNTY OF ATLANTIC, 1333 ATLANTIC AVE., ATLANTIC CITY, NJ 08401 Attn. EEO/Title VI Officer**. Transportation services provided by this agency are in whole or part funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint to both the **COUNTY OF ATLANTIC**, as well as the Federal Transit Administration, by writing to: Title VI Program Coordinator, East Building, 5th Floor – TCR, U.S. Dept. of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590.

If this information is needed in another language, please call 609-645-5918.

- ✓ P.S.4.02 provides a statement regarding non-discrimination and the protections afforded by federal and state law and states: "1. DISCRIMINATION Atlantic County is committed to providing every County employee with a workplace free from unlawful discrimination. Atlantic County is equally committed to providing services free from unlawful discrimination".
- ✓ The County has designated the Office of Equal Opportunity to monitor county government for compliance for equal opportunity and nondiscrimination.

Office of Equal Opportunity

The Office of Equal Opportunity monitors county government for compliance with appropriate laws and guidelines regarding equal opportunity and nondiscrimination. This Office provides direct service to the citizens of our county through its effective oversight of these sensitive issues.

- ✓ The statement of nondiscrimination includes members of the public, as required, not only employees.

MEMBERS OF THE PUBLIC

It is the policy of Atlantic County Government to provide equal access for people with disabilities to all of its activities, services, policies and programs. Under Title II of the ADA (Americans with Disabilities Act) and under the NJ LAD (Law Against Discrimination), clients who need a reasonable accommodation to utilize County programs/services should make their needs known to the Program Director, Supervisor or the County's ADA Coordinator. If needed and requested, the ADA Coordinator will consult with the County Department/Supervisor and member of the public in gaining greater access to the requested County program, service and/or activity. The member of the public shall collaborate in determining the type of reasonable accommodation that can be made and shall allow sufficient time for the request to be met.

- ✓ The County has a procedure to monitor physical access to County facilities and notify the person making the request of the outcome. The ADA Coordinator is charged with the responsibility to monitor the physical access to buildings as noted below:

The County's ADA Coordinator will monitor physical access to County facilities and be responsible for maintaining an accessibility record of surveys or modifications completed on County properties. Should a member of the public experience difficulty related to physical access, the ADA Coordinator will be consulted. The ADA Coordinator will communicate with the Supervisor responsible for the facility or site, and any other necessary County department. If an accommodation request is made, the Department(s) involved in the accommodation will notify the ADA Coordinator when physical modifications are completed. The member of the public will be notified, in a timely manner, of the outcome of the accommodation request.

- ✓ The County has a procedure to ensure that meetings are open to the public.
- ✓ 58% of the staff survey respondents stated they had posted the rights afforded to persons with disabilities.

RECOMMENDATIONS

- ✓ The County should consider adding nondiscrimination statements to applications, such as for temporary and special events.

Opportunities for Input into the Development of the County's ADA Compliance Plan

Public entities are required to provide an opportunity for interested persons and organizations to participate in the ADA self-evaluation and transition plan process. For three years after completion of the Self-evaluation, the public entity must keep records of any problems identified (28 CFR §35.105 (a)(b)).

Input from the public, organizations and staff provide valuable and realistic information to assist with the development and prioritization of the ADA Compliance Plan. Stakeholder input enhances the individual needs of the community and visitors for persons with disabilities and ultimately the community overall. As elderly citizens may have similar input regarding accessibility to programs, services and activities of the County, stakeholder input is of paramount importance.

Survey questions and responses collected during the public input process have been compiled and are included in Appendix B. A summary and analysis of the selected survey comments are included in the text of this document. Public notices and postings soliciting input are included in the text of this report.

FINDINGS

Compliant

- ✓ The County provided public notice through a variety of methods that included public input information placed on the County's website, in social media accounts, online surveys, hard copy surveys, and emails to County employees. Hard copies of notices were placed in high traffic areas throughout the County.
- ✓ The County provided a comprehensive public and staff input process using multiple methodologies to provide opportunities for input from stakeholders.

Office on Disability

Atlantic County ADA Public Input Survey [🔗](#)

Atlantic County is in the process of updating its Americans with Disabilities Act (ADA) Self-evaluation and Transition Plan.

As part of this process, the County is asking for your input by completing this questionnaire which addresses accessibility of programs, services, and activities offered to the public.

INFORMATION & ASSISTANCE:

1-888-426-9243

or 609-645-5965

Relay Services 1-800-852-7897

Request to be connected to our

Aging and Disability Resource Connection (ADRC).

Cristine Chickadel, ADA Coordinator

WOND News

Local News for Atlantic City and Cape May, NJ

ATLANTIC COUNTY SEEKING INPUT ON ADA TRANSITION PLAN

Atlantic County is seeking the public's help in updating its Americans with Disabilities Act (ADA) Transition Plan to ensure county programs, services, activities and events are accessible to all individuals.

A brief 10-question survey has been developed in cooperation with Disability Access Consultants. It will be available on the county website (www.aclink.org/disability) and the library system website (www.atlanticlibrary.org). Hard copies will be available in each of the county's nine library branches. Residents may access the survey online or in person beginning Monday, May 3 through Friday, June 4.

Atlantic County, NJ

Serving the Needs of County Residents, Businesses and Visitors

RESIDENTS ▾

VISITORS ▾

BUSINESS ▾

COUNTY GOVERNMENT ▾

HOME

For Immediate Release

Monday, April 26, 2021

Take Five Minutes to Help Improve Accessibility for All

Atlantic County is seeking the public's help in updating its Americans with Disabilities Act (ADA) Transition Plan to ensure county programs, services, activities and events are accessible to all individuals.

A brief 10-question survey has been developed in cooperation with Disability Access Consultants. It will be available on the county website (www.aclink.org/disability) and the library system website (www.atlanticlibrary.org). Hard copies will be available in each of the county's nine library branches. Residents may access the survey online or in person beginning Monday, May 3 through Friday, June 4.

"The survey takes less than five minutes to complete but its responses will have a lasting impact," stated County Executive Dennis Levinson. "We appreciate residents taking the time to offer their feedback so we can further improve accessibility."

Results will be tabulated by the consultants and provided to county officials so any recommended action steps can be incorporated into the county's ADA Transition Plan.

The Atlantic County Office of Disability Services was established in 1982 to provide services to advance independent living, advocacy, information and referral. It is supported by the nine-member Disability Advisory Board.

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Disability Services

ATLANTIC COUNTY ALLIANCE - Provides support to local Alliances which are community based committees that address the community's substance abuse needs and problems.

LEGAL RESOURCES FOR INDIVIDUALS OR BUSINESSES WITH ACCESS OR ACCOMODATION QUESTIONS - Informational resources for addressing access issues for people with disabilities.

MENTAL HEALTH SERVICES - Any member of the community having concerns about an individual who is experiencing difficulties accessing mental health services for themselves or others, may follow this link to contact the County Mental Health Administrator.

Atlantic County ADA Public Input Survey

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

Survey for Atlantic County ADA Self-evaluation and Transition Plan Committee Members



Barbara Thorpe

To: Delrosso_jerry@aclink.org; heacock_brenda@aclink.org; Ferguson_james@aclink.org; Anderson_chandra@aclink.org; Wilson_chris@aclink.org; Hurt_angilier@aclink.org; Monroe_jeff@aclink.org; Griffin_jerry@aclink.org; Gallagher_julie@aclink.org; Savage_michelle@aclink.org; +6 others
Cc: Tim Mahoney; Jennie Grover

Reply Reply All Forward ...

Wed 2/3/2021 9:46 AM

You forwarded this message on 3/4/2021 9:38 AM.

As an Atlantic County ADA Self-evaluation and Transition Plan Committee Member, your input is valuable and is a key part of the updated Atlantic County ADA Plan. As you are aware, Disability Access Consultants, LLC (DAC) has been contracted to assist Atlantic County to update its Americans with Disabilities Act (ADA) Self-evaluation and Transition Plan.

As Atlantic County continues to strive to provide access to County programs, services, events and activities for all stakeholders, DAC is asking for your input by completing this survey which addresses accessibility of programs, services, activities and facilities for persons with disabilities. Please answer questions as they pertain to your department, division or area of responsibility.

Please answer questions as they pertain to your department or division. The survey will take approximately 20 minutes to complete and you will be able to skip questions that are not applicable to your position or department or marked them as not applicable or that you do not know.

Please click the following link to access the survey:

[Atlantic County ADA Administrative Staff Survey](#)

You may also copy and paste the following URL into a web browser address bar:

https://dac.sjc1.qualtrics.com/jfe/form/SV_b1orqb1NsO3NqnA

If you prefer to complete the survey from a mobile device that has a QR code reader application installed, please snap the following QR code with the reader on your mobile device.



Please complete your survey by February 17, 2021.

If you have any questions, please contact Barbara Thorpe at bthorpe@dac-corp.com or Cristine Chickadel, Atlantic County Program Analyst/ADA Coordinator at Chickadel_Cristine@aclink.org.

Thank you for your valuable time and assistance.

https://pressofatlanticcity.com/news/local/atlantic-county-needs-survey-responses-to-update-ada-plan/article_2fcd078-da11-5e6c-88e7-c96853b22ad3.html

Atlantic County needs survey responses to update ADA plan

Claire Lowe
Apr 26, 2021



Claire Lowe

Support South Jersey Local Journalism at The Press of Atlantic City


RECOMMENDATIONS

- No additional recommendations regarding the public and staff input process for the ADA Compliance Plan.
- Although no additional activities are required, the County may wish to conduct periodic customer satisfaction surveys targeted for persons with disabilities or gather input from recipient of services as an ongoing activity. An additional emphasis may include outreach activities to collect and integrate input from individuals with disabilities and organizations representing individuals with disabilities on an ongoing basis.

Summary of Results of Opportunities for Input

Surveys were used to solicit input from the public and selected administrative County staff. County administrative staff that were representative of County departments and divisions were asked to complete an online survey. Select responses are included throughout this report as they pertain to the area discussed in the report.

0% Survey Completion 100%



**Atlantic County Americans with Disabilities Act (ADA)
Administrative Staff Input Survey**

9. Describe where the notice of the identity and contact information for the ADA or 504 Coordinator is noticed and posted:

[Previous](#) [Next](#)

We have begun the analysis, beginning with assessing the staff's knowledge of what options are available for individuals with disabilities. The 60-question survey asks committee members, consisting of department leader's and administrative staff, a multitude of questions, including:

Have you had any training regarding the requirements of the ADA?

Do you know who the designated ADA Coordinator or 504 Coordinator is for Atlantic County?

Are there any areas you know, could use access improvements?

What do you do if you receive a disability related grievance?

Do you know how to establish or post, or where to go to provide effective communication for public meetings?

Results pending...

Search the Site

Site Search

Latest on our grantee blog

[Peas are a POPPIN!](#)

[Bloomfield Launches Community Bike and Walk Program](#)

[Let's Play Together](#)

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The complete surveys and responses are in Appendix B. Survey comments are the actual comments submitted and have not been redacted for spelling or grammar.

The summary of the number of responses that the County received to each survey is as follows:

Survey for Administrative County staff: 12 online survey responses

Survey for Public Input: 80 online and 6 hard copy surveys received

Statement of Accommodations on Public Notices, Agendas and Documents

Statements of accommodations should be available on public notices, agendas, and other documents. A statement regarding reasonable accommodations or modifications that can be provided by the County generally affords persons with disabilities an opportunity to participate in meetings, events, and programs of the County. For example, a sign language interpreter or assistive listening device may be needed to participate.

A public entity must administer services, programs, and activities in the most integrated setting appropriate to the needs of qualified individuals with disabilities, *i.e.*, in a setting that enables individuals with disabilities to interact with nondisabled persons to the fullest extent possible, and that persons with disabilities must be provided the option of declining to accept a particular accommodation (§ 35.130(d)(e)).

FINDINGS

Partial Compliance (compliant with minor changes)

- ✓ The County has a procedure for requesting an accommodation for a disability in accordance with the Americans with Disabilities Act. The procedure is combined with a procedure for LAD-law against discrimination. The procedure states: "As part of the County's policy of equal opportunity, employees and members of the public are encouraged to request a reasonable accommodation for needs related to a disability. Questions concerning the applicability of the ADA or LAD to a modification request should be addressed to the ADA Coordinator or EEO Officer. Not all requests by employees for changes in normal procedures qualify under the ADA or LAD. These requests should be handled informally by supervisors and/or managers."
- ✓ A statement of accommodation is required by the County on notices for public hearings or meetings. The procedure follows:

The Notice of Public Hearing or Meeting shall contain the following inclusionary statement, "To request a reasonable accommodation of a disability, contact (place name, email and phone of person organizing meeting/event including TTY number; if no TTY then note NJ Relay) at least 2 weeks prior to the event so arrangements can be made".

To accommodate individuals who are visually impaired, notice of the public hearings should be sent to local radio stations as public service announcements.

In preparing written materials for the hearing or meeting, it may be necessary to provide the material in an alternate format for the visually impaired, including large print (at least 14 point), Braille, read onto tape or copies to a computer disk. Should there be any questions, contact the ADA Coordinator.

Minor change recommended: It is recommended that “public hearings or meetings” be changed to “public-facing documents, such as public meetings, hearings, announcements, agendas or events” to be more inclusive. It is also recommended that the “2 weeks prior notice” be changed to no more than seventy-two (72) hours. Forty-eight (48) hours is recommended.

Discussion: requiring 2 weeks prior notice may be considered potentially discriminatory for persons with disabilities in that it requires additional planning time due to a disability that may be considered in some cases to be unreasonable. However, it is recommended that the timeframes be consistent for notices for accommodations.

As contractual requirements may be in place depending upon the amount of the contract, it is recommended that the County have “on-call” contracts that are already negotiated and approved in advance in order to accommodate requests in a timely manner. It may also be beneficial to have more than one contract for the same service. For example, more than one contract for sign language interpreters will facilitate scheduling a sign language interpreter in cases when one vendor cannot provide the sign language interpreter.

- ✓ Other County announcements request two (2) weeks prior notice.
- ✓ The County applications for employment describe reasonable accommodations.

If you have a disability and are experiencing access or accommodation problems, you can contact the following agencies for further information and assistance:

- For accommodation concerns or questions related to Atlantic County Government's programs, activities or services contact Office on Disability: Information and Assistance 1-888-426-9243. (TTY uses NJ Relay 1 800 852 7899).
- US Department of Justice offers technical assistance on the federal ADA (Americans with Disabilities Act) Standards for Accessible Design and other ADA provisions applying to businesses, non-profit service agencies, and state and local government programs; it also provides information on how to file ADA complaints.
ADA Information Line for publications, questions, and referrals 800-514-0301 (voice) 800-514-0383 (TTY).
Internet address: www.ada.gov.
- The Northeast ADA & IT Center is located at Cornell University in NY. This is our regional center that can answer a variety of questions about the ADA and accessible information technology. This center can be used by businesses, employers, people with disabilities and advocacy organizations. Hotline 1-800-949-4232 (Voice/TTY) or visit www.northeastada.org
- The NJ Barrier Free Subcode sets out accessibility standards for walkways, parking lot spaces, ramps, entrances, doors, corridors, stairs, floors, elevators, public bath rooms, etc. The NJ Department of Community Affairs is the enforcing agency for the state. Most municipalities have a designated building code official to enforce the accessibility regulations of these state laws. It is advisable to identify the municipality in which the facility is located and contact the municipality's building code official by telephoning the town's City Hall. You can ask for information or register a complaint.
- The NJ Law Against Discrimination (NJ LAD) is a state law that provides a variety of protections to people at risk for discrimination including people with disabilities. LAD prohibits unlawful discrimination in places of public accommodation. These accommodations may include actions such as providing auxiliary aids and making physical changes to ensure paths of travel. There are five offices for the Division on Civil Rights in NJ. One office is located in Atlantic City at 23 Pennsylvania Avenue, 3rd Floor, 609- 441-3100 (Voice) or 609-441-7648 (TTY). <http://www.state.nj.us/lps/dcr/>

- ✓ The Department of Human Services Division of Intergenerational Services Office on Disability provides information regarding legal resources and accommodations as noted in the following publication which states "To request a reasonable accommodation of a disability, contact Sonya B. Harris (Commissioners@ACLlink.org or 609-645-5900 (TTY 1-800-852-7899) at least two (2) weeks prior to the meeting so arrangements can be made.

RECOMMENDATIONS

Minor changes are noted in the compliance sections above for clarity.

Access to Programs, Services, Activities and Events

A public entity may not adopt official policies that are discriminatory or engage in practices that are discriminatory. This prohibition applies to policies that are explicitly exclusionary and to those which appear to be neutral but have a discriminatory effect (28 CFR §35.130(b)(3)). Title II of the ADA requires public entities to ensure that all public meetings and events sponsored are readily accessible to persons with disabilities and provide opportunities for participation. Policies and procedures need to ensure that persons with disabilities are provided equal opportunity to access programs, services, and activities of the County. Part 35.149 specifically requires nondiscriminatory practices in order to have program accessibility. The ADA/504 does not specifically state how a public entity provides for accessibility to programs, services, and activities.

Under the ADA, the County is required to "make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability." The County is required to do so unless it can demonstrate "that making the modifications would fundamentally alter the nature of the service, program, or activity" [28 CFR § 35.130 (7)]. Public entities are subject to all applicable state and federal laws that govern accessibility for persons with disabilities. These laws include the Americans with Disabilities Act, the federal Section 504 of the Rehabilitation Act of 1973, and state constitutional provisions.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

Except as otherwise provided in § 35.150, no qualified individual with a disability shall, because a public entity's facilities are inaccessible to or unusable by persons with disabilities, be excluded from participation in, or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity.

A few general examples to increase access to programs, services and activities include, but are not limited to:

- Public entities that adopt website postings as an alternative method of notice must ensure that the website is readily accessible to people with disabilities, including persons who use screen readers.
- Applications should be available in other methods and not only online.

- All open meetings of public entities must be accessible to persons with disabilities. Meeting locations must be accessible without the need for special assistance.
- Sign language interpreters for deaf or hearing-impaired persons must be provided, subject to reasonable advance notice.

FINDINGS

Compliant

- ✓ No intentional discriminatory practices were found regarding access to programs, services, and activities and opportunities for access to programs, services and activities were available.
- ✓ Numerous publications describe access to programs, services and activities of the County.

Disability Services

ATLANTIC COUNTY ALLIANCE - Provides support to local Alliances which are community based committees that address the community's substance abuse needs and problems.

LEGAL RESOURCES FOR INDIVIDUALS OR BUSINESSES WITH ACCESS OR ACCOMODATION QUESTIONS - Informational resources for addressing access issues for people with disabilities.

MENTAL HEALTH SERVICES - Any member of the community having concerns about an individual who is experiencing difficulties accessing mental health services for themselves or others, may follow this link to contact the County Mental Health Administrator.

NJ REGISTER READY [🔗](#) - Sign up to be included in the statewide Register Ready program. This registration Web site allows residents with special needs and their families, friends and associates an opportunity to provide information to emergency response agencies, so emergency responders can better plan to serve them in a disaster or other emergency.

OFFICE ON DISABILITY - Information and referral; client advocacy and consumer education.

RECREATION IN ATLANTIC COUNTY FOR INDIVIDUALS WITH DISABILITIES - A guide to low cost recreational and social opportunities for persons with disabilities.

TRANSPORTATION - Provides life enhancing transportation services for education, compensated and voluntary employment, and more.

(Office of) Disability Services

Division of Intergenerational Services/Department of
Human Services
Shoreview Building, 101 S. Shore Road, Northfield, NJ
08225
(609) 645-7700, ext. 4519

The Office of Disability Services plans, develops, and helps coordinate support services for individuals of any age who have a disability.

The office provides technical advice and consultation regarding laws, regulations and issues affecting individuals with disabilities.

Personal Assistance Services Program assists adults with permanent physical disabilities who are living independently. Services may include light housekeeping, bathing, dressing, meal preparation, shopping, driving, etc. up to 40 hours per week depending on need.



- ✓ The County provides temporary placards for short-term mobility and medical conditions by contacting the municipal police department. Applications are made available from City Hall or the police department.
- ✓ Qualified County residents are eligible to receive transportation as noted in the announcement below:

Qualified Residents

All county residents who are 60 years of age or older, have a disability, are a veteran traveling to/from qualified medical centers, residents of the FTA defined rural western areas of the county, and/or qualified residents, traveling to/from employment, educational, or job training opportunities are all eligible to receive transportation from the A.C.T.U. However Atlantic County may not duplicate services that are available and provided by other service providers. Therefore residents living in institutional or assisted living facilities, or that qualify for service(s) from another transportation provider, may not be eligible for all of Atlantic County's transportation services. Please call (609) 645 - 5910 for further information on eligibility, and allow the A.C.T.U. staff to assist you in finding the travel solution that provides for your need, while maintaining our goal of providing services to the maximum number of mobile dependent residents of Atlantic County.

- ✓ Atlantic County has published an Accessible Beach Guide. Accessible beaches, ADA Ramps, accessible parking, accessible beach chairs, accessible restrooms and other amenities for persons with disabilities are described. As an example, amenities at Ventnor are described.



Ventnor – Lifeguards on duty, 10 a.m. to 6 p.m. surfing beaches, fishing pier, food permitted. Season tags are \$15; weekly tags \$10. Tags also accepted in Margate. Purchase tags at Ventnor City Hall or from a beach tag checker. Ventnor City Beach Patrol Headquarters is located at the Suffolk Avenue beach. Call (609) 823-7948 or (609) 823-7953. Restrooms are located at the Ventnor Library and Cultural Arts Center, the beach side of Newport Avenue; Ventnor City Hall, 6201 Atlantic Avenue; Ventnor Municipal Fishing Pier; Ventnor Tennis Courts, Atlantic and Somerset Avenue; Cambridge Avenue and Boardwalk. Accessible beaches are at Suffolk and Newport avenues. In addition to ADA-approved access ramps and accessible parking, the beach patrol has accessible beach chairs for additional access to the beach. No dogs are allowed on the boardwalk at any time. Dogs are not allowed on the beach May 15 through Sept. 30. From Oct. 1 to May 15, leashed dogs may be walked in areas washed by the high tide line. www.ventnorcity.org

- ✓ The Personal Assistance Services Program (PASP) provides services for permanently physically disabled adults to hire and direct their own personal assistant to aid them with their activities of daily living.

Department of Human Services
DIVISION OF INTERGENERATIONAL SERVICES
OFFICE ON DISABILITY


Personal Assistance Services Program (PASP)

The Personal Assistance Services Program (PASP) affords eligible permanently physically disabled adults the ability to hire and direct their own personal assistant to aid them with their activities of daily living.

Services Available

Personal assistants help individuals with tasks such as light housekeeping, bathing, dressing, meal preparation, shopping, correspondence, mobility, driving and/or use of public transportation. Individuals may receive up to 40 hours per week depending on need.

✓ The County Park System describes accessible features for barrier free access by location.

	Atlantic County Park System																				ACREAGE															
	Boathouse	Boating Access	Boat Mooring	Boat Ramp	Camping	Cross Country Skiing	Driving Range	Exercise Trail	Firearms Training Facility	Fishing	Gazebo	Golf Course - 18 Holes	Guided Hikes	Handicapped-Barrier Free	Hiking	Historic Sites	Horseback Trails	Hunting	In Line Skating	Kayak / Canoe Access		Mountain Biking	Nature Trails	Nature Center	NJ Birding & Wildlife Map	Pavilions	Playground	Picnic Tables	Rest Rooms	Scenic View	Soft Ball	Soccer	Veterans Cemetery	Volley Ball	Unimproved Trails	
1) Lake Lenape Park West	•	•	•	•	•					•	•	•	•	•			•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	2128
2) Lake Lenape Park East										•			•												•	•	•	•	•					•		17
3) Estell Manor Park		•	•	•	•		•					•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	1677
4) River Bend Property					•			•	•				•	•			•	•						•				•	•						•	1294
5) Galloway East (Seaview)					•								•			•	•				•			•											•	371
6) Galloway West (Moss Mill)					•								•				•				•														•	188
7) John F. Gaffney / Green Tree Golf Course						•					•																	•								241
8) Whirlpool Island		•								•								•																		98
9) Penny Pot Park										•									•								•									20
10) Weymouth Furnace Park										•			•		•						•			•			•	•	•							8
11) Gaskill Park		•	•							•	•		•		•					•							•	•	•	•						11
12) Oscar E. McClinton Jr. Waterfront Park									•																•	•			•							4
13) Leeds Point Natural Area																																				4
14) Veteran's Memorial Park																																				3
15) Atlantic County Bikeway					•								•						•		•															51
16) Camp Acagisca				•								•	•							•					•											69
17) Cologne Avenue Tract					•								•		•	•				•									•						•	699
18) Pine Avenue Tract					•								•		•	•				•															•	442
Total																											7325									

✓ The County has an active and involved ADA Committee.

ATLANTIC COUNTY BOARD OF ELECTIONS BOARD MEETING MINUTES
 Tuesday, April 19, 2016 4:30 PM

- I. **OPEN PUBLIC MEETING STATEMENT:** Statement read by Chairperson Lynn Caterson.
- II. **PLEDGE OF ALLEGIANCE:** Pledge was led by Secretary John Mooney
- III. **ROLL CALL:** Chairperson Lynn Caterson, Secretary John Mooney, Commissioner Ernest Aponte, and Commissioner Mary Jo Coutts were in attendance.
 Office Staff: Clerks Susan Sandman, Bill Sacchinelli, Henrietta McKenzie, and Hope Bertino

- IV. **READING & ADOPTION OF MINUTES:**
 A motion was made to accept the amended minutes from March 8, 2016.

- **Motion:** Secretary Mooney
- **2nd:** Commissioner Coutts
- **Vote:** Unanimous

- V. **NEW BUSINESS:**
 - A. Accessibility Committee Discussion and Potential Assignments.
 This is a 4:30 Order of the Day.
 The ADA Committee Kathleen Quish, Joseph Brown, and Mark Petrella were concerned about a few polling locations that didn't have proper signage on entrances for voting. Secretary Mooney suggested that a letter be sent to all Municipal Clerks regarding proper signage on Election Day.
 Ms. Quish also stated that the Somers Point Senior Center 2-3 and 2-4 has 2 rooms and the smaller room is not ADA compliant. Staff will follow up on conditions and report findings to the ADA Committee.

- ✓ The County provides numerous publications and links regarding services and resources.

15) Access by individuals with disabilities to County programs, services, activities and events:

- <https://www.atlantic-county.org/disability/recreation.asp>
- This link leads to the multiple programs, services and activities that are designed specifically for those with disabilities.
- The list also includes the accessible beaches in Atlantic county.
- Atlantic county alliance:
 - <https://www.atlantic-county.org/documents/disability/SykesAwardNominationFlyer.pdf>
- Legal Resources or Individuals or Businesses with Access of Accommodation questions:
 - <https://www.atlantic-county.org/disability/legal-resources.asp>
- Mental Health Services:
 - <https://www.atlantic-county.org/mental-health/>
- NJ Register Ready:
 - <https://www13.state.nj.us/SpecialNeeds/Signin?ReturnUrl=%2fSpecialNeeds%2f>
- Office on Disability:
 - <https://www.atlantic-county.org/disability/>
- Recreation in Atlantic County for Individuals with Disabilities
 - <https://www.atlantic-county.org/disability/recreation.asp>
- Transportation:
 - <https://www.atlantic-county.org/intergenerational-services/transportation.asp>

Accessible Services 

- Lift service available.
- Service animals and portable oxygen tanks are permitted.
- Timetable available in alternative formats.
- TTY: call NJ Relay Operator at: 1-800-852-7899 or 711.
- If you need assistance or an accommodation with any of South Jersey Transportation Authority's services, please call 856-614-1072.



- ✓ The Atlantic County Walking Guide provides information regarding amenities such as paved trails and walking distances that may assist persons with disabilities to access the County's programs, services and activities.

- ✓ The County provides information and resources for recreation and support programs in Atlantic County.

Department of Human Services
DIVISION OF INTERGENERATIONAL SERVICES
OFFICE ON DISABILITY

Recreation and Support Programs in Atlantic County for Individuals With Disabilities

There are a number of community organizations for individuals with disabilities in Atlantic County offering various recreational activities.

The non-profit organizations included below are provided for informational purposes only and do not reflect any endorsement of their programs and services by Atlantic County government.

21 Down: A Down Syndrome Awareness Group. A local group providing family support through meetings, social events and more.

Accessible Fishing: The NJ Department of Environmental Protection, Division of Fish and Wildlife's web site posts a listing of accessible fishing sites throughout NJ.

Atlantic County's John F. Gaffney Green Tree Golf Course: Can provide a marker noting handicapped access to attach to a golf cart. For information, call the Pro Shop at 609-625-9131.

Atlantic County's Office of Cultural and Heritage Affairs: Develops cultural programs, exhibits and displays including the fine and performing arts and the literary arts, engages in historic research, publishes reports and engages in related activities which promote and develop public interest and understanding of historic and cultural matters.

Atlantic County Division of Parks and Recreation: Provides environmental and recreational programs programs on over 6,200 acres of county-owned open space and park properties. Services include: programs for all ages, hiking trails, picnics, playgrounds, camping, golfing, fishing, boating, and pistol shooting range.

Challenged Athletes Foundation: A national organization supporting people with physical challenges through grants, camps, clinics and mentorship.

Easter Seals: Locally, in Northfield. An organization with day programs including recreational activities, camping and more. Camp Merry Heart Brochure

Faces4Autism: Autism education, support and programs.

Heart of Surfing: Surfing a various recreational activities for all ages.

Hoops for All: An instructive, inclusive basketball league for children of all abilities. Noted as the cousin to South Jersey's Field of Dreams, contact director Maryann Christian of Margate Recreation Department for more information: 609-822-2285

John D. Young Memorial Lions Center for the Blind: Located in Absecon, for individuals who are blind or visually impaired.

Library Equal Access Program (LEAP): 1-800-792-8322 or TTY (877) 882-5593. Talking Book & Braille Center. A free library service for residents of all ages with vision impairments and all abilities.

Massi's Mission Swim Project: Water Safety and Swimming Programs for children with Autism.

- ✓ Atlantic County has a Project Checklist for Accessibility (ADA).

**Atlantic County Office of Cultural and Heritage Affairs
PROJECT CHECKLIST FOR ACCESSIBILITY (ADA)**

To be completed and submitted by all Atlantic County Arts and History grant applications. Evidence of information contrary to what is presented on this Checklist could result in rescission of any grant award. See Guidelines/Glossary for further information.

This checklist covers only very basic accessibility issues and ADA (Americans with Disabilities Act) requirements for this project. A comprehensive self-assessment is recommended for an organization to better understand its full obligations under the law. A self-assessment survey tool has been developed by the Cultural Access Network of NJ and is available on at <https://nitheatrealiance.org/accessibility/self-assessment>

- ✓ The County's Office on Disability provided accessibility related information that was readily available on the County's website.

Department of Human Services
DIVISION OF INTERGENERATIONAL SERVICES
OFFICE ON DISABILITY

Office on Disability

Join the Celebration



ADA 30
Americans with Disabilities Act
Celebrate the ADA! July 26, 2020

[View video](#)
[Press Release](#)

INFORMATION & ASSISTANCE:
1-888-426-9243
or 609-645-5965
Relay Services 1-800-852-7897
Request to be connected to our
Aging and Disability Resource Connection (ADRC).
Cristine Chickadel, ADA Coordinator

The Atlantic County Office of Disability Services was established in 1982 by the Board of Chosen Freeholders as part of the Division of Intergenerational Services. Our mission is provide a wide range of services to advance independent living. We provide advocacy as well as information and referral on a variety of topics including:

Accessibility	Legal Assistance
Americans with Disabilities Act (ADA)	Personal Assistance Services
Assistive Technology	Recreation
Education	Rehabilitation Act (Section 504)
Financial Assistance	Transportation
Housing	Vocational Assistance

- ✓ 91% of the administrative staff surveyed stated they had not received or were aware of any specific concerns, complaints, or problems regarding accessibility.
- ✓ The Atlantic County Transportation Unit has policies and procedures effective December 2021 which replaces the April 2004 policy for ADA Requests for Reasonable Accommodations.
- ✓ 18% of the public survey respondents stated they had requested an accommodation due to their disability. Some of the accommodations requested included Braille books and large print, medical accommodations, medical transportation, job assistance, PASP program, wheelchair, ramp at EMP Nature Center, ramp at jail trailers and assistance for help.

- ✓ 11% of the public survey respondents said their accommodation was provided, but 4% said the accommodation was not satisfactory. For example, one respondent said making reservations seven days in advance is not reasonable.
- ✓ 43% of the public survey respondents stated that the attitude of County staff was generally helpful, supportive, positive and proactive in solving accessibility issues.
- ✓ The County has online subscription services for residents to receive not only information about County programs, but also notices and advisories.

Staff and public survey respondents stated their opinion of the highest priorities to improve accessibility. *Comments are reported as received and have not been edited for spelling and grammar.*

Staff respondents:

- I am not aware of a specific area that needs attention.
- Sign language interpreters; accessible formats for documents
- Inaccessible facilities
- Being able to provide Public safety training programs to individuals with disabilities so that they can be better informed about dealing with emergencies and disasters and what they can do to recover from them.
- Access to Programs.
- accessible meetings- encouraged via ease of obtaining effective communication. Clearer understanding as to where to go to report rights of way hurdles (who owns the roadway in question?), method of reacting to enforcement to grievances. Proper grievance procedures.
- parking, sidewalks, signage to name a few
- I believe it is important that we are cognizant of these issues and improve our capacities to serve all who have need of what we provide

Public and organization comments:

- all of the above
- Put in a button that would open the door to the Brigantine library.
- Maintain and improve online access to materials at the library
- Proper record keeping, all complaints should be handled externally (not internally /direct reference to acua). Transparency, a requirement for any official who learns of discrimination to report it. I don't think it's nessary for me to name all the commissioners, obviously the executive officers that have knowledge or took part, quarterly reviews for any needed updates or monthly reviews, any complaint should be formally investigated and copies given to both parties, in my case the County and or officials failed to do anything besides conceal the issue
- All of the above
- Further reaching compliance requirements and transparency
- Increased county transportation
- Keep library open
- Accessible Routes
- understanding and compassion and empathy from those at the county office.
- Treat depression like it's a disability
- parking, electric scooter in stores

- More advertising
- all of the above - improve physical access, need hearing/visual aids that people can use and the personnel to explain them, more program information - we know nothing about what is available in the county - we just pay taxed
- Improvements to accessing public facilities and once the person gets to the event/meeting providing the necessary hearing/visual aids.
- Make sure building have working and updated elevators. Take care of sidewalk issues so persons with disabilities can use them properly. If there is a step up or down it should have reflective highly visible tape so those with low vision can see better. In the library branches there could be more braille books even though that comes from a different source I feel these items should be more accessible to the public. When holding public meetings there should always be a microphone that works for our senior population or those with hearing problems. Don't exclude those with mental issues. Perhaps special inclusive meetings where they can be part of it by having a zoom meeting set up or video conference. The population of persons with mental health disorders continue to grow as the pandemic drags on and they need to feel a connection to others by being included in community county events.
- More employment opportunities
No opportunity for advancement
- The older buildings need to be viewed by handicapped people, the entry is not accessible to wheelchairs or those with mobility challenges.
- Yes bi-lingual staffers, wheelchairs shopping carts, employees should be familiar with all services offered or at least refer to main dept for help. extended wi-fi access,
- It would be nice to have someone give some legal advice. We've had a lot of problems with Social Security and Jen's disability. Who will help her with this after I am dead?
- improvements on accessibility to any facility that the county is responsible for. Also monitoring people falsely parking in a handicap spot, when they are not handicap
- Spending money on improvements and lighting
- Many of even general public and seniors like myself rely on libraries to make copies (for example medical or insurance information). While staff are always nice to help, it would be nice to be more independent. Managing the coins to pay seems outdated. Would be nice to have a library Card that could be used to pay like w a credit card or tap and go app.
- Ensuring that public buildings have accessible entrances, enforcing parking and traffic rules for accessibility (i.e., preventing the general public from parking in designated accessible spaces)
- providing more accomodations for persons with disabilities
- improvements for people in wheelchairs to access all public facilities
- More assistance and accomodations
- improvements to accessing public facilities
- Hearing, visual, physical helps. Assistance with commputers
- Parking violators
- Everything that can be should be done.
- Providing hearing and visual aids for events and public meetings; Easier transportation access
- Shared information of available resources, easier access to housing, additional public housing, more choices for public transportation

- THE BIGGEST IS PROVIDING THE NEEDS OF ACCESSIBILITY FOR RAMPS. THERE ARE HOME OWNERS WHO CAN NOT AFFORD TO HAVE A RAMP INSTALLED.
- Accommodations for individuals that are consumer friendly.
- Provision of accessible means of access and egress to all County facilities and buildings.
- beyond accessing a building, is there a need to change processes to ensure individuals can meet their needs without having to return.
- Making it easier to find programs on the website. More automatic opening doors at buildings.
- Transportation with easy connections.
- Improve the condition of pavement/parking lots/walkways/sidewalks.
- Improve accessibility to all public facilities and to beaches.
- Access, inclusive events, caregiver groups
- grievance procedure. effective communication at public hearings.

Other comments regarding areas that are inaccessible:

- Getting into the Brigantine library. It does not have an automatic door.
- Yes, mine thus the attorney generals office is involved because that is the only way to seek remedy, by suing
- The community center in brigantine has had their doors locked that utilize the handicapped push button since last year. We know several people who have requested they keep those doors available and they have not done so. you don't have to be in a wheelchair to need help with those doors.
- some of the parking lots and entrances are not properly set up for people with canes and walkers also, the drop boxes are very high and hard to get to
- There are no handicap entry doors at the historical courthouse or supt of elections office.
- Need Handicapped door at main entrance, EHT Library
- As DAB Bd member we hear about issues.
- elderly individuals who do not speak English need home aide services
- No family support, live alone, lack of education, homebound
- Don't know what is available or how to find out.

RECOMMENDATIONS

- In County publications or on the website, areas or services that are accessible should be indicated with descriptive text and the International Symbol of Accessibility (ISA). For example, accessible restrooms and routes can be designated on the website, on maps and in publications.
- The County should continue to disseminate information in a variety of locations and methodologies with accessible formats to enhance access to programs, services, and activities.
- The ADA/504 Coordinator should continue to monitor and receive information regarding concerns or issues about access to programs, services and activities and take the appropriate action regarding any potential discriminatory practices for persons with disabilities.
- Social media platforms should be reviewed on a regular basis to make sure that they are accessible for persons with disabilities.

- The ADA/504 Coordinator should continue to monitor programmatic access and the removal of structural barriers in the transition plan.
- Meetings and events open to the public should be held in buildings that meet accessibility requirements, or in the accessible portion of the building with accessible elements that serve the area where the meeting or event is held. For example, parking, restrooms and drinking fountains that serve the area where the meeting and event is held should also be accessible.
- Information regarding the facility should include information regarding accessible features and elements of the site. For example, accessible parking, accessible restrooms and other items and elements should be indicated on documents and on the website. Indicating accessible paths of travel and accessible entrances also provides valuable information for individuals with disabilities. A contact number and email address should be provided for additional assistance.
- Information about how to request accommodations should appear on all public-facing notices, announcements, and agendas. Information should be disseminated to all departments and divisions regarding the statement for accommodations requirement.
- All staff, and in particular frontline staff such as receptionists and staff with high public contact, should receive training on interacting with and accommodating individuals with disabilities.
- A centralized method for producing alternate formats, such as Braille, may provide a cost savings and reduce the timelines to produce alternate formats.
- The Department of Public Works Division of Parks and Recreation lists general guidelines and prohibited activities in its publication. It is recommended that "discriminatory practices" or "discrimination" be added to the list of prohibited activities.

Outreach Materials and Activities

The ADA/504 does not specifically state how a public entity provides for accessibility to the County's programs, services, and activities. One method is to disseminate information in a variety of locations and formats to enhance the access to programs, services, and activities of the County.

FINDINGS

Compliant

- ✓ The County has a Disability Advisory Board. Although an Advisory Board is not required, the Disability Advisory Board serves the role to advise and consult with the Office of Intergenerational Services with matters relating to citizens with disabilities in Atlantic County.

Disability Advisory Board

Office on Disability
Intergenerational Services
Shoreview Building
101 South Shore Road
Northfield, NJ 08225

The function of the Disability Advisory Board is to advise and consult with the Office of Intergenerational Services with matters relating to citizens with disabilities in Atlantic County. Members should have knowledge and experience related to issues relevant to people with disabilities. Knowledge/experience with ADA important. **MEETINGS:** The Disability Advisory Board typically meets on the second Tuesday of the month (approx. 7 times per year) at 12:30 at the Ventnor Library.

Total Number of Members Allowed: 9

Number of Vacancies: 0 *

3-year terms, term expires October 1

Chairperson: Joseph Brown

Staff Person: Cristine Chickadel
Phone: (609) 645-7700, ext. 4386
NJ Relay Services 1-800-852-7899

Members:

Carol A. Ditmire	Joanne Gahr	Linda Klersey
Ryan Penn	Mark Petrella	Trinna L. Rodgers, Esq.
Robert J. Ross	Chee Ka Wu	

Alternate Members

Doortje M. Schipper (2nd Alternate)

- ✓ 22% of the staff surveyed stated they did include images of persons with disabilities in their materials, website or publications.
- ✓ 44% of the staff survey respondents stated they conduct outreach activities focusing on persons with disabilities.
- ✓ The County has established an Office of Disability Services to assist with consultation, regulations, accessibility issues, and other items such as advocacy.

The Office of Disability Services facilitates a network of information and cooperation among agencies servicing residents with disabilities to help ensure their needs are met and advocate on their behalf. Our office provides technical advice and consultation regarding laws, regulations and issues affecting individuals with disabilities.

The Atlantic County Office of Disability Services was established in 1982 by the Board of Chosen Freeholders as part of the Division of Intergenerational Services. Our mission is provide a wide range of services to advance independent living. We provide advocacy as well as information and referral on a variety of topics including:

Accessibility	Legal Assistance
Americans with Disabilities Act (ADA)	Personal Assistance Services
Assistive Technology	Recreation
Education	Rehabilitation Act (Section 504)
Financial Assistance	Transportation
Housing	Vocational Assistance 

RECOMMENDATIONS

No recommendations.

Service Animals

Individuals with disabilities shall be permitted to be accompanied by their service animals in all areas of a public entity's facilities where members of the public, participants in services, programs or activities, or invitees, as relevant, are allowed to go (28 CFR § 35.136(g)).

The Department of Justice (DOJ) published revised final regulations implementing the Americans with Disabilities Act (ADA) for Title II (State and local government services) and Title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

Beginning on March 15, 2011, only dogs and miniature horses are recognized as service animals under Titles II and III of the ADA. A service animal is a dog (in some cases a miniature horse) that is individually trained to do work or perform tasks for a person with a disability. Public entities, such as the County, must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

FINDINGS

Partial Compliance

- ✓ A County policy regarding service animals is in the Atlantic County Division of Parks and Recreation Rules and Regulations as noted below:

Rules and Regulations

Paraphrased from the the provisions of Chapter 97 of the Atlantic County Administrative Code - full text is available upon request. The Atlantic County Division of Parks and Recreation, in order to facilitate the best use of the camping facilities, has adopted the following in regard to the camping reservation policy.

- All furred animals are prohibited in all overnight facilities, except for service animals.
- ✓ A policy was found for the Atlantic County Library System that contained one item regarding service animals stated in item number 9 that "Service animals aiding a person with a disability and program-authorized animals are welcome."
- ✓ A policy from other entities that collaborate with the County were found, such as the Joint Insurance Fund, the Humane Society of the United States and the American Red Cross.
- ✓ County License and Registration Tag Fee 121-4 states that "dogs used as guides for blind persons and commonly known as "Seeing eye" dogs shall be licensed and registered as other dogs hereinabove provided for, except that the owner or keeper of such dog shall not be required to pay any fee therefor".

RECOMMENDATIONS

- The County should develop policies regarding service animals for all applicable programs, services, and activities of the County.

- Staff should be provided information regarding service animals to understand the definition of a service animal and that service animals must be permitted to go to all public areas with a few exceptions such as spas. Information should be provided to staff to assist them to recognize a service animal and to understand the questions that they can ask. It should be clarified that it is never acceptable to ask about the person’s disability.
- The County should not exclude certain breeds of dogs as restrictions for a particular breed may be discriminatory and may exclude a qualified, trained service animal.
- Information about service animals should be provided to County staff in addition to training regarding service animals and in publications.
- Language in any pet ordinance should be written to be inclusive and not limited to only dogs or guide dogs or to a specific type of disability.

Other Power-Driven Mobility Devices

According to the Department of Justice: “Other power-driven mobility device means any mobility device powered by batteries, fuel, or other engines whether or not designed primarily for use by persons with mobility disabilities that is used by persons with disabilities for the purpose of locomotion, including golf cars, electronic personal assistance mobility devices (EPAMDs), or any mobility device designed to operate in areas without defined pedestrian routes, but that is not a wheelchair within the meaning of this section.”

A public entity is required to make reasonable modifications to their policies, practices, and procedures when necessary to enable an individual with a disability to use a power-driven mobility device to participate in its services, programs, or activities unless doing so would result in a fundamental alteration of their services, programs, or activities (28 CFR § 35.137(b)).

A public entity shall permit persons with mobility disabilities to use wheelchairs and manually powered mobility aids, such as walkers, crutches, canes, braces, or other similar devices designed for use by persons with mobility disabilities in any areas open to pedestrian use, unless the public entity can demonstrate that the class of other power-driven mobility devices cannot be operated in accordance with legitimate safety requirements that the public entity has adopted pursuant to 35.130.

In determining whether a particular other power-driven mobility device can be allowed in a specific facility as a reasonable modification, a public entity may consider:

- The type, size, weight, dimensions, and speed of the device;
- The facility's volume of pedestrian traffic;
- The facility's design and operational characteristics (*e.g.*, whether its service, program, or activity is conducted indoors, its square footage, the density and placement of stationary equipment, furniture or devices);
- If legitimate safety requirements can be determined to permit the safe operation of the other power-driven mobility device; and
- If the use of the other power-driven mobility device creates a substantial risk of serious harm to the environment.

FINDINGS

Not Compliant

- Information, policies and procedures regarding other power-driven mobility devices (OPDMD) by persons with disabilities were not found.
- One staff responded “yes” when asked if there is a policy in place for other power-driven mobility devices, but it was not found.

RECOMMENDATIONS

- It is recommended that the County develop a policy for OPDMD and disseminate the information.

Ticketing and Seating

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

Providing equal opportunity to people with disabilities is the fundamental principle of the Americans with Disabilities Act (ADA). This publication provides guidance on the Department's new nondiscrimination requirements that apply to selling tickets for assigned seats at events such as concerts, plays, and sporting events. The requirements, which are identical for title II and title III entities, apply to tickets sold for single events and those sold for a series of events (e.g., subscriptions or season tickets).

A public entity that sells tickets for a single event or series of events shall modify its policies, practices, or procedures to ensure that individuals with disabilities have an equal opportunity to purchase tickets for accessible seating (28 CFR § 35.138).

FINDINGS

Not Compliant

- There were no policies or procedures found for ticketing or seating regarding persons with disabilities.

RECOMMENDATIONS

- The County should develop policies regarding ticketing and seating for persons with disabilities.
- The County should describe the features of available accessible seating to permit a person with a disability to assess independently whether a given accessible seating location meets their accessibility needs.

- The County should provide materials, such as seating maps, plans, brochures, pricing charts, or other information identify the location and type of accessible seating.

Eligibility Criteria

Public entities cannot use eligibility criteria that tend to exclude or screen out persons with disabilities (28 CFR §35.130(b)(8)).

FINDINGS

Compliant

- ✓ There was no evidence of discriminatory practices regarding eligibility criteria for access to programs and services.

RECOMMENDATIONS

- Program eligibility criteria should be reviewed on an ongoing basis as they are drafted or modified to ensure that eligibility criteria do not put additional burdens or requirements on individuals with disabilities.
- The County should continue to ensure that all eligibility criteria allow for accommodations for individuals with disabilities.

Fees and Surcharges

Public entities may not charge a fee or add a surcharge to a fee to cover the cost of making its facilities, programs, services, or activities accessible to persons with disabilities (28 CFR § 35.130(f)).

FINDINGS

Compliant

- ✓ There was no evidence of additional surcharges or fees charged to individuals with disabilities that were not charged to individuals without disabilities to access programs, services, and activities.
- ✓ 56% of staff surveyed responded "no" when asked if they have any programs that charge an additional fee for modifying a program for a person with disabilities.

RECOMMENDATIONS

- The County's ADA Coordinator should continually review fee policies and practices for consistency and to ensure that fees and surcharges are not charged to persons with disabilities that are not charged to persons without disabilities.

Emergency Procedures

Under Title II of the ADA, emergency programs, services, activities, and facilities must be accessible to people with disabilities and generally may not use eligibility criteria that screen out or tend to screen out people with disabilities. The ADA also requires making reasonable modifications to policies, practices, and procedures when necessary to avoid discrimination against a person with a disability

and taking the steps necessary to ensure effective communication with people with disabilities. The ADA generally does not require state or local emergency management programs to take actions that would fundamentally alter the nature of a program, service, or activity or impose undue financial and administrative burdens (28 CFR § 35.130(b)(1)) (28 CFR § 35.149).

The County is required to plan to meet the needs of persons with disabilities in an emergency and provide access to emergency shelter services.

FINDINGS

Compliant

- ✓ The County has an emergency preparedness checklist that asks about special assistance for elderly or disabled persons as shown below:
- ✓ 67% of the staff survey respondents stated that they had an evacuation route posted in a visible location.
- ✓ The County has developed a Disaster Response Team (DRT) to assist with disasters.



Emergency Preparedness Checklist

- Contact your local [Emergency Management Office](#) or [American Red Cross Chapter](#) to find out which disasters could occur in your area
- Ask - How to prepare for each disaster?
- Ask - How you would be warned of an emergency?
- Learn your community's evacuation routes
- Ask - About special assistance for elderly or disabled persons?

Atlantic County has developed a “[Disaster Response Team](#)” (DRT) to help us manage large scale emergency operations as well as prepare community members to take care of themselves in the event of a disaster. The DRT includes the [Community Emergency Response Team \(CERT\)](#) [County Animal Response Team \(CART\)](#) the [Medical Needs Team \(MNS\)](#) and [Medical Reserve Corps \(MRC\)](#). These programs help coordinate volunteer activities that will make our communities safer, stronger, and better prepared to respond to any emergency situation. They provide opportunities for people to participate in a range of measures to make their families, their homes, and their communities safer from the threats of crime, terrorism, and disasters of all kinds.

- ✓ The County has a special needs registry for County residents who may need special assistance to evacuate during a disaster or other emergencies. The database is designed to help first responders locate residents with disabilities or limitations.
- ✓ The Atlantic County Master Plan, Farmland Preservation Plan, and Open Space and Recreation Plan Executive Summary Dated May 2018 has identified a focus area to be accessibility of evacuation routes and the location of refuge areas outside hazard areas.

Partial Compliance

- ✓ 22% of the staff survey respondents stated that their emergency procedures included instructions for assisting or evacuating persons with disabilities and 56% did not know.

RECOMMENDATIONS

- The County should provide additional training and information regarding emergency evacuation procedures, particularly regarding the evacuation of persons with disabilities.
- The County should continue to post evacuation routes and procedures continue to be posted at all County sites and on the website.
- The County should develop procedures and a mechanism to monitor the posting of emergency evacuation routes and procedures.
- Shelters should be surveyed to determine that they are accessible for individuals with disabilities prior to be designated as an evacuation shelter. A provision should be noted to allow service animals and training should be provided to shelter staff to understand the difference between pets and service animals.
- Designated evacuation shelter sites should also be inspected on a regular basis to determine that the shelter continues to be accessible for persons with disabilities. Noncompliant findings for designated shelters can be found in the County transition plan.

Policies for the Use of County Facilities

The use of County facilities cannot discriminate against persons with disabilities and applications for the use of County facilities should include nondiscrimination statements. County facilities that are leased should be accessible for persons with disabilities.

FINDINGS

Compliant

- ✓ No discriminatory policies were found for the use of County facilities were found. However, it was noted that facility use policies did not contain nondiscrimination clauses.
- ✓ 27% of the staff survey respondents stated that their department or division had a facility use agreement that includes accessibility provisions for persons with disabilities.

RECOMMENDATIONS

- The County should consider the inclusion of a nondiscrimination clause in their facility rental policy. The inclusion of nondiscrimination language in policy and on forms would help ensure that outside groups and organizations would agree to abide by all applicable local, state, and federal laws and County policy regarding nondiscriminatory practices during the utilization of County facilities.
- It would be beneficial to persons with disabilities if information on accessible routes and maps, accessible parking locations, restrooms, and wayfinding was available for all facilities on the County's website. Use of facility information provided by the County does not include accessibility information that would inform users of the accessible features available at the site to provide access for persons with disabilities.

- The County should make provide the application form and facility use agreement available in multiple formats, ensuring at least one is accessible, and offer multiple methods to submit the application. A policy that would prohibit pets in a facility or park should include a notice allowing service dogs, when appropriate.

Lease and Joint Use Agreements

Under Title II of the ADA, the County is responsible for providing access to its programs, services, and activities in both owned and leased facilities. Leased sites should be accessible and have provisions in the lease to ensure accessibility.

FINDINGS

Partial Compliance

- ✓ County leases reviewed contained indemnification language that may or may not cover the lease of facilities that are not compliant.

12. INDEMNIFICATION:

A. The Tenant for itself, its contractors, subcontractors, agents, guests, invitees, successors, sub tenants and assigns hereby covenants and agrees to indemnify, defend, protect and save and hold harmless the County, its successors and assigns, its directors, officers, contractors, agents, employees, servants or any of them (collectively referred to as the "County") from and against any and all claims when made for any and all losses, injuries, damages, suits, claims, fines, penalties, costs and expenses whatsoever (including defense of any such claims), which it, they or any of them may directly or indirectly suffer, sustain, or be subject to, or be held liable for in any way connected with or growing out of the Tenant's use of the Leased Premises and/or the privilege given herein.

- ✓ Some County lease agreements reviewed contain a statement that all tenant improvements must be in accordance with all applicable laws and building codes.
- ✓ Some County lease agreements reviewed contained a statement that the tenant must comply with all applicable laws and may not discriminate regarding usage of the premises on the basis of a disability.
- ✓ It is not evident if the County reviews sites for compliance with accessibility codes prior to entering into a lease or a "pre-lease" inspection when the County leases from others.

RECOMMENDATIONS

- The County should review the accessibility of sites that are and may be leased in the future prior to engaging in a lease or renewal and establish a procedure for a pre-lease inspection.
- When considering a leased space, the ADA/504 Coordinator, or designated staff member, should be trained to conduct or have a designee or consultant conduct a field inspection of the prospective building to assess the building for a general, functional level of accessibility. The ADA/504 Coordinator could utilize an abbreviated checklist to determine general

accessibility of facilities that the County is considering a lease. A more comprehensive inspection could be conducted if the initial review appears to be favorable.

- Language in lease agreements should be reviewed to clearly delineate the responsibility for accessibility and if it lies with the lessee or lessor or both.
- A pre-lease inspection process should be implemented for buildings that are not County owned but may be leased by the County.
- Language in lease agreements should be reviewed for ongoing compliance standards.

Special Events and Activities

Special events sponsored by the County are considered a program, service or activity of the County and are required to be accessible in accordance with ADA requirements.

FINDINGS

Partial Compliance

- ✓ 33% of staff responded that the department or division hosts or sponsors private or public events on public property and 33% stated that they notify vendors or third-party entities of the obligations to provide access for persons with disabilities.

RECOMMENDATIONS

- The County's special events policies, procedures and applications should be updated to include ADA accessibility information and provisions that the event comply with federal, state and local accessibility requirements for persons with disabilities. ADA accessibility requirements should be included in event applications and procedures clarified for event organizers. For example, information regarding accessible parking, accessible restrooms and accessible emergency communications should be included in the special event application.
- ADA accessibility information should be added to the Special Events section of the County's website.
- Accessible features and elements for special events and activities should be indicated in publications, brochures and on the website. Accessible features may include accessible parking and restrooms, for example.
- The County's special events policies, procedures, and applications should be updated to include ADA accessibility information.
- Planning for accessible provisions should include a checklist and training for County staff regarding the ADA requirements for special events.
- A statement of accommodation should be included on the website and on flyers and publications regarding the special event or activity.

Procurement and Contracts

Public entities cannot use contract procurement criteria that discriminate against persons with disabilities (28 CFR § 35.130(b) (5)). Contractors should be held to the same nondiscrimination rules that apply to County employees.

FINDINGS

Compliant

- ✓ No discriminatory practices were found from the research concluded regarding the selection process of contractors and contracted services for the County.
- ✓ A sampling of contracts for services with the County were reviewed and no discriminatory or exclusionary practices were found.
- ✓ 45% of the staff survey respondents stated that they have provisions for compliance with federal, state or local accessibility provisions.
- ✓ Nondiscrimination clauses were found on all agreements reviewed.

RECOMMENDATIONS

- The County should continue to monitor use of standard agreements and contracts by all County departments, as well as monitor agreements that are not standardized.

Building and Construction

Each facility or part of a facility constructed by, on behalf of, or for the use of a public entity shall be designed and constructed in such manner that the facility or part of the facility is readily accessible to and usable by persons with disabilities, if the construction was commenced after January 26, 1992 (35.151). Building and construction policies require that the construction of each new facility or part of a facility, or the alteration of existing facilities after January 26, 1992, conforms to the standards designated under the Title II of the ADA regulation. Buildings constructed after January 26, 1992 are considered new buildings and should be compliant with the current accessibility standards and state accessibility standards and requirements at the time of construction.

Existing buildings are defined as those buildings or sites that were constructed prior to 1992 and that have not had any major remodeling or renovation. If an existing building has had major remodeling or renovation, portions of the building would need to be brought up to the new standards. In addition, the path of travel to the building may be "triggered" and require renovation or remodeling to meet the current accessibility standards. A public entity may comply with the requirements for "existing buildings" by making programmatic changes. Full compliance of existing buildings may not be required where a public entity can demonstrate that it is structurally impracticable to meet the requirements.

FINDINGS

As the ADA Compliance Plan included a review of documents and plans to determine compliance with applicable accessibility codes and standards, findings are considered "initial" and do not represent on-site findings following a comprehensive review of buildings, parks and recreational areas. An on-site

review of the application and actual construction and remodeling will provide further information regarding the accessibility of the County's current efforts.

Compliant

- ✓ County has policies and procedures in place to ensure that sites are designed, built, remodeled and inspected for adherence to accessibility codes and standards. Examples are shown below.

§ 86-48

§ 86-49

ARTICLE VII **General Design Standards**

§ 86-48. Acceptable design sources.

It is not practical to show all possible design standards in this section. Therefore, standards from the current editions of the following publications will be considered by Regional Planning and Division of Engineering:

- A. United States Department of Transportation Federal Highway Administration Manual on Uniform Traffic Control Devices For Streets and Highways, United States Government Printing Office, Washington, D.C.

§ 86-50. Barrier-free design for off-street parking.

- A. The number of parking spaces for individuals with disabilities shall be in accordance with the New Jersey Uniform Construction Code (N.J.A.C. 5:23-7) or the Americans with Disabilities Act, as applicable.
- B. Parking spaces for the handicapped shall be located as close as possible to elevators, ramps, walkways and the accessible entrance(s) they serve. They shall be no more than 200 feet from an accessible entrance.
- C. Parking spaces for the handicapped shall be as level as possible with surface slopes not exceeding 1:48 (1/4 inch per foot) in any direction.
- D. Each parking space shall be marked with an R7-8 sign from the Manual on Uniform Traffic Control Devices displaying the international symbol of accessibility.
- E. Parking spaces for the handicapped shall be a paved surface that is suitable for wheeling and walking. Such parking spaces shall allow room for individuals in wheelchairs or individuals on braces and crutches to get in and out of either side of a vehicle.
- F. Curb cut ramps shall be provided to permit physically handicapped people access from the parking area to the parking lot.

- ✓ The County has updated accessibility standards and developed documents for review and oversight as described in excerpt of the June 2019 ADA Transition Plan that follows:

"In order to make certain that all projects comply with applicable ADA standards, the County has developed Appendix C – ADA Requirements in order to better communicate those standards. These checklists provided in Appendix C are intended to be used for plan review, design, and post construction compliance by Atlantic County Government. The checklists were developed using the Department of Justice's 2010 ADA Standards for Accessible Design and Accessibility Guidelines (2010 "ADAAG"), the Department of Transportation 2006 Standards for Transportation Facilities (2006 DOT standards), the Manual on Uniform Traffic Control Devices ("MUTCD"), and the New Jersey Department of Transportation ("NJDOT") Roadway Design Manual. The United States Access Board, an independent federal agency established by section 502 of the Rehabilitation Act (29 U.S.C. 792) responsible for developing and updating design guidelines for the ADAAG, published new guidelines in the Federal Register on July 26, 2011. These guidelines, known as the Public Right-Of-Way Accessibility Guidelines ("PROWAG") have not yet been codified into federal regulations; however, as existing standards do not adequately communicate certain details, language and guidelines from PROWAG are used. The United States Access Board states that when the guidelines are adopted, with or without additions and modifications, as accessibility standards in regulations issued by other federal agencies implementing the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and the Architectural Barriers Act, compliance with the accessibility standards is mandatory.

The Atlantic County LDS adopted in June 2002 provide procedures and standards for review of land development by Atlantic County. The Atlantic County Development Review Committee ("DRC") exists within the department and as a subcommittee of the County's Planning Advisory Board, pursuant to N.J.S.A. 40:27-6.8. The DRC holds meetings to review proposed site and/or subdivision plans on County roads to ensure the County Land Development Standards are utilized. A key review phase during a DRC meeting is ADA compliance. Once a new site plan is approved and construction commences, the activity within County highway right-of-way or property under the jurisdiction of the County Engineer's Office is subject to inspection and approval by the County Engineer's Office as defined in Atlantic County Ordinance No. 4-2010. The ordinance further mandates that construction, as far as is practicable, shall conform in quality and appearance to similar County construction. Material shall conform to the NJ Department of Transportation's "Standard Specifications for Road and Bridge Construction", current edition, and related standards of the Atlantic County Division of Engineering, and any updates or superseding editions, unless otherwise specified in the permit. If the County Engineer's Office inspector determines that the permittee is providing insufficient traffic protection or that some other deficiency exists, the County Engineer's Office inspector shall prohibit the permittee from conducting further activity until the permittee corrects the deficiency."

Following formal approval or County issuance of a certificate of occupancy, the grading, paving, curbing, repairing and maintenance of all sidewalks shall be the responsibility of the owner of the respective premises fronting on such sidewalks, as defined by municipal ordinance. These municipal ordinances regarding curb and sidewalk are upheld whether the new construction project on County ROW is initiated by a private developer, municipality, the County, and/or State. This progression will ensure long-term ADA compliance for all future County ROW developments that incorporate the ADA.

- ✓ The County's policy is to utilize the applicable federal and state accessibility laws, standards and regulations for construction, remodeling, and major renovations.
- ✓ The County's annual capital improvement budgets identify funds to support ADA compliance and updates for County buildings, parks and public rights-of-way.
- ✓ The 2020 Land Development Standards have provisions for Barrier-Free Design and procedures for compliance oversight.

Partial Compliance

- ✓ Evidence of monitoring of construction for ADA compliance or general review of remodeling for ADA compliance was limited.
- ✓ Construction oversight policies were limited.

RECOMMENDATIONS

- The County should track the effectiveness of the quality assurance procedures for construction and remodeling and institute changes, revisions and enforcement as needed.
- The County should continue to monitor construction to ascertain if it meets all the applicable accessibility standards using the established procedures and make changes to the procedures as indicated if the County determines that revisions are needed.
- The County should continue to remove accessibility barriers identified
- As barriers are removed, they should be documented in the County's Transition Plan.
- The County should keep the compliance plan current and produce progress reports on a regular basis.
- The County should review policies, practices, and procedures to review remodeling and construction activities to ensure that they meet the applicable accessibility standards.
- The County should ensure that accessibility inspections are conducted as work progresses and is completed.
- Language in contracts with outside vendors should state that work will be performed in accordance with all applicable state and federal accessibility standards and regulations.
- The County should ensure that contractors are informed when performing construction activities adjacent to or within the public rights-of-way that accessible and safe pedestrian routes must be maintained throughout the project. Information on alternate accessible pedestrian routes and detours should be posted on the County's website, as well as at the site during construction.
- Procedures should be established to ensure alteration projects which affect usability of facilities containing a primary function; that the path of travel to the altered area including restrooms, telephones, and drinking fountains serving the altered area be brought into compliance with ADA Standards to the extent of 20% of the cost of the alteration.

- The County should ensure that contractors are informed when performing construction activities adjacent to or within the public right-of-way that accessible and safe pedestrian routes must be maintained throughout the project. Information on alternate accessible pedestrian routes and detours should be posted on the County's website, as well as at the site during construction.
- Procedures should be established to ensure alteration projects which affect usability of facilities containing a primary function; that the path of travel to the altered area including restrooms, telephones, and drinking fountains serving the altered area be brought into compliance with ADA Standards to the extent of 20% of the cost of the alteration.

Maintenance of Accessible Features

The ADA requires that accessible features be maintained (35.133). Accessible features and elements may include examples such as maintaining door pressures, elevators, trimming vegetation so that it does not encroach on accessible paths of travel, maintaining clear areas to access display areas, access to brochures, access to posted agendas and replacing damaged or missing signage.

The ADA requires that, to the maximum extent feasible, facilities must be accessible to, and usable by, persons with disabilities. This section recognizes that it is not sufficient to provide features such as accessible routes, elevators, or ramps, if those features are not maintained in a manner that enables persons with disabilities to use them. Inoperable elevators, locked accessible doors, or "accessible" routes that are obstructed by furniture, filing cabinets, plants or displays, for example, are neither "accessible to" nor "usable by" persons with disabilities.

FINDINGS

Compliant

- ✓ The County has other designated staff with job responsibilities to maintain accessible features, such as public works, engineering and maintenance staff.
- ✓ Funding for ADA upgrades, maintenance and improvements for buildings and public rights-of-way is found in selected Capital Improvement Program reports.
- ✓ 22% of the staff respondents indicated that there are policies or procedures in place to maintain the accessible features. As this response may not be applicable to all departments and divisions, 22% is considered a compliant result.
- ✓ 22% of the departments or divisions stated they have a budget for remodeling or improving accessibility for facilities.

RECOMMENDATIONS

- The County should continue to monitor accessible items and elements that are required to be accessible and therefore need to be maintained in an accessible manner.
- The County may consider developing internal procedures or policies to maintain and track accessible features which require general maintenance. A few examples include re-stripping of parking, trimming vegetation or items that interfere with sidewalks and paths of travel, and adjusting the push/pull force and closing speeds of door closers.

- The County should continue to interface with other local jurisdictions to coordinate ADA efforts and staff training.

Equally Effective Communication

Public entities must ensure that applicants, participants, and members of the public with disabilities have communication that is equally effective as that provided to persons without disabilities in accordance with 35.160. The ADA requires that a public entity shall take appropriate steps to ensure that communications with applicants, participants, members of the public, and companions with disabilities are as effective as communications with others.

Auxiliary Aids and Services

A public entity is required to furnish appropriate auxiliary aids and services where necessary to afford qualified persons with disabilities, including applicants, participants, companions, and members of the public, an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of a public entity. When determining what types of auxiliary aids and services are necessary, a public entity is required to give primary consideration to the requests of persons with disabilities. Auxiliary aids and services should be provided in accessible formats, in a timely manner, and in such a way as to protect the privacy and independence of the individual with a disability.

The ADA uses the term "auxiliary aids and services" ("aids and services") to refer to the ways to communicate with people who have communication disabilities.

There are many ways that the County can provide equal access to communications for people with disabilities. These different ways are provided through "auxiliary aids and services." "Auxiliary aids and services" are devices or services that enable effective communication for people with disabilities.

Title II of the ADA requires government entities to provide appropriate auxiliary aids and services to ensure effective communication. Information about the location of accessible services, activities, and facilities available in a format that is accessible to people who are deaf or hard of hearing and those who are blind or have low vision.

Generally, the requirement to provide an auxiliary aid or service is triggered when a person with a disability makes the request.

Auxiliary aids and services include, for example:

Qualified interpreters on-site or through video remote interpreting (VRI) services; notetakers; real-time computer-aided transcription services; written materials; exchange of written notes; telephone handset amplifiers; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning, including real-time captioning; voice, text, and video-based telecommunications products and systems, including text telephones (TTYs), videophones, and captioned telephones, or equally effective telecommunications devices; videotext displays; accessible electronic and information technology; or other effective methods of making aurally delivered information available to persons who are deaf or hard of hearing; Qualified readers; taped texts; audio recordings; Braille materials and displays; screen reader software; magnification software; optical readers; secondary auditory programs (SAP); large print materials; accessible electronic and information technology; or other effective methods of making visually delivered material is available to persons who are blind or have low vision.

Qualified Interpreter Services

The definition of "qualified interpreter" includes, but is not limited to, sign language interpreters, oral interpreters, and cued-speech interpreters. Not all interpreters are qualified for all situations. For example, a qualified interpreter who uses American Sign Language (ASL) is not necessarily qualified to interpret orally. In addition, someone with only a basic familiarity with sign language or finger spelling is not qualified, nor is fluent in sign language but unable to translate spoken communication into ASL or to translate signed communication into spoken words.

Different situations will require different types of interpreters. For example, an oral interpreter who has special skill and training to mouth a speaker's words silently for persons who are deaf or hard of hearing may be necessary for an individual who was raised orally and taught to read lips or was diagnosed with hearing loss later in life and does not know sign language. An individual who is deaf or hard of hearing may need an oral interpreter if the speaker's voice is unclear, if there is a quick-paced exchange of communication, or when the speaker does not directly face the individual.

Video Remote Interpreting (VRI) is a technology composed of a video phone, video monitors, cameras, a high-speed Internet connection, and an interpreter. VRI service means an interpreting service that uses video conference technology over dedicated lines or wireless technology offering high-speed, wide-bandwidth video connection that delivers high-quality video images as provided in 35.160(d).

The video phone provides video transmission to a video monitor that permits the individual who is deaf or hard of hearing to view and sign to a video interpreter who is live in another location and can see and sign to the individual through a camera located on or near the monitor, while others can communicate by speaking. The video monitor can display a split screen of two live images, with the interpreter in one image and the individual who is deaf or hard of hearing in the other image.

VRI provides real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication.

Both VRI and Video Relay Services (VRS) use a remote interpreter who can see and communicate with a deaf person and a hearing person, and all three persons may be connected by a video link. VRI is a fee-based interpreting service conveyed via videoconferencing where at least one person, typically the interpreter, is at a separate location. VRI can be provided as an on-demand service or by appointment. VRI normally involves a contract in advance for the interpreter who is usually paid by the covered entity. VRS is a telephone service that enables persons with disabilities to use the telephone to communicate using video connections and is a more advanced form of relay service than the traditional voice to text telephones (TTY) relay systems.

Telecommunications Devices for the Deaf and Hard of Hearing

Where a public entity communicates by telephone with applicants and beneficiaries, text telephones (TTYs) or equally effective telecommunications systems shall be used to communicate with persons who are deaf or hard of hearing or have speech impairments.

When a public entity uses an automated-attendant system, including, but not limited to, voice mail and messaging, or an interactive voice response system, for receiving and directing incoming telephone calls, that system must provide effective real-time communication with persons using auxiliary aids and services, including TTYs and all forms of FCC-approved telecommunications relay system, including Internet-based relay systems.

A public entity shall respond to telephone calls from a telecommunications relay service established under Title IV of the ADA in the same manner that it responds to other telephone calls.

Often persons with disabilities, including persons who are deaf or hard of hearing, are unable to use such automated systems. Some systems are not compatible with TTYs or the telecommunications relay service. Automated systems can and often do disconnect calls from TTYs or relay calls, making it impossible for persons using a TTY or relay system to do business with title II entities in the same manner as others. The Department proposed language that would require a telecommunications service to permit persons using relay or TTYs or other assistive technology to use the automated-attendant system provided by the public entity.

Telephone emergency services (35.162), including 911 services, shall provide direct access to persons who use TDDs and computer modems and should be accessible to persons with disabilities. Many public entities provide telephone emergency services by which persons can seek immediate assistance from police, fire, ambulance, and other emergency services. These telephone emergency services, including 911 services are clearly an important public service whose reliability can be a matter of life or death.

Part 35.162 requires public entities to take appropriate steps, including equipping their emergency systems with modern technology to promptly receive and respond to a call from users of TDD's and computer modems. Entities are allowed the flexibility to determine what is the appropriate technology for their needs.

Information and signage (35.163) are required so that persons with disabilities can obtain information regarding services, activities, and facilities and their location. Signage at all inaccessible entrances to each of its facilities should direct users to an accessible entrance or to a location at which they can obtain information about accessible facilities. The international symbol for accessibility shall be used at each accessible entrance of a facility.

If a public entity communicates with applicants and beneficiaries by telephone, it should ensure that TDD's or equally effective telecommunication systems are used to communicate with persons with impaired hearing or speech. If a public entity provides telephone emergency services, it should review its policies to ensure direct access to persons who use TDD's/TTY's and computer modems.

Assistive Listening Systems

Assistive listening systems should be readily available for public meetings and events where sound will be amplified to ensure effective communication.

Alternative Formats

Information regarding programs, services and activities should be available in alternate formats to assist persons with disabilities and include information on how to request an accommodation. Statements of accommodations and nondiscrimination notices regarding the rights afforded to persons with disabilities should inform persons with disabilities that alternate formats are available.

Accessible Fonts and Documents

Some fonts are more accessible for screen readers and for printed documents. Use of an accessible font allows text to be transformed into sound through voice synthesizers when using screen readers. Text can also be enlarged by screen enlargement or magnification without any loss of quality. Use of

an accessible font with sufficient contrast between the text and the background makes text easier to read for users with low vision and other disabilities such as dyslexia.

FINDINGS

Compliant

- ✓ The County has a policy to provide effective communication.
- ✓ The County uses the New Jersey relay number but also has some dedicated TDD numbers.
- ✓ The County's website accessibility statement notes that the County is committed to making the website fully accessible as described in Section 508 and Web Accessibility Guidelines.
- ✓ The County offers an online subscription service that provides updates, alerts and notifications to subscribers at no cost.
- ✓ County information, meeting information, surveys and public notices are made available in alternate formats by contacting the ADA/504 Coordinator or staff designated staff member noted on a meeting or other public notice.
- ✓ The County posts information regarding how to request an accommodation, such as sign language interpreters, on the website and in selected publications.

Partial Compliance

- ✓ Some County notices and committee agendas do not contain statements of accommodations with information on how to request alternate formats.
- ✓ It was noted that small fonts that may be difficult to read were used in a few County documents and in selected areas of the website. Note that some fonts may not be as accessible as others and may not have sufficient contrast from the background.
- ✓ A policy for accessible fonts and documents, although not required, was not found.

RECOMMENDATIONS

- The County should consider training for staff for users of the assistive technology.
- The County should provide staff with information regarding assistive technology that is available.
- Persons with disabilities may not participate in or participate as frequently in County sponsored programs, services, or activities if they do not understand what is being communicated. Information on the availability of auxiliary aids and services should be included in departmental policies, procedures, and guidelines.
- When equipment is used, as part of a public entity's program, activity, or service, an assessment should be completed to safeguard that the equipment is usable by persons with disabilities, particularly persons with hearing, visual, and manual impairments. In addition, a public entity should have policies in place to ensure that its equipment is well maintained and in operable working order.

- Training should be provided so that staff are aware of and understand how to arrange for auxiliary aids and services, such as sign language interpreters, material in Braille and assistive listening systems; to support effective communication with persons with disabilities.
- Notices for public input should include information on the availability of interpreter services and other services.
- Sign language interpreters should be provided as determined through the request for accommodation process for qualified persons with disabilities or in circumstances where a sign language interpreter is known to be required.
- Interpreters should be provided as determined through a request for accommodation process or in circumstances where an interpreter is known to be required.
- The County must ensure that those persons utilizing a language other than English and are deaf, are also provided interpreter services that specialize in signing for that language.
- The County may consider the use of a video relay interpreter system to augment contracts and arrangements for interpreters.
- When a public entity uses an automated-attendant system, including, but not limited to, voicemail and messaging, or an interactive voice response system, for receiving and directing incoming telephone calls, that system must provide effective real-time communication with persons using auxiliary aids and services, including TTYs and all forms of FCC-approved telecommunications relay systems, including Internet-based relay systems.
- Employees who communicate with the public should become familiar with the use of TDD/TTY communications or relay communications. Assistive Listening Systems for the Deaf and Hard of Hearing or the relay system.
- Assistive listening systems are required in assembly spaces where audible communication is integral to the use of the space. Signs are to be provided informing patrons of the availability of the assistive listening systems.
- The County should post the number of the New Jersey Relay when other methods are not available.
- Information regarding assistive listening systems should be readily available.
- Signs should be posted in prominent places at or near the assembly area entrance stating "Assistive-Listening System Available" and include the International Symbol of Access for Hearing Loss.
- The County should provide notice regarding the method and availability for alternate formats.
- The County should provide staff training regarding the requirements for accessible alternate formats, what accessible alternate formats are and how to provide accessible alternate formats. Procedures should be put in place for the development of accessible alternate formats to constituents.

- The County should produce accessible alternate formats for high use areas, such as libraries, where the probability for a request for an alternate format is high. Examples include provision of audiocassettes, CDs, large print, information sent via e-mail, screen readers, Braille, and pictograms.
- Online public notices and publications should have a statement of accommodations which includes who to contact for an accommodation.
- A TTY/TDD and/or Relay number should also be included on County notices which allow for public input.
- The County should continue to provide information on its website and publications regarding the County's branding policy, if available. The County might consider adding information to the County's branding policy regarding accessible fonts and documents.
- The possibility of a central Countywide department or method to provide Braille and other accessible documents should be assessed to assist with providing accessible alternate formats.
- The County should have an existing contract with one or more firms or organizations to provide accessible documents, such as Braille, in a timely manner.

Website Accessibility

Websites are required to meet accessibility standards and comply with Web Content Accessibility Guidelines (WCAG 2.0) standards for compliance. Websites for Title II of the ADA public entities such as the County currently required to comply with WCAG 2.0 Level AA.

Persons with disabilities frequently use the internet to access information about the County. Persons who are blind and persons with low vision may employ screen access software that reads the code of a website and then renders it in whatever format is accessible to that person (speech, refreshable braille, etc.). Deaf users rely on captioning of aural (sound or spoken) content. Users with limited manual dexterity or motion use dictation software to give commands instead of mouse and keyboard control.

The World Wide Web Consortium (W3C) sets the main international standards for the World Wide Web and its accessibility. There are three levels of WCAG 2.0 website accessibility recognized by the World Wide Web Consortium (W3C):

1. Level A is the minimum level of conformance with the fewest requirements. A couple of examples of Level A requirements are that all non-text components such as images include an alternative text component and that captions are provided for all prerecorded audio content.
2. Level AA compliance must satisfy all the Level A requirements and additional criteria such as providing captions for all live broadcasted audio content.
3. Level AAA satisfies all Level A and Level AA criteria as well as additional requirements such as providing sign language interpretation for all prerecorded audio content.

An updated version of the guidelines (WCAG 2.1) was published on June 5th, 2018. The updates are mainly related to mobile devices, disabilities that affect vision and cognitive function, criteria addressing text spacing, and criteria addressing timeouts and animations from interactions. While

public entities are encouraged to begin applying compliance with WCAG 2.1 success criteria into their website design, it is not yet the required standard.

While Section 508 *directly* applies to federal organizations, its impact is much farther reaching. Section contractors, the financial industry, healthcare, many legal organizations, and others, and may also be extended to universities (including private universities) that receive funding through grants.

FINDINGS

Compliant

- ✓ The County has a website accessibility statement which is posted on the website.

Department of Executive and Administrator

Accessibility

Thank you for visiting the Atlantic County web site and for reviewing our accessibility statement.

Pages on this site are developed, reviewed and revised to be accessible to individuals with disabilities in accordance with Section 508 of the Americans with Disabilities Act.

If you are having problems accessing this site, please let us know by following this link and we will work to ensure you can successfully access the information.

INFORMATION & ASSISTANCE:

1-888-426-9243

or 609-645-5965

Relay Services 1-800-852-7897

Request to be connected to our

Aging and Disability Resource Connection (ADRC).

Cristine Chickadel, ADA Coordinator

Not Compliant

A comprehensive analysis of the Atlantic County website was completed by DAC in June of 2021. The results are being provided to the County in a separate report.

- The most prevalent error found during the review was numerous instances of broken links. Broken links frequently occur when the page, document or file has been removed from the site, or possibly renamed, which prevents the link from taking the user to the correct target. A website user would receive an error message when clicking the link.
- The accessibility review also returned numerous findings for images that do not contain alternative text descriptions or where the alternative text is a placeholder or file name and not actually a description of the image. This would result in meaningless or confusing image descriptions when read aloud by a screen reader. Missing alternative text was also noted for images contained in many PDF documents available on the County's website.

- The accessibility review also found many instances of incorrect Multipurpose Internet Mail Extensions or “MIME types”. Web browsers use the MIME type, not the file extension, to determine how to process a URL, so it's important that web servers send the correct MIME type in the content-type header. If this is not correctly configured, browsers are likely to misinterpret the contents of files which could result in websites will not working correctly and downloaded files to be mishandled.

RECOMMENDATIONS

- Correct accessibility errors in the County’s website and regularly review the website for compliance, especially in situations where County staff may be adding information to the County’s website.
- Develop procedures to maintain the accessibility of the County’s website and provide training to staff.
- If the accessibility and maintenance of the County’s website is contracted to an outside vendor, contractual language should be included regarding the website accessibility requirements and that the responsibility for the development of and maintenance of an accessible website.

Social Media

Website accessibility also extends to social media platforms that are used by a Title II entity to deliver information and notices to the public. Content and information created and shared via social media by a Title II entity is required to comply with WCAG 2.0 Level AA requirements. Level AA requirements include all minimum standards of Level A as well.

It is the responsibility of the Title II entity to design accessible content that will be shared via a social media platform.

FINDINGS

Compliant

- ✓ The County uses social media as a form of communication. The accessibility of social media is dependent upon the third-party vendor that provides the service. The County’s social media accounts include Facebook, Instagram and Twitter.

RECOMMENDATIONS

- Provide the information through more than one platform.
- Avoid using acronyms and abbreviations that would not be understandable if read by a screen reader.
- Post or upload a captioned video instead of relying on automatic captioning tools that may be inaccurate.
- Before linking to content that was created by a third party, test the content for accessibility, such as videos that start automatically, missing alternative text for photos and available captioning. If the content is not fully accessible, but the entity choosing to link the content

regardless, a disclaimer should be added that explains the limitations for the linked content to the user.

- Review third-party social media terms, conditions and limitations for accessibility compliance when determining whether to use the platform.

Acceptable Terminology

Terminology should be in “person first language” such as person with a disability or individual with a disability instead of “disabled person” or the term “handicapped.” Other negative terms such as retarded, confined to a wheelchair, and crippled should not be used.

FINDINGS

Compliant

- ✓ Inappropriate and negative terminology was not found. There are a few cases of terminology that can be improved, such as disabled person. However, acceptable terminology was used in most cases.

RECOMMENDATIONS

- County publications should be reviewed to see if the word “handicapped” is used. The words “individuals with disabilities” or “persons with disabilities” should replace “handicapped”. The term “disabled person” should also be avoided. Information regarding acceptable terminology in “people first language” should also be provided to County staff. Publications should be updated as they are reprinted. It is understood that the County does not have control over documents that are generated from other jurisdictions.
- It is recommended that the ADA/504 Coordinator disseminate information or provide training regarding acceptable terminology to be utilized by departments and staff.
- Branding policies or policies regarding document development and publications should include alternate language recommendations that do not use the term “handicapped.”

Staff and Community Training

Ongoing compliance with the ADA/504 can only be achieved if County staff and officials receive ongoing and updated training about the rights of persons with disabilities and the obligations of public employees under the ADA/504. Although training is not required by the ADA/504, training regarding the requirements of the ADA/504 is recommended. Staff that understand the requirements of the ADA and how to assist persons with disabilities are empowered to provide services to all stakeholders in a nondiscriminatory manner.

Ongoing compliance with the ADA is a process that occurs over time using an understanding of the ADA, responsibilities of County employees, appropriate terminology, and specific methods to assist persons with disabilities. A simple and easy to achieve compliance method is understanding and using appropriate terminology that provides information in a positive and nondiscriminatory manner. For example, the use of the term “handicapped” is not acceptable and the term “persons with disabilities” should be used instead. Another example of appropriate terminology is using the description of “person using a wheelchair” and not using the term “wheelchair bound.”

FINDINGS

Compliant

- ✓ The County has a policy and procedure to provide ongoing education and training for staff. As indicated in County documents, "The Division of Human Resources shall be responsible for providing ongoing education and training for employees and supervisors on prohibited discrimination and harassment in the workplace and the appropriate steps to take to address these issues. Training on this policy shall be part of a new employee's orientation."
- ✓ 73% of the staff surveyed indicated that they had received ADA training.
- ✓ 64% of the staff surveyed stated they had received training regarding providing services or assisting persons with disabilities.
- ✓ Training is provided for new employees at employee orientation and for volunteers. Training is provided semi-annually and when there are any changes in the ADA.
- ✓ The highest percentages of areas requested for additional training by staff included:
 - Requirements for accessible facilities
 - Responding to requests for accommodations
 - Providing materials in alternate formats
 - American sign language training

RECOMMENDATIONS

- The County should continue to provide ongoing training regarding the ADA/504 for facilities, public rights-of-way, and outdoor recreation standards. Suggested training topics should include, but are not limited to:
 - Requirements of the ADA/504 for the Atlantic County
 - Notice of the ADA/504 Coordinator
 - Notice and Rights Posted for individuals with disabilities
 - Grievance Complaint Procedures
 - Individuals with Disabilities
 - Acceptable Terminology and Expressions
 - Noncompliance Consequences
 - Accessible vs. Compliant
 - Barriers – Programmatic or Physical
 - Providing Services for Individuals with Disabilities
 - Service animals
 - Leased Sites
 - Special Events
 - Accessible Locations for Meetings
 - Events & Voting
 - Auxiliary Aids and Services
 - Construction & Remodeling
 - Maintenance of Accessible Features
 - Community Donations and Construction Projects
 - TDD/TTY

- Assistive Listening
 - Individuals with Disabilities Participation
 - Use of County Facilities by Organizations and Individuals
 - Reasonable Accommodations
 - Statement of Accommodations
 - Effective Communication
 - Alternate and Accessible Formats
 - Accessible Websites
 - Volunteers
 - Accessibility Standards and Regulations
- The County should provide staff training in additional formats other than a classroom session, if needed. Training methodologies could include videos (captioned) that could be viewed at the training or checked out by departments and agencies.
 - Handouts and training materials should be prepared, if needed, in alternate accessible formats.
 - The ADA/504 Coordinator should continue to provide or coordinate additional ADA/504 training to all management and staff who have regular contact with the public.

New Employee and Volunteer Orientation

Although the focus of the ADA Self-evaluation was not on employment, it is important to review employment practices to ensure that they comply with other applicable nondiscrimination requirements, including 504 and the ADA regulation issued by the Equal Employment Opportunity Commission. It is unlawful to discriminate against a qualified applicant based on disability in any aspect of employment including applications, interviewing, testing, hiring, evaluating, compensation, benefits, promotion, discipline, and termination.

FINDINGS

Compliant

- ✓ County has comprehensive policies and procedures in place for new employee and volunteer training, in addition to ongoing training.

RECOMMENDATIONS

- The County should consider adding assurances to applications for volunteers that would include assurances that the applicant will adhere to and abide by all applicable state, federal and County policies and procedures.
- The County should add information as to the identity, title, address, phone number and email address of the ADA/504 Coordinator to new employee orientation and volunteer information.
- New employees and volunteers should continue to be provided materials and/or training regarding nondiscriminatory practice and the requirements for access to programs, services, and activities of the County.

Distribution and Location of Publications

Publications, documents, and brochures are required to be accessible for individuals with disabilities.

FINDINGS

Due to a desk audit being conducted, the location of publications and documents was not assessed.

RECOMMENDATIONS

- The ADA/504 Coordinator should continue to provide information to departments regarding the placement of brochures, pamphlets, and information in accessible locations and in accessible containers or displays for individuals with disabilities. Including requirements for reach ranges and clear floor space to access publications would also be helpful.
- Publications, brochures and documents should be displayed in departments and areas that are accessible for individuals with disabilities. Displays should also allow for retrieval of the information without utilizing a tight pinching or grasping motion and be within a compliant reach range.
- Counters and areas that are lowered for access by individuals with disabilities should be maintained and kept clear of display and work items.

Planning, Budgeting, Implementation and Strategies for Ongoing Compliance

There is not a specific requirement in the ADA or Section 504 for planning and budgeting for barrier removal. There is a requirement for public entities to incorporate a projected schedule for barrier removal into the transition/barrier removal plan. A county that is budgeting for ADA/504 barrier removal and to improve access to programs, services and activities shows intent to implement the barrier removal/transition plan and to enhance access to programs, services, activities, and facilities by persons with disabilities.

The County is required to provide a projected schedule with estimated dates for barrier removal in the ADA Transition Plan. The projected schedule is an estimate or planned date for barrier removal. Projected dates, however, may change due to a variety of factors. Developing an ADA plan and a schedule for implementation and removal of barriers provides clear documentation of the County's ongoing efforts to remove barriers and to provide access to County programs, services, and activities.

Implementation of the recommendations in the compliance plan will continue to require planning, resources, staff training, interdepartmental coordination and collaboration throughout the organizational structure and the public. As the County recognizes that compliance with the ADA is not a "one-time" event and requires strategic planning and an ongoing commitment to provide equal access to its programs, services, and activities to maintain and enhance compliance with the requirements of the ADA.

FINDINGS

Compliant

- ✓ Planning, budgeting and implementation activities are described in County documents.
- ✓ The June 2019 Atlantic County Transition Plan describes a 4-year projected schedule for County ADA improvements and includes many projects.
- ✓ The County demonstrated a commitment to provide access to programs, services, activities, and facilities by including ADA improvements in their annual adopted budgets.
- ✓ The County has allocated funding and planning for ADA projects for construction, remodeling, upgrading and maintenance on an ongoing basis. Funds have been allocated annually for facilities, parks, streets, sidewalks, bus stops and traffic light repairs in the budget.

RECOMMENDATIONS

- The County should continue to maintain an ongoing barrier removal implementation plan and document the County's progress, initiatives and funds expended.
- In appropriate cases, it is recommended that the County contract for an independent review of plans, remodeling efforts and new construction for accessibility requirements for the Americans with Disabilities Act Standards (ADA), Uniform Construction Standards, New Jersey Building Code, PROWAG, MUTCD and related accessibility standards and codes. It is important and required that the accessibility barrier removal efforts meet federal and state accessibility codes.
- The ADA/504 Coordinator, or designated staff, should be empowered with the authority to make recommendations and monitor the current Atlantic County ADA Compliance Plan.
- In addition to the removal of structural barriers, departments should consider budgeting for accessibility items, especially in communication, such as TTY/TDD's and alternate formats.
- Implementation of the recommendations in the self-evaluation will continue to require planning, resources, staff training, interdepartmental coordination and collaboration throughout the organizational structure and the public.

Conclusion

The Atlantic County has demonstrated an ongoing commitment to provide equal access to its programs, services, and activities to maintain and enhance compliance with the requirements of the Americans with Disabilities Act. The County continues to embrace a concept of full and equal access for all the people it serves. The findings from the updated ADA Compliance Plan memorializes the County's compliance efforts.

Atlantic County has completed a significant amount of the required ADA compliance activities. Limited noncompliant findings were found overall. A summary of findings and recommendations is provided in this section, but it not intended to be totally inclusive of all findings and recommendations contained in the Atlantic County ADA Compliance Plan Executive Summary.

Required Compliance Activities

The following compliance activities are required to be completed in order for the County to have a comprehensive ADA Self-evaluation and Transition Plan as required by Title II of the ADA and Section 504 of the Rehabilitation Act.

1. Although the County has completed portions of an ADA Transition Plan for public rights-of-ways, the county needs to complete an accessibility survey of buildings, parks, trails and recreational sites that have not been surveyed.
2. The County needs to add the required components to the current ADA Transition Plan for public rights-of-ways (primarily item 3 C listed below) and to update the plan if needed.
3. The transition plan for both buildings, parks, trails recreational sites and public rights-of-way is required to include the following four (4) components:
 - A. A list of the physical barriers in a public entity's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities.
 - B. A detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible.
 - C. The schedule for taking the necessary steps to achieve compliance with Title II of the ADA and the plan should identify the interim steps that will be taken during each year of the transition period; and,
 - D. The name of the designated person responsible for the plan's implementation (usually referred to as the ADA Coordinator or ADA/504 Coordinator).

Upon completion of a compliance survey of buildings, parks and recreational areas and the additional required components of the public rights-of-way Transition Plan, the County will have met the requirements for a comprehensive ADA Self-evaluation and Transition Plan.

Recommendations to Enhance Compliance

The following compliance activities are recommendations to enhance or maintain compliance by the County:

1. ADA POLICY

It is recommended that an updated ADA Policy statement be developed and distributed throughout the County departments and divisions to provide information regarding requirements of the County regarding the ADA and related requirements, such as Section 504 of the Rehabilitation Act. DAC will provide a sample ADA Policy statement for review by the County.

2. TRAINING

It is recommended that staff receive training regarding the ADA Policy statement, ADA policies and the requirements of the ADA and Section 504. Ongoing training should be provided for County staff and volunteers regarding the responsibilities of the County for ADA compliance, providing accommodations and providing services, programs and activities for persons with disabilities.

3. POLICY DEVELOPMENT AND UPDATES

Although the County is not required to develop a policy for each and every area of access to the County's programs, services and activities, it is general practice for public entities to develop policies and procedures in selected areas to ensure compliance with the accessibility requirements and standards. Although Countywide ADA primary compliance policies can be developed, it would be beneficial to have individual policies and procedures to fully understand and implement the accessibility requirements. For example, policies regarding service animals, ticket sales for events or other power-driven mobility devices may be countywide or specific to departments and divisions.

4. ADA AND 504 COORDINATOR

The identity and the role of the ADA Coordinator is clearly noticed and posted as required and is published using multiple methodologies to inform staff and members of the public. Due to the similarities of the requirements of the ADA and Section 504 of the Rehabilitation Act of 1973, the County could consider naming the ADA Coordinator as the 504 Coordinator (ADA/504 Coordinator) or post the name and identity of the 504 Coordinator. The designation of the 504 Coordinator will meet the requirements for the County as a recipient of federal funding and federally assisted programs. A 504 Coordinator is required to sign the project assurances for projects that receive federal and state funding, such as HUD grants.

5. ADA LIAISONS

Although the County has a designated ADA Coordinator as required, the County could consider the designation of "ADA liaisons" that would be designated for each department. The designation of ADA liaisons may increase the communication between departments and the ADA Coordinator. Training would be provided regarding the ADA and the role of the ADA Coordinator. The designation of one ADA Coordinator with ADA Liaisons will assist with the requirement to track complaints and their resolution (ADA and 504 requirement) and facilitate timely communication. The designation of ADA Liaisons would be beneficial with the growth of the County.

6. STATEMENT OF ACCOMMODATIONS

Statements of accommodation or modifications should be provided on selected public facing documents such as agendas, meeting announcements, events and activities. It is recommended that the County develop a statement of accommodation that is consistent and provide procedures and training regarding the inclusion of the "statement of accommodation" on selected public-facing documents so that participants with disabilities that may need an accommodation to participate in the County's programs, services and activities can request reasonable accommodations. The statement should include the name and contact information, the statement of accommodation and the specific time required prior to the accommodation or modification.

Title VI Complaint Form: Atlantic County Government

Updated: December 10, 2018

This form is available at: www.aclink.org

Note: The following information is needed to assist in processing your complaint. Should you need any assistance in the completion of this document you may contact the Atlantic County ADA Monitor (Cristine Chickadel) at: 609-645-7700 x4386 or chickadel_cristine@aclink.org

A. Complainant's information:

Name:

Address:

City/State/Zip Code:

Telephone Number (Home): _____

Telephone Number (Work): _____

Email Address: _____

Accessible Format Requirements? (Select One or More)

- Large Print
- TDD
- Audio Tape
- Other _____

B. Person discriminated against (if someone other than complainant):

Name:

Address:

City/State/Zip Code:

Telephone Number (Home): _____

Telephone Number (Work): _____

Email Address:

Relationship to the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

- Yes
- No

C. Which of the following best describes the reason you believe the discrimination took place?

____ Race

____ Color

____ National Origin

Other:

D. On what date(s) did the alleged discrimination take place?

Date: _____

Date: _____

Date: _____

Date: _____

Date: _____

Other:

E. Please describe the alleged discrimination. Explain what happened and whom you believe was responsible. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If additional space is needed, add a sheet of paper.

F. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? List all that apply.

- Federal Agency _____
- Federal Court _____
- State Agency _____
- State Court _____
- Local Agency _____

ATLANTIC COUNTY GOVERNMENT

Appendix F - ADA GRIEVANCE FORM FOR PUBLIC RIGHT-OF-WAY

Name of Grievant: _____

Person Preparing Complaint (if different from Grievant): _____

Relationship of Preparer to Grievant (if applicable): _____

Address of Grievant: _____

Telephone Number of Grievant: _____ Email: _____

Nature of Grievance:

Please describe the nature of the specific complaint or grievance, including any incident, barrier, or perceived denial of benefit of any service, program, or activity.

Please include the **date** and as much detail as possible on the **location** of the alleged violation. Use additional pages or attachments to substantiate your description.

Proposed Resolution or Accommodation:

Please describe what you believe should be done to resolve the grievance.

Signature of Grievant/Preparer

Date

Please return this form in hard copy or e-mail it to:

**Kathleen Quish, ADA Coordinator
Atlantic County, Department of Human Services
101 S. Shore Road, Northfield, NJ 08225
P: 609-645-7700 x4519
quish_kathleen@aclink.org**

Appendix B- Survey Responses

Survey For Selected Administrative Staff Input

Online Copy Surveys Received -12 online responses received

Note: Names and personally identifying information have been redacted.

What description most adequately describes your role with the Atlantic County? Please choose all that apply.

#	Answer	%	Count
1	I am responsible for administering a program, service or activity	7.69%	1
2	I provide support for a County program, service or activity	15.38%	2
3	I am a County representative, department head or manager	61.54%	8
4	Other - please describe:	15.38%	2
	Total	100%	13

Disability Advisory Board Member

ADA coordinator

Which department do you represent?

#	Answer	%	Count
1	Department:	50.00%	9
2	Please list the primary areas you are responsible for:	50.00%	9
	Total	100%	18

Department:

Facilities Management

Administration/Treasurer's Office

Regional Planning

Public safety

Department of Law

Office of Disability

Department of Human Services/Division of Intergenerational Services

Budget Office

Public Works

Please list the primary areas you are responsible for:

Everything in and around our buildings. Interior: HVAC, Electric, Carpentry, Plumbing, Painting needs. Elevators, Carpet and other floorcare, doors, locks, push bars, windows, cleaning contracts. Exterior: Roofing, exterior walls, concrete sidewalks, masonry repairs, fencing & railings. Also in charge of new construction projects.

Accounts Payable-paying county vendors Payroll-paying employees

Planning, Engineering, Survey, Inspection, Open Space Acquisition, Farmland Preservation, Solid Waste Planning, Wastewater Planning, Development Review, GIS etc...

Chief of Staff to the Dept. Head, Director of Emergency management

Represent the County in all legal matters.

Coordinating a disability program. Staff rep for disability svcs. ADA Coordinator

Oversee 6 units within the Division. Transportation, Office on Aging, Adult Case Management, Mental Health Administrator/Youth Services, Office of Disability Services and the Long Term Care Eligibility Unit.

Budget Development/Oversight

All personnel and Labor Relations

At which sites(s) are the programs and services your department provides located?

#	Answer	%	Count
1	All locations	55.56%	5
2	Only at the following locations: (please list the locations)	44.44%	4
	Total	100%	9

Only at the following locations: (please list the locations)

Both accounts payable checks and employee checks/advices of direct deposit are produced in the COB, 6th floor.

County Office Building

The offices are housed at 101 S. shore Road, Northfield, NJ

we do not provide services to outside, just internal financial oversight

Do you know who the designated ADA Coordinator is for Atlantic County?

#	Answer	%	Count
1	Yes - Please provide the name:	100.00%	11
2	No	0.00%	0
	Total	100%	11

Yes - Please provide the name:

Cristine Chickadel

Cristine Chickadel

Cristine Chickadel

Cristine Chickadel

Cristine Chicqdel

Cristine Chickadel

Cristine Chickdel

Cristine Chickadel

Cristine Chickadel

Cristine Chickadel

Cristine Chickadel

Do you know who the designated 504 Coordinator is for Atlantic County?

#	Answer	%	Count
1	Yes - Please provide the name:	0.00%	0
2	No	90.00%	9
3	Not applicable	10.00%	1
	Total	100%	10

Do you have more than one ADA or 504 Coordinator in Atlantic County?

#	Answer	%	Count
1	Yes	0.00%	0
2	No	45.45%	5
3	Do not know	54.55%	6
	Total	100%	11

Is the identity of the ADA or 504 Coordinator noticed and posted?

#	Answer	%	Count
1	Yes	81.82%	9
2	No	18.18%	2
	Total	100%	11

Describe where the notice of the identity and contact information for the ADA or 504 Coordinator is noticed and posted:

Not sure

County website

There is a notice hanging on a wall in a designated area of our office with similar notices.

Atlantic County website

Department bulletin board

For our Dept. and units its posted in same accessible (public and Staff) area as our labor and Health information postings

On the bulletin board in the Law Department

on main bulletin boards in buildings referencing harrassment and equal opp info and contacts and on the county website

Posted on our information boards throughout our County Buildings and on our County Website

I would imagine it would be on our internal website

Have you posted the rights afforded to persons with disabilities?

#	Answer	%	Count
1	Yes	58.33%	7
2	No	0.00%	0
3	Do not know	8.33%	1
4	Not applicable	33.33%	4
	Total	100%	12

Have you received training or information from Atlantic County or any other source regarding the requirements of the Americans with Disabilities Act?

#	Answer	%	Count
1	Yes - please describe content and date:	72.73%	8
2	No	27.27%	3
	Total	100%	11

Yes - please describe content and date:

Employer

HR coordinates. Sorry I do not remember when the last training specific on ADA. Most recent training was on workplace diversity.

Former employer

we have training both at the start of employment and semi-annually and when there are any changes to the ADA law.

Seminar. I don't recall the exact date.

Training on ADA is given to all new staff during new employ orientation and followed up on a routine basis. Date not recalled.

have been through presentations with Cristine Chickadel in the past

Have you received training on providing services or assistance for persons with disabilities?

#	Answer	%	Count
1	Yes - please describe content and date:	63.64%	7
2	No	36.36%	4
	Total	100%	11

Yes, The County has held various training classes over the years & some have involved this topic.
Employer

I am not sure if or when this was provided. this should have a not sure option.

Former employer

through County Human Resources as well as through the State in regards to our sheltering of individuals during emergencies and disasters.

See prior answer

Yes, as mentioned in questioned 11, the County provides follow up training on the ADA. Date not recalled.

Would ADA related training or technical assistance services in these areas be helpful for you or other department staff? (check all that apply):

#	Answer	%	Count
1	Developing policies and procedures	9.09%	4
2	Assisting persons with disabilities	11.36%	5
3	Legal requirements	11.36%	5
4	Requirements for accessible facilities	15.91%	7
5	Responding to requests for accommodations (i.e. American Sign Language interpreters, assisted listening devices, etc.)	15.91%	7
6	Providing materials in alternate formats (i.e. Braille, audio recordings, etc.)	15.91%	7
7	American Sign Language (ASL) training	15.91%	7
8	Other - Please list:	4.55%	2
9	None	0.00%	0
	Total	100%	44

Other - Please list:

information to reference could always be helpful but not necessarily needed on a regular basis

My office has 2 staff and we do not interact with outside people

Have you received, or are you aware of any specific concerns, complaints or problems regarding access for persons with disabilities to any of the programs, services, activities or facilities provided owned Atlantic County?

#	Answer	%	Count
2	Yes - please describe:	9.09%	1
4	No	90.91%	10
	Total	100%	11

Yes - please describe:

Not that I recall but in the event we do ever get a complaint or work order regarding this, it is taken care of immediately -- Example: trip hazards, door thresholds missing, loose or too high, broken concrete etc

Do you lease facilities that are not owned by the County from others?

#	Answer	%	Count
1	Yes - please describe:	36.36%	4
2	No	36.36%	4
3	Do not know	27.27%	3
	Total	100%	11

Yes, several buildings. Several libraries, K-9 academy

Certain County Library facilities are leased from municipalities.

not sure exact but we do lease buildings from others. Maybe the towns for a few library branches.

Do not know all specifics but I know that we do. For instance we rent space for elections

Does your department or division rent or lease County owned facilities or space to individuals, groups or organizations?

#	Answer	%	Count
1	Yes - please list:	54.55%	6
2	No	27.27%	3
3	Not applicable	18.18%	2
	Total	100%	11

Yes - please list:

Yes, State of NJ Workers Compensation Court, leases space, Juvenile Justice Commission and several others

The Atlantic County Improvement Authority occupies space in the Atlantic City County Office Building. This is not related to the Treasurer's Office.

We operate 2 training facilities that allow individuals or groups to utilize the facility.

several non-profits for office space and meal site locations I think. Youth programs donated space, I believe.

Alz. Association and CONTACT Reassurance

again, not sure to what entities but I know that we do

Does your department or division have a facility use agreement that includes accessibility provisions for persons with disabilities?

#	Answer	%	Count
1	Yes	27.27%	3
2	No	18.18%	2
3	Do not know	54.55%	6
	Total	100%	11

Do your contracts and agreements for Atlantic county programs, services, activities or construction have provisions for compliance with federal, state or local accessibility codes?

#	Answer	%	Count
1	Yes - please describe:	45.45%	5
2	No	0.00%	0
3	Do not know	54.55%	6
	Total	100%	11

Yes - please describe:

require affidavits for contractors and consultants who work for the County.

all of our programs, services and activities MUST be in compliance with Federal, State and County accessibility codes.

All County contracts specifically reference the ADA.

THrought risk management and proper language as directed throughout legal team, I believe this is all compliant and listed per required regulation.

Are you aware of any areas or elements of the facilities that the department utilizes which are not accessible to persons with disabilities?

#	Answer	%	Count
1	Yes - please describe:	9.09%	1
2	No	63.64%	7
3	Not applicable	27.27%	3
	Total	100%	11

Yes - please describe:

Yes, some which we are updating now. For example - Adding a new elevator to our 2 story Golf Course building which has never had ADA access up to 2nd floor. Presently in design phase, then Bid & then construction within one year.

In your opinion, what do you feel should be the highest priorities for Atlantic County to improve accessibility for persons with disabilities (access to programs, inaccessible facilities, parking, sidewalks, policies, sign language interpreters, accessible formats for documents, accessible website, etc.)?

I am not aware of a specific area that needs attention.

Sign language interpreters; accessible formats for documents

Inaccessible facilities

Being able to provide Public safety training programs to individuals with disabilities so that they can be better informed about dealing with emergencies and disasters and what they can do to recover from them.

Access to Programs.

accessible meetings- encouraged via ease of obtaining effective communication. Clearer understanding as to where to go to report rights of way hurdles (who owns the roadway in question?), method of reacting to enforcement to grievances. Proper grievance procedures.

parking, sidewalks, signage to name a few

I believe it is important that we are cognizant of these issues and improve our capacities to serve all who have need of what we provide

Do you have a grievance or complaint process for use by the public?

#	Answer	%	Count
1	Yes	30.00%	3
2	No	30.00%	3
3	Do not know	30.00%	3
4	Not applicable	10.00%	1
	Total	100%	10

Do you track grievances and complaints from the public?

#	Answer	%	Count
1	Yes	10.00%	1
2	No	20.00%	2
4	Do not know	30.00%	3
5	Not applicable	40.00%	4
	Total	100%	10

Do you have a statement or notice for persons with disabilities to assist them to request an accommodation or modification in order to participate in a County program, service or activity?

#	Answer	%	Count
1	Yes	30.00%	3
2	No	10.00%	1
3	Do not know	30.00%	3
4	Not applicable	30.00%	3
	Total	100%	10

Do you have a policy or procedures in place for responding to requests for accommodations from the public to allow persons with disabilities to participate in the program?

#	Answer	%	Count
1	Yes	30.00%	3
2	No	10.00%	1
3	Do not know	30.00%	3
4	Not applicable	30.00%	3
	Total	100%	10

How much notice is required to provide an accommodation request?

#	Answer	%	Count
1	24 hours or less (not including weekends/holidays)	0.00%	0
2	1-3 workdays	10.00%	1
3	1-4 workdays	0.00%	0
4	More than 1 week	0.00%	0
5	Don't know - have not completed such a request	60.00%	6
6	Not applicable	30.00%	3
	Total	100%	10

What types of accommodations for persons with disabilities have been requested?

When I first started at the county in 1992, there was an employee who worked in the payroll unit in a wheelchair. Accommodations were already in place and I do not believe any in my area has been requested or needed.

none

we have provided sign language interpreters for some of our emergency management programs where we had in-person training.

I've never completed a request. I've been ADA Coord for 3 years. If I were asked for assistance, I would have to investigate and it's not an easy answer. I would have to research and not sure where the funds would come from to accommodate a request. (interpreter or CART for ex.)

The ADA Coordinator would have this

Does your department or program track accommodation requests from persons with disabilities?

#	Answer	%	Count
1	Yes	10.00%	1
2	No	30.00%	3
3	Do not know	10.00%	1
4	Not applicable	10.00%	1
5	Other - please describe:	40.00%	4
	Total	100%	10

Other - please describe:

if there were any requests, it would be employee related and I would refer to HR if I should track.

I do not recall ever receiving one for a County facility within my purview.

Yes the ADA Coordinator does

Human Resources

Does the department offer any programs, services, activities, or events specifically for persons with disabilities?

#	Answer	%	Count
1	Yes	33.33%	3
2	No	33.33%	3
3	Do not know	11.11%	1
4	Not applicable	22.22%	2
	Total	100%	9

Is a "Notice under the Americans with Disabilities Act" or a nondiscrimination statement available and posted or noticed for program participants who may be persons with disabilities?

#	Answer	%	Count
1	Yes	88.89%	8
2	No	11.11%	1
3	Do not know	0.00%	0
4	Not applicable	0.00%	0
	Total	100%	9

Does the "Notice under the Americans with Disabilities Act" or nondiscrimination statement for the public include information about the County's ADA or 504 coordinator and how to contact them or file a grievance?

#	Answer	%	Count
1	Yes	66.67%	6
2	No	0.00%	0
3	Do not know	33.33%	3
4	Not applicable	0.00%	0
	Total	100%	9

Are grievances or complaint procedures available?

#	Answer	%	Count
1	Yes, for employees only	11.11%	1
2	Yes, for the public only	0.00%	0
3	Yes, for employees and the public	22.22%	2
4	No	11.11%	1
5	Do not know	55.56%	5
	Total	100%	9

If participants are required to fill out a form to participate in department programs, how is it made available?

#	Answer	%	Count
1	Both online and by hard copy	33.33%	3
2	Online only	0.00%	0
3	Hard copy only	0.00%	0
4	Not applicable	66.67%	6
	Total	100%	9

What types of accessible alternate formats does the department make available for persons with disabilities when requested? (check all that apply):

#	Answer	%	Count
1	Audio recording (cassette or digital)	9.09%	1
2	Braille	0.00%	0
3	Large print	9.09%	1
4	Electronic copy (for use with a screen reader)	0.00%	0
5	American Sign Language Interpreters	9.09%	1
6	Assistive listening devices	0.00%	0
7	Electronic/computer-based document readers	0.00%	0
8	Enlarged keyboards	0.00%	0
9	Communication access real-time translation (CART)	0.00%	0
10	Audio description	0.00%	0
11	Open captioning	9.09%	1
12	Tactile exhibits	0.00%	0
13	Video Remote Interpreting (VRI)	0.00%	0
14	Other media type - Please list:	18.18%	2
15	The department does not provide any alternative formats	9.09%	1
16	Do not know	36.36%	4
	Total	100%	11

Other media type - Please list:

I'm not sure of the full list of accommodations.

what is requested will be considered but most likely the most reasonable form that is within constraints of funding will be granted or offered

Do you have any programs that charge an additional fee for modifying the program for a person with disabilities which is not charged for a person without a disability?

#	Answer	%	Count
1	Yes - please describe:	0.00%	0
2	No	55.56%	5
3	Do not know	0.00%	0
4	Not applicable	44.44%	4
	Total	100%	9

Does the department periodically include images of persons with disabilities in their printed materials and publications?

#	Answer	%	Count
1	Yes, images of persons with disabilities are included	22.22%	2
2	No, images of persons with disabilities are not included	0.00%	0
3	Not applicable	77.78%	7
	Total	100%	9

Does your department conduct outreach activities focused on persons with disabilities?

#	Answer	%	Count
1	Yes	44.44%	4
2	No	44.44%	4
3	Do not know	11.11%	1
	Total	100%	9

Does the department require that public meetings and conferences be held in accessible locations?

#	Answer	%	Count
1	Yes - Please describe if a policy or procedure is available:	66.67%	6
2	No	11.11%	1
3	Do not know	22.22%	2
	Total	100%	9

Yes - Please describe if a policy or procedure is available:

All of our public meetings are scheduled in ADA compliant facilities.

Our facilities that we use for public attendance are all ADA compliant.

always at public accessible spaces and notes requesting accomodations are added to bottom of meeting announctments. I however, do not have standard language that is shared if requested.

Are assistive listening devices or systems available for public meetings?

#	Answer	%	Count
1	Yes - Please include how many are available and the capacity of seating in the combined rooms utilized for public meetings:	33.33%	3
2	No	11.11%	1
3	Do not know	55.56%	5
	Total	100%	9

Yes - Please include how many are available and the capacity of seating in the combined rooms utilized for public meetings:

we use visual, print and audio media to conduct training and meetings.

as requested. But, never requested as far as I know, for 3 years.

The department I am representing has a policy for (check all that you are aware of):

#	Answer	%	Count
1	Service animals	6.25%	1
2	Other power-driven mobility devices	6.25%	1
3	Ticketing and seating	0.00%	0
4	Oversight of construction and remodeling to ensure compliance with federal, state and county accessibility requirements	0.00%	0

5	Website accessibility	12.50%	2
6	Accessible formats	12.50%	2
7	Effective communication	6.25%	1
8	Auxiliary aids and services	0.00%	0
9	Sign language interpreters	6.25%	1
10	Staff training	12.50%	2
11	Requests for accommodations or modifications	6.25%	1
12	Planning and budgeting for accessibility compliance	6.25%	1
13	Public outreach	12.50%	2
14	Emergency evacuation procedures	6.25%	1
15	Maintenance of accessible features	6.25%	1
16	Contract language to include accessibility provisions	0.00%	0
	Total	100%	16

Are you aware of any persons with disabilities currently serving on any of the department advisory boards or committees?

#	Answer	%	Count
1	Yes	44.44%	4
2	No	11.11%	1
3	Do not know	33.33%	3
4	Not applicable	11.11%	1
	Total	100%	9

What tools does the department use to communicate by phone with people who have speech or hearing difficulties?

#	Answer	%	Count
1	Text-telephone (TTY or TDD)	33.33%	4
2	Third-party relay system where a trained operator facilitates a conversation between staff and the caller	25.00%	3
3	Other - please list:	0.00%	0
4	None	8.33%	1
5	Do not know	33.33%	4
	Total	100%	12

Does the department publish the County's text telephone or relay service number in all materials where a phone number is listed?

#	Answer	%	Count
1	Yes	33.33%	3
2	No	11.11%	1
3	Do not know	55.56%	5
	Total	100%	9

If a third-party relay system is used, does department staff receive training on how to place a relay call as well as receive one?

#	Answer	%	Count
1	Yes - Please describe the training:	22.22%	2
2	No	22.22%	2
3	Do not know	55.56%	5
	Total	100%	9

Yes - Please describe the training:

we provide training through the service provider for staff and other entities for whom also use the service provided.

Is there information about accessibility of County programs, services and activities on the County and in publications? (parking, bathrooms, assistive listening devices, sign language interpreters, Braille, etc.)

#	Answer	%	Count
1	Yes - Please briefly describe:	44.44%	4
2	No	22.22%	2
3	Do not know	33.33%	3
	Total	100%	9

Yes - Please briefly describe: - Text

County parks and recreational activities brochures

The County and its Dept. have information on accessibility and activities including training and how someone can request additional information if needed.

I don't know the specifics.

Does the website have an accessibility or ADA page that includes easily located information for use in requesting accessible services and information, or reporting website accessibility problems?

#	Answer	%	Count
1	Yes	66.67%	6
2	No	11.11%	1
3	Do not know	22.22%	2
	Total	100%	9

Does your department provide transportation to participants?

#	Answer	%	Count
1	Yes - please describe:	22.22%	2
2	No	22.22%	2
3	Do not know	11.11%	1
4	Not applicable	44.44%	4
	Total	100%	9

Yes - please describe:

Atl County Trans Unit is part of the division I work.

Does your department have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

#	Answer	%	Count
1	Yes - please describe the procedures:	50.00%	2
2	No	25.00%	1
3	Do not know	25.00%	1
	Total	100%	4

Yes - please describe the procedures:

fully accessible large fleet of vans/ busses

Does your department provide facility tours or organize trips for members of the public?

#	Answer	%	Count
1	Yes - please list the tours and trips offered:	22.22%	2
2	No	22.22%	2
3	Do not know	11.11%	1
4	Not applicable	44.44%	4
	Total	100%	9

Yes - please list the tours and trips offered:

we can provide facility tours upon request and the availability of staff.

Is the evacuation route and instructions posted in a visible and accessible area of each floor in all facilities used by the department or program?

#	Answer	%	Count
1	Yes	66.67%	6
2	No	0.00%	0
3	Do not know	33.33%	3
	Total	100%	9

Do the emergency procedures include instructions for assisting or evacuating persons with disabilities?

#	Answer	%	Count
1	Yes	22.22%	2
2	No	22.22%	2
3	Do not know	55.56%	5
	Total	100%	9

Does the department host or sponsor any special events open to the public on County property?

#	Answer	%	Count
1	Yes - please describe the event(s) and location(s):	33.33%	3
2	No	22.22%	2
3	Do not know	22.22%	2
4	Not applicable	22.22%	2
	Total	100%	9

We host emergency preparedness workshops and trainings to the public.

Does the department staff notify vendors and third-party entities of obligations to provide access for persons with disabilities to special events held on County property?

#	Answer	%	Count
1	Yes - please describe how this is done:	33.33%	3
2	No	33.33%	3
3	Do not know	33.33%	3
	Total	100%	9

Yes - please describe how this is done:

Participation agreements

All vendors and third-party entities must adhere to our County ADA policy and accessibility procedures

Are staff informed of the obligations to provide equal access for persons with disabilities to participate in the department or division's programs and services?

#	Answer	%	Count
1	Yes - please describe how department or division staff are informed:	22.22%	2
2	No	11.11%	1
3	Do not know	33.33%	3
4	Not applicable	33.33%	3
	Total	100%	9

Yes - please describe how department or division staff are informed:

All staff have been trained and instructed in the requirements for AD compliance and accessibility of person with disabilities.

Are there any procedures or policies in place for monitoring and/or maintaining accessible features (i.e. adjusting door pressure, repainting accessible parking spaces, repairing uneven curb cuts and sidewalks, snow removal, trimming trees and hedges encroaching into a path of travel, etc.)?

#	Answer	%	Count
1	Yes - please describe:	22.22%	2
2	No	11.11%	1
3	Do not know	66.67%	6
	Total	100%	9

Yes - please describe:

Our county Facilities management ensures these items are addressed.

I don't know the particulars.

Do you have input or involvement with design and construction activities for new or altered space?

#	Answer	%	Count
1	Yes - Please elaborate:	0.00%	0
2	No	44.44%	4
3	Not applicable	55.56%	5
	Total	100%	9

Are there procedures or standards in place which ensure accessibility compliance and best practices are incorporated into design and construction activities?

#	Answer	%	Count
1	Yes - please elaborate:	22.22%	2
2	No	0.00%	0
3	Do not know	33.33%	3
4	Not applicable	44.44%	4
	Total	100%	9

Yes - please elaborate:

I don't know the particulars.

our engineers follow standards and compliance as mandated by state and federal guidelines.

If your department is responsible for construction or remodeling efforts, what accessibility codes or standards do you use?

#	Answer	%	Count
1	Not applicable	88.89%	8
2	Describe codes or standards used:	11.11%	1
	Total	100%	9

Describe codes or standards used:

I am not positive on ADAAG or NJ BARRER free subcode because It's not my wheelhouse technically, but I understand they follow all requirements

Does your department have a budget for remodeling or improving accessibility for facilities?

#	Answer	%	Count
1	Yes - please describe:	22.22%	2
2	No	11.11%	1
3	Do not know	0.00%	0
4	Not applicable	66.67%	6
	Total	100%	9

Yes - please describe:

it would be encompassed as part of remodeling, as I understand

county reviews capital plans each year for projects that need to be addressed

Do you have responsibility for creating web page content?

#	Answer	%	Count
1	Yes	11.11%	1
2	No	88.89%	8
	Total	100%	9

Do you have responsibility for website accessibility?

#	Answer	%	Count
1	Yes	11.11%	1
2	No. If no, do you know who is responsible for website accessibility? Please explain:	88.89%	8
	Total	100%	9

No. If no, do you know who is responsible for website accessibility? Please explain:

IT Director with DH

Information Officer

The County Web manager

Web Master, Renee Leaming

Linda Gilmore

Survey for Public Input

Online Copy Surveys Received-80 online responses received

Public Input Timeframe: May 3, 2021 to June 4, 2021

What role most adequately describes your association with Atlantic County and the representation you are providing?

#	Answer	%	Count
1	Member of the public with a disability	34.18%	27
2	Member of the public without a disability	26.58%	21
3	Relative or caregiver of a person with a disability	13.92%	11
4	Other:	8.86%	7
6	Organization that provides services to persons with disabilities	16.46%	13
	Total	100%	79

Former employee
 county worker
 Member of public with vision impairment but is not considered disabled.
 Organization that provides services to persons with and without disabilities, often older adults
 Atlantic Co employee

Do you participate in programs, services, activities or events offered by the County?

#	Answer	%	Count
1	No	47.44%	37
2	Yes - Please list:	43.59%	34
3	Not applicable	8.97%	7
	Total	100%	78

Live Long Live Strong
 Home care services, transportation, HDM, Caregiver assistance services, Senior Centers, Adult day programs,
 Atlantic County Transportation
 Library programs
 Atlantic County Library
 I was denied access to the county eeo and ada coordinator I am also a member of multiple perteted class
 Former
 PASP
 parks library
 PASP Program
 Atlantic Center for Independent Living - my disabled daughter participates
 PASP program
 EHT Library
 Library Home Extension Services
 Atlantic County Library System, Atlantic County Parks
 Checking out books and also taking craft projects for my granddaughters
 Senior Gold Program
 PASP
 PASP

Library, school functions
 nutrition site, bingo
 Disability Advisory Board
 The library is a service, right?
 Disable Advisory Board
 PASP
 (Friday before) Memorial Day ceremony at Estell Manor Park
 Events at county parks
 PASP
 Before Covid, we attended county weekend activities.
 Employee

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?

#	Answer	%	Count
1	No - I do not know who to contact	63.16%	48
2	Yes - Please list who you would contact:	36.84%	28
	Total	100%	76

Yes - Please list who you would contact:
 I would check the county website
 I would call the library
 Denied access to both eeo and ada coordinator
 Cristine Chickadel
 Cristine Chickadel
 Cristine Chickadel
 Yes if the Atlantic County Center for Independent Living is run by the county. I'm not sure. Not sure if there is anyone else I can contact.
 Maureen Kern
 Librarian in charge of home services. She mailed a wonderful starter package with her card and a letter describing the program.
 Atlantic County Intergenerational Dep
 Cristine Chickadel
 Cristine Chicadel
 Atl Co main number
 Christin Chickadel
 Medicaid supervisor, SRCP coordinator, PAAD office, OCCO, JACC supervisor, JFS, Catholic Charities to name a few
 PASP COORDINATOR CRISTINE CHICKADEL
 CRISTINECHICKADALE
 ADRC/Office on Aging
 Division of Facilities Management
 Cristine Chickadel
 Atlantic County ADA
 Cristine Chicadel
 Co-worker
 manager

Have you ever requested an accommodation for a disability from the County?

#	Answer	%	Count
1	No	82.43%	61
2	Yes - Please describe the request:	17.57%	13
	Total	100%	74

Yes - Please describe the request:

Braille Books and large Print

Multiple which where denied and or ignored by acua for my disabilities and denied access or any remedy by acua and the county executive

Medical accommodations

Medical transportation

Job assistance

PASP program

For mental health breaks

wheelchair or cart library

The PASP Program has enabled me to live with assistance in doing things I no longer can and enjoy the things I can, that are most important to me and my loved ones. I am sincerely grateful.

Food and transport

PLACE TO RENT RAMPS, PROVIDE INFORMATION FOR SERVICES FOR DISABILITIES.

ADA Upgrades for ramps, handrails, guardrails, etc. as necessary. Ramp at EMP Nature Center, Ramp at Jail trailers, etc.

Assistant for help.

Was your accommodation provided?

#	Answer	%	Count
1	No	10.00%	7
2	Yes	11.43%	8
3	Yes, but I was unsatisfied with how the accommodation was provided - Please elaborate:	4.29%	3
4	Not applicable	74.29%	52
	Total	100%	70

Yes, but I was unsatisfied with how the accommodation was provided - Please elaborate:

Reservations need to be made seven days in advance. Sometimes you need transportation in less time. Also, the county transportation is only available for medical appointments. Was told once if there was room they could accommodate other requests I think but it is not something Atlantic county offers as I have heard cape May county.

Na

They didn't find me a job

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

#	Answer	%	Count
1	No - Please explain:	8.57%	6
2	Yes	42.86%	30
3	Somewhat	18.57%	13
4	Don't know	30.00%	21
	Total	100%	70

No - Please explain:

County commissioners and executive as well as other establishments / authorities in the county have complaint systems that only circulate internally thus no access outside of the company, I didn't even know the county had an ADA coordinator and its own EEO officer but county HR told me they had no jurisdiction over my matters 🙄

Compliance, reporting, record keeping, training, actual certifications for all people handling accommodations

People particularly one person I've spoken to at intergenerational services are not always pleasant or helpful. It's as if they're doing you a favor. and why do they ask your name and phone number before you even can ask a question. I can understand if you're requesting a call back but even to get started why do you have to give that information?

I believe everyone utilizing a public services IS operating under a disability of some kind. And usually it is lack financial ability to purchase service from a private business. ie; Law, safe open public space, internet access, entertainment, exercise, mobility for health needs, nutritional needs, educational needs etc I find the county staffers to willing to help but themselves may not have the tools or know how to work the tools or even know that a tool exists. it seems like they aren't too very interested in the offerings available and many resources go unused, unknown or under utilized. therefore, wasted budget. AND some resources available via STATE level. Purchases of certain databases, programs and information resource purchases are duplication of the same stuff that's available Federal state levels.? Community engagement (diversity inclusion) Socially and professionally.

Very helpful

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 County?

#	Answer	%	Count
1	No	83.82%	57
2	Yes - Please describe:	16.18%	11
	Total	100%	68

Yes - Please describe:

Getting into the Brigantine library. It does not have an automatic door.

Yes mine thus the attorney general's office is involved because that is the only way to seek remedy, by suing

The community center in brigantine has had their doors locked that utilize the handicapped push button since last year. We know several people who have requested they keep those doors available and they have not done so. you don't have to be in a wheelchair to need help with those doors.

some of the parking lots and entrances are not properly set up for people with canes and walkers also, the drop boxes are very high and hard to get to

There are no handicap entry doors at the historical courthouse or supt of elections office.

Need Handicapped door at main entrance, EHT Library

As DAB Bd member we hear about issues.

elderly individuals who do not speak English need home aide services

No family support, live alone, lack of education, homebound

Don't know what is available or how to find out.

Do you know who the designated ADA Coordinator is for the County?

#	Answer	%	Count
1	No	43.28%	29
2	No, I have not had a need or reason to seek out this person.	28.36%	19
3	Yes - Please provide the name:	28.36%	19
	Total	100%	67

Yes - Please provide the name:

Cristine chickadel, Unfortunately I had no access to her and didnt know of her existence because of acua's policy's

Cristine Chickadel

Cristine Chickadel

Cristine Chickadel

Cristine Chickadel

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What do you feel should be the County's highest priority to improve accessibility for persons with disabilities? (i.e. – improvements to accessing public facilities, providing specific hearing and visual aids for events and public meetings, providing more accommodations for persons with disabilities, etc.)

all of the above

Put in a button that would open the door to the Brigantine library.

Maintain and improve online access to materials at the library

Proper record keeping, all complaints should be handled externally (not internally /direct reference to acua). Transparency, a requirement for any official who learns of descrimination to report it. I don't think it's nessary for me to name all of the commissioners, obviously the executive, acua officers, that have knowledge or took part, quarterly reviews for any needed updates or monthly reviews, any complaint should be formally investigated and copies given to both parties, in my case th County and or officials failed to do anything besides conceal the issue

All of the above

Further reaching compliance requirements and transparency

Increased county transportation

Keep library open

Accessible Routes

understanding and compassion and empathy from those at the county office.

Treat depression like it's a disability

parking, electric scooter in stores

More advertising

all of the above - improve physical access, need hearing/visual aids that people can use and the personnel to explain them, more program information - we know nothing about what is available in the county - we just pay taxed

Improvements to accessing public facilities and once the person gets to the event/meeting providing the necessary hearing/visual aids.

Make sure building have working and updated elevators. Take care of sidewalk issues so persons with disabilities can use them properly. If there is a step up or down it should have reflective highly visible tape so those with low vision can see better. In the library branches there could be more braille books even though that comes from a different source I feel these items should be more accessible to the public. When holding public meetings there should always be a microphone that works for our senior population or those with hearing problems. Don't exclude those with mental issues. Perhaps special inclusive meetings where they can be part of it by having a zoom meeting set up or video conference. The population of persons with mental health disorders continue to grow as the pandemic drags on and they need to feel a connection to others by being included in community county events.

More employment opportunities

No opportunity for advancement

The older buildings need to be viewed by handicapped people, the entry is not accessible to wheel chairs or those with mobility challenges.

Yes bi-lingual staffers, wheelchairs shopping carts, employees should be familiar with all services offered or atleast refer to main dept for help. extended wi-fi access,

It would be nice to have someone give some legal advice. We've had a lot of problems with Social Security and Jen's disability. Who will help her with this after I am dead?

improvements on accessibility to any facility that the county is responsible for. Also monitoring people falsely parking in a handicap spot when they are not handicap

Spending money on improvements and lighting

Many of even general public and seniors like myself rely on libraries to make copies (for example medical or insurance information). While staff are always nice to help, it would be nice to be more independent. Managing the coins to pay seems outdated. Would be nice to have a library Card that could be used to pay like w a credit card or tap and go app.

Ensuring that public buildings have accessible entrances, enforcing parking and traffic rules for accessibility (i.e. preventing the general public from parking in designated accessible spaces)

providing more accomodations for persons with disabilities

improvements for people in wheelchairs to access all public facilities

More assistance and accomodations

improvements to accessing public facilities

Hearing, visual, physical helps. Assistance with commputers

Parking violators

Everything that can be should be done.

Providing hearing and visual aids for events and public meetings; Easier transportation access

Shared information of available resources, easier access to housing, additional public housing, more choices for public transportation

THE BIGGEST IS PROVIDING THE NEEDS OF ACCESSIBILTY FOR RAMPS. THERE ARE HOME OWNERS WHO CAN NOT AFFORD TO HAVE A RAMP INSTALLED.

Accommodations for individuals that are consumer friendly.

Provision of accessible means of access and egress to all County facilities and buildings.

beyond accessing a building, is there a need to change processes to ensure individuals can meet their needs without having to return.

Making it easier to find programs on the web-site. More automatic opening doors at buildings.

Transportation with easy connections.

Improve the condition of pavement/parking lots/walkways/sidewalks.

Improve accessibility to all public facilities and to beaches.

Access, inclusive events, caregiver groups

grievance procedure. effective communication at public hearings.

Thank you for completing this survey. The information collected will assist the County in improving the accessibility of programs offered to the people it serves. If you have any questions regarding Atlantic County's ADA Self-evaluation and Transition Plan or are aware of any specific physical or programmatic barriers, please let us know of any suggestions or comments.

Overlook all county government entities policies, union contracts, ect and correct all errors as it deprives persons like myself of benefits and services that are my right to have as a person with disabilities, service vet, and citizen.

Perhaps have more information on the radio and newspapers, in print & in the libraries. I don't have a computer and just by accident found this survey.

N/A

The community of Atlantic County would love to be able to contribute their thoughts and ideas. But there is not a "share" feature so others interested can contribute. I truly hope you get suggestions from the disabled wanting access to clean, well lighted areas. Such as bus stops and sidewalks

I really didnt have time to fill the survey as I would have liked to spend but thats the times we are living in. more zoom programs and somehow make possible for public gain better access to required technology knowledge and ability to better themself and full fill professional social requirements.

Library staff are excellent. It's about staying connected to community. Think also Universal Design!! Sometimes physical or movement problems are temporary. Think HS student on crutches, middle aged after shoulder surgery on dominant arm etc. We could all benefit from thoughtful design updates. Thank you.

It's been a difficult year with Adult Day centers closed. Many in the community are looking forward to that changing.

Survey for Public Input

HARD COPY SURVEYS RECEIVED – 6 hard copy responses received

Public Input Timeframe: May 3, 2021 to June 4, 2021

Note: Names and personally identifying information has been redacted.

What role most adequately describes your association with the County and the representation you are providing? These responses included:

- 0 - Member of the public with a disability
- 2 - Member of the public without a disability
- 0 - Relative or caregiver of a person with a disability
- 4 - Organization that provides services to persons with disabilities
- 0 - Other

Do you participate in programs, services, activities or events offered by the County? Responses were:

- No -3 responses
- Yes -3 responses
- Not applicable – 0 responses

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?

All 6 respondents stated, "No - I do not know who to contact."

Have you ever requested an accommodation for a disability from the County?

- 6 respondents stated - No
- 0 respondents stated -Yes - Please describe the request:

Was your accommodation provided? Responses included:

- 2 - No
- 0 - Yes
- 0 - Yes, but I was unsatisfied with how the accommodation was provided - Please elaborate:
- 4- Not applicable

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

- 0 responded - No – Please explain:
- responded - Yes
- 0 responded - Somewhat
- 0 responded - Do not 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 County?

- 6 responses -No
- 0 responses -Yes

Do you know who the designated ADA Coordinator is for the County? Responses included:

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

What do you feel should be the County's highest priority to improve accessibility for persons with disabilities? (i.e. – improvements to accessing public facilities, providing specific hearing and visual aids for events and public meetings, providing more accommodations for persons with disabilities, etc.)

Responses included:

- Improvement to public facilities
- Providing visual/hearing aids
- Automatic doors at public facilities
- Accommodations for persons with disabilities

Appendix C-County Resolution No. 590

County of Atlantic, New Jersey



Resolution No.:

590

WHEREAS, at the behest of County Administration, the ADA Coordinator formed an ADA Transition Plan Committee consisting of representatives from the various County departments and divisions, including a representative from the Disability Advisory Board to review proposals and submissions; and

WHEREAS, the Committee met on September 22, 2020 and reviewed proposals from three consultant firms; and

WHEREAS, the Committee, by a majority vote, selected Disability Access Consultants, LLC (DAC) as the company offering the best choice in terms of cost and comprehensiveness to formulate the first phase of the analysis known as the Compliance Plan; and

WHEREAS, DAC, as part of its offering, will analyze data, perform an extensive diagnostic desk audit to prepare a Compliance Plan and also prepare strategic planning in order to begin physical evaluations associated with the second phase of the ADA analysis known as the Transition Plan; and

WHEREAS, the cost for DAC to complete the comprehensive ADA Compliance Plan is \$19,500; and

WHEREAS, the County's Office of Disability Services has received grant funding in the amount of \$20,000 which will cover the cost for DAC to formulate the ADA Compliance Plan; and

WHEREAS, the completion of this work is necessary and vital for the County to reach complete ADA compliance and is in the best interest of the County and its citizenry, especially those with qualifying disabilities under the ADA;

NOW, THEREFORE, BE IT RESOLVED, by the Atlantic County Board of Chosen Freeholders that it does hereby authorize the County Executive to enter into a contract with Disability Access Consultants, LLC for the completion of the first phase of the requirements under the ADA by the completion of the Compliance Plan for a sum total of \$19,500, for the period commencing January 1, 2020 and terminating March 31, 2022, and that the County Executive is hereby authorized to execute any and all documents necessary to allow this project to move forward.


Clerk of the Board

County of Atlantic, New Jersey



Resolution No.:

590

Approved as to Form and Legality

James F. Ferguson
James F. Ferguson, County Counsel

Submitted By:

Gerald DelRosso
Gerald DelRosso, County Administrator

RE: RESOLUTION OF THE ATLANTIC COUNTY BOARD OF CHOSEN FREEHOLDERS APPROVING A CONTRACT WITH DISABILITY ACCESS CONSULTANTS, LLC, TO PERFORM THE FIRST PHASE ANALYSIS KNOWN AS THE COMPLIANCE PLAN UNDER THE AMERICANS WITH DISABILITIES ACT.

WHEREAS, the Americans with Disabilities Act (ADA) requires compliance by governmental entities to provide disabled accessibility for County programs, services as well as entry into buildings and accessibility to sidewalks and other public amenities; and

WHEREAS, Atlantic County, through its Department of Planning and Regional Development, Division of Engineering has worked on formulating a Compliance Plan for County highways, sidewalks and other areas appurtenant thereto; and

WHEREAS, the County has need to formulate a complete Compliance Plan for various buildings and facilities owned by the County as well as accessibility to County programs and services; and

WHEREAS, the County, through its ADA Coordinator, pursued proposals from well-known consultants who are involved in formulating ADA Compliance Plans and Transition Plans; and

I, Sonya G. Harris, Clerk of the Board of Chosen Freeholders of the County of Atlantic, State of New Jersey, do hereby certify that the foregoing is a correct and true copy of a resolution adopted by the Board at a meeting duly held

on the 17 day of November 2020

Signed

Sonya G. Harris
Clerk of the Board

RECORD OF VOTE															
FREEHOLDER	MOVED	SECOND	YES	NO	ABS	REC	AB	FREEHOLDER	MOVED	SECOND	YES	NO	ABS	REC	AB
BALLES			✓					FITZPATRICK		✓	✓				
BENNETT			✓					GATTO	✓		✓				
BERTINO			✓					RISLEY			✓				
COURSEY			✓					KERN, Chairwoman			✓				
DASE			✓												
ABS - Abstain				REC - Recuse				AB - Absent							

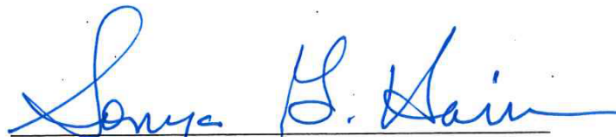


Attached hereto is a certification of funds prepared by the County Treasurer which states that there are available and sufficient legally appropriated for the purpose of these contracts. If the certification is for less than the full contract amount then payment for the balance of the contract amount is contingent upon appropriation of sufficient funds in the 2020 permanent budget and/or the 2021 temporary and permanent budgets. A copy of the Treasurer's certification(s) shall be filed with the Clerk of the Board of Chosen Freeholders with the original of this resolution.

A copy of the executed contracts shall be filed with the Clerk of the Board of Chosen Freeholders by the County Counsel.

ADOPTED: // - 17 - 20
COUNTY OF ATLANTIC.

p Disability Access Consultants-2020 ADA Compliance Plan Phase I.doc


Clerk of the Board