



2023 - 2024

ADA Annual Report

City of Sarasota

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Article 1: Programmatic Barrier Review

The items below are organized based on the structure DAC used when performing programmatic barrier review. Each section corresponds to a different focus area and each section has unique goals.

Article 2: Designated ADA and 504 Coordinator

Section 1

I. Current Year Focus:

- a. City Staff needs robust, ongoing ADA Training
 - i. In progress; ADA trainings have already begun across the city, covering a wide array of topics. This item will likely be a continual focus.
- b. ADA Coordinator information should be included new Employee orientation, volunteer orientations, and in frequently used publications.
 - i. **Completed!** ADA Coordinator leads the New Hire Trolley Tour and introduces himself and his role in the city to all new hires at that time. ADA Coordinator information is also available in publications through an accessibility statement.
- c. TDD/TYY, or FL Relay, information to contact the ADA Coordinator needs to be posted on publications.
 - i. **Completed!** The FL Relay number will be added to future publications, and the ADA Coordinator has enabled RTT/TYY on their City provided iPhone, which can be reached at: (941)326-1269.

II. Future Focus:

- a. Focus on maintaining ADA Coordinator name and information presence where appropriate.
- b. Ensure ongoing training for ADA compliance.

Article 3: Grievance and Complaint Procedure

Section 1

I. Current Year Focus:

- a. Database where all complaints and grievances can be analyzed for repetitive complaints, so the root cause can be identified and fixed.
 - i. **Completed!** The ADA Coordinator keeps track of complaints, grievances etc through excel spreadsheet.
- b. More easily accessible Grievance procedure information, and more accessible file formats for the grievance form.
 - i. Completed! The Grievance procedure document is available via PDF on the City's website and upon request the ADA Coordinator will provide a different file format if needed.

II. Future Focus:

- a. Continue working with City Departments to ensure ADA compliance. This should result in a continued low rate of grievances filed.

Article 4: ADA Notice of Rights Afforded to Persons with Disabilities

Section 1

I. Current Year Focus:

- a. The website should have a quick "Contact ADA coordinator" or similar link.
 - i. **Completed!** At the bottom of the City website, on our accessibility statement link, there is a direct link to the ADA coordinator's email address. This information is also present in numerous areas of the Human Resources page and on public notices.

II. Future Focus:

- a. Need a unified, general nondiscrimination policy and notice. These notices and policies need to be made available across the city. They must also include ADA contact information.
 - i. In progress; The statement has been developed, but adoption is still in progress.

Article 5: Accommodations for Persons with Disabilities

Section 1

I. Current Year Focus:

- a. Need to develop a standard accommodation statement.
 - i. Must include:
 1. Minimum time frame to request accommodation.
 2. Contact person including contact information.
 3. Address/location of desired accommodation
 - ii. **Completed!** The statement is being used on public notices.
- b. Accommodation statements and procedures for public records request need to be developed.
 - i. **Completed!** Public Records Requests can be made in a multitude of methods; phone call, online portal, email, or in-person request. If a requestor requires braille or other materials, the Public Records Team will contact the ADA Coordinator to accomplish this.
- c. Alternate means of requesting accommodation should be added to all statements of accommodation and should include phoning in the request, postal mail, email, or dropping off the request for accommodation at City sites.
 - i. **Completed!** All statement of accommodations contain the ADA Coordinator's phone number, email address, office address, and Florida Relay information.
- d. Determine TTY information.
 - i. **Completed!** TTY has largely been replaced with RTT (Real Time Text), which has been installedd on the ADA Coordinator's phone.
- e. Recommended policy for an accommodation request is no less than 2 business days.
 - i. **Completed!**



Article 6: Access to Programs, Services, Activities, and Events

Section 1

I. Current Year Focus:

- a. Develop a plan to have large print, braille, sign language interpreters, etc. available when needed.
 - i. **Completed!** Language Line Services, a vendor for the City, are able to provide these materials and we are able to produce large print when necessary. Language Line has been in place as a vendor for many years, and provides annual trainings to City Staff on the usage of this service.

II. Future Focus:

- a. City websites should display an international symbol of accessibility with descriptive text for areas in facilities and parks that are accessible, and these should also include accessible restroom information and accessible route information.

Article 7: Outreach Materials and Activities

Section 1

I. Continual Focus:

- a. Improve inclusion of people with disabilities on boards and ensure public engagement with the Citizens With Disabilities advisory Board.
 - i. This is a permanent goal for the City. We will always desire input from people with disabilities, as the best way to help people with disabilities is to listen and be receptive of their ideas and needs.

Article 8: Service Animals

Section 1

I. Current Year Focus:

- a. Service Animal Training is being planned for late fiscal year 2025.

II. Future Focus:

- a. Annual training for City Staff.

Article 9: Other Power-Driven and Shared Mobility Devices

Section 1

I. Current Year Focus:

- a. A policy is needed that defines what is and is not acceptable as Other Power-Drive and Shared Mobility Devices.
 - i. **Completed!** There is a Human Resources Standard Operating Procedure created defining what is and is not acceptable for these devices.

Article 10: Ticketing and seating

Section 1

I. Current Year Focus:

- a. Provide detailed seating information, such as seat maps, prior to events that detail the location of accessible seating and companion seating.
 - i. The Van Wezel adheres to this and provides exceptional information on their website. Upcoming city events & facilities will need to adhere to this to ensure this condition is being met.

II. Future Focus

- a. No action.

Article 11: Eligibility Criteria

Section 1

I. Continual Focus

- a. Set up a regular review of eligibility criteria for various programs and events to ensure they are not discriminatory. This includes ensuring accessible seating is available, accessible notices of the event are sent out, and accessible sign-ups are available to ensure an inclusive event.

Article 12: Fees and Surcharges

Section 1

I. Current Year Focus:

- a. Ensure that no fees are levied specifically to people with disabilities. Fees must be consistent for everyone.
 - i. **Completed!** A review was completed and no differential fees are charged for this reason.

II. Future Focus:

- a. No action.

Article 13: Emergency Procedures

Section 1

I. Current Year Focus

- a. No action.

II. Future Focus

- a. The city should consider working with the county to produce a voluntary registry for individuals who may need additional assistance preparing for storms.
 - i. The City does not manage any shelters as they are under the county's purview. This will be discussed with the city's Emergency Manager to identify if any action should be taken.

Article 14: Policies for the use of City Facilities

Section 1

I. Current Year Focus:

- a. No Action.

II. Future Focus

- a. Provide information on accessible routes and maps, accessible parking locations, restrooms, and wayfinding on all city facilities on the website.
 - i. This will be addressed during the website redesign project currently underway for the City of Sarasota.

Article 15: Lease and Joint Use Agreements

Section 1

I. Current Year Focus:

- a. No action.

II. Future Focus

- a. The city will be responsible for ADA access to facilities it leases.

Article 16: Contracted Services:

Section 1

I. Current Year Focus

- a. Include relevant ADA compliance requirements in Requests For Proposals.
 - i. **Completed!** The ADA Coordinator has worked with the Purchasing Department to include ADA/504 compliance language to bid terms and conditions.
- b. The City should include requirements for purchasing or licensing of accessible IT hardware/software when the services will be available for use by the public.
 - i. In progress; The ADA Coordinator is working with the Purchasing Department to update requirements to include ADA/504 compliance language.

II. Future Focus:

- a. Ensure we review ADA/504 Compliance during contract negotiations and review.



Article 17: Building and Construction:

Section 1

I. Current Focus:

- a. Outdated publications that are non-compliant should be removed from the website.
 - i. In progress; SiteImprove allows PDFs to be scanned for issues and make edits/remove the document. This will be completed with the new website design.
- b. Contracts with vendors should state all work will be performed with all applicable state and federal accessibility standards and regulations.
 - i. In progress; The ADA coordinator has reached out to the Purchasing to begin this process.

II. Future Focus:

- a. Due to the number of non-compliant findings of new construction and remodeling, the city should enhance their oversight of projects to ensure that remodeling and new construction meet applicable accessibility standards.
 - i. Recommended that the City contract a third-party plans reviewer who specializes in ADA.
- b. Development Services needs to include information regarding accessibility requirements on City project specifications.
- c. Internal policies and procedures focusing on the review of design and construction activities specific to ADA compliance and accessibility should be created.
 - i. Accessibility inspections should be done regularly as work progresses.
- d. If a contractor is working on the public right of way, then the City of Sarasota needs to provide warnings and detour information to the public. Having this information readily available on the City website is recommended.



Article 18: Maintenance of Accessible Features:

Section 1

I. Continual Focus:

- a. The Facilities department will perform regular checks of potential accessibility concerns and maintenance needs.

Article 19: Equally Effective Communication:

Section 1

I. Current year focus:

- a. City needs to contract with one or more firms to provide accessible documents, such as braille, in a timely manner.
 - i. **Completed!** Language Line services can complete these requests.

Article 20: Web Accessibility:

Section 1

I. Current Year Focus:

- a. Review and develop tracking procedures for web accessibility optimization progress.
 - i. **Completed!** SiteImprove scores are reviewed during The Information Tech Department ADA meetings, and quarterly SiteImprove scores will be recorded. A new website is also in development.

II. Future Focus

- a. Train staff and develop procedures to maintain web accessibility if the vendor is unable to.
- b. The City of Sarasota has recently begun working with a new website development team for the main City of Sarasota website. The ADA Coordinator has recommended to the Purchasing Department and the Information Technology Department that the contract include language regarding web accessibility requirements.
 - i. **In progress;** Working with the new web development team and have already explained the importance of achieving WCAG 2.1 A & AA Goals as they will be a requirement in 2026.

Article 21: Social Media:

Section 1

I. Current Year Focus:

- a. Ensure images have proper alternative text.
 - i. ***In progress;*** Working with the City's Media team to ensure this is completed for each new social media post.

II. Future Focus:

- a. Captions should not be automatic as auto caption tools are often inaccurate. Recommended that manually captioned videos are uploaded.
- b. Avoid acronyms.

Article 22: Acceptable Terminology:

Section 1

I. Current Year Focus

- a. No action.

II. Future Focus:

- a. "Mentally retarded" is used in the Municipal Code Section II-304 in reference to group living facilities. It is recommended to be updated.
- b. All language referring to "handicapped" is recommended to be removed and replaced with modern language. Modern language is people first. A person is not disabled. A person has a disability.
 - i. In progress. There are many areas within the City, and organizations that work with the City, where antiquated language is being used. This will be a continual goal.



Article 23: Training:

Section 1

I. Continual Focus:

- a. Create and perform ADA Basics refresher training for all departments.
 - i. ***In progress;*** General ADA Basics course has been offered, as well as an ADA Basics training for Human Resources and the Parking Department. ADA basics courses for other departments are being developed as specific needs are considered.
- b. Future areas that will be including in trainings:
 - i. Requirements of the ADA & 504 (A basics course, includes information about the City's ADA Coordinator).
 - ii. Rights for persons with disabilities, how to be inclusive, and provide services to people with disabilities.
 - iii. Acceptable terminology and expressions.
 - iv. Noncompliance consequences.
 - v. Accessible vs Compliant, including detailed discussion about what a barrier is.
 - vi. Additional specialized training as required. For example, Plans Examiners may take a training on 2010 ADA standards training to refresh a focus on the ADA.
 - vii. Public facing staff should have regular training on ADA/504.
 - viii. Staff that post notices should be trained on correct PDF remediation principles. Document design staff should also be trained in these.
 - ix. All City staff and volunteers should be provided an ADA basics course.



Article 24: Distribution and Location of Publications:

Section 1

I. Current Year Focus:

- a. No action.

II. Future Focus:

- a. Lowered counters designed to be used by people with disabilities should be kept clear of display and work items.

Article 25: Budget recommendations:

Section 1

I. Current Year Focus:

- a. **Completed!** Advise departments of physical & programmatic barriers and begin budgeting for barrier removal-related costs.

II. Future Focus:

- a. Departments should consider budgeting for accessibility items such as alternate formats, braille for instance, for documents or sign language interpreters.



Article 26: Survey Data, General Public Comments:

These are comments gathered from public inquiry events. The information included will be used with the recommendations from Disability Access Consultants to help guide The City of Sarasota to be as accessible as possible for our residents, and our tourists.

Section 1

- I. **Cleveland Ave near Lido Resort has an accessible parking space regularly being blocked by delivery vehicles.**
 - a. The Parking Division has been made aware of this, and will try to resolve the issue. Delivery vehicles are often only in place for a short time. Recommended increased patrols in the area, and Parking has stated they will discuss the issue with the Lido Resort.
- II. **Doors in city buildings too heavy, especially access controlled doors.**
 - a. **Resolved!** All City Hall door pressures have been adjusted. The Parks and Recreation Department has begun the process for their facilities as well.
- III. **Improve visual indicators for pedestrian roundabout and crosswalks, improve yield to pedestrian signage at roundabouts, increase crossing duration at Fruitville and major intersections.**
 - a. This information has been provided to public works. Inquired about auditory signals in these locations as well.
- IV. **Commission Chambers and City Hall restrooms are difficult to navigate.**
 - a. Restrooms are being redone to comply with the 2010+ ADA Standards, and will be complete in 2025. The Commission Chambers are considered technically infeasible to remedy, but the outer perimeter is compliant with pre2010 standards.



Article 27: Survey Data, Public-Defined High Priority ADA Concerns

These concerns were gathered during public inquiry events and were items the public noted as being of greatest concern to them.

Section 1

- I. **Larger than the average senior population, there should be more accessible spaces than required due to greater need.**
 - a. Events frequently lack accessible bathroom options.
 - b. Provided information to Special Events
 - c. Longer crosswalk timers.
 - d. Provided suggestion to public works.
 - e. Training for staff, and even public, about ADA.
 - f. ADA Trainings for staff are occurring regularly.
 - g. Easier to reach crosswalk buttons and ensure all have audible notifications.
 - h. Information provided to public works.



Article 28: Physical Barrier Removal Status

Section 1

- I. Physical Barrier removal is a complicated, high-cost process. The City of Sarasota is looking at all issues. The data the City of Sarasota is using was provided by DAC. DAC had teams identify physical accessibility barriers, and provide that data to the City. This data included items such as estimated costs, description of finding, ADA Code references, and recommendations for achieving barrier removal for each item found.
- II. Many areas that were identified as candidates for barrier removal were compliant with 1991 ADA law, meaning the current condition is acceptable per the safe harbor clause of the 2010 ADA standards.
- III. City Staff in Facilities, Utilities, Parks and Recreation, Parking, Public Works, Van Wezel, and the Sarasota Police Department have been coordinating with the ADA Coordinator. The ADA Coordinator has been directing staff to focus current efforts on readily attainable goals, determining projected dates for future projects with ADA elements, and determining what items are technically infeasible to remediate.
- IV. The City of Sarasota has already begun to remediate barriers. Since the City of Sarasota began meeting with departments in February, 2023, the following remediations have occurred:
 - a. Parking has removed 64 barriers related to signage and striping, which are key to ensuring Accessible Parking spaces are clearly identified and delineated.
 - b. Facilities has completed 51 barrier removals including adjusting door pressure, and cutting tree limbs.
 - c. Utilities has completed 52 barrier removals. The Utilities team has addressed door pressure, door signage, and removed a number of door stops that could interfere with mobility devices.
 - d. Parks and Recreation has completed 36 barrier removals. Additionally, Parks and Recreation has determined 47 items are not technically feasible. These items were infeasible due to structural aspects of the building.
 - e. Public Works does not have any readily achievable barriers to remediate. There are many miles of sidewalk and curb ramps to address across the city. Public Works will combine ADA needs with active projects, and the complete streets project will include a number of ADA remediations for the sidewalks and curb cuts.
 - f. The Van Wezel facility is in a unique position. It has the largest single building number of remediation needs. Until the future of the building is determined, the focus is largely on readily attainable barriers. The Van Wezel team has continued to show their dedication to the needs of patrons by installing closed captioning devices and improving the T-Coil hearing loop system to better facilitate the viewing experience for people with disabilities.

Article 29: Web Accessibility Compliance

Section 1

- I. Using SiteImprove, the City of Sarasota is given a reliable metric for each of our websites. This metric details the compliance status of City websites with WCAG A and WCAG AA. WCAG stands for Web Content Accessibility Guidelines. WCAG Level A contained 25 criteria that must be met to ensure basic accessibility. Level AA contains 13 more criteria that must be met on top of the 25 from level A.
- II. In October 2023, WCAG 2.2 released an additional 2 Level A standards and an additional 4 Level AA standards. These changes have caused a decrease of approximately 1-5 points on some City websites, but positive changes have offset this in most City websites. Most changes result in less than 0.01 point changes per instance, so the volume of changes needed to achieve a 1.0 gain is significant.
- III. In May 2024, the Department of Justice released a final rule stating Title II organizations must have WCAG 2.1 compliant websites by May 2026.
- IV. The main city website, www.Sarasotafl.gov, is being redesigned. The design team includes numerous city staff members, including the ADA Coordinator. Compliance with WCAG Level A & Level AA will be a focus to ensure compliance with DOJ final rule.

Section 2

- I. Current SiteImprove score for the main City website, www.sarasotafl.gov, is up to 84.5/100 Level A compliance, and at 79.3/100 for Level AA compliance. This is an overall improvement of 5 points for Level A, and a decrease of 4 points for Level AA.
- II. Key areas that need improvement for Level A:
 - a. Table cell missing context: 41.17/100 (15 point improvement)
 - b. Container Element is Empty: 60/100
 - c. Empty Headings: 45/100 (2 point improvement)
 - d. No data cells assigned to table header: 88/100
 - e. Table headers aren't referenced correctly: 45/100 (34 point improvement)
 - f. Role not inside the required context: 81/100
 - g. Inline frame missing a text alternative: 10/100 (9 point improvement)
 - h. Link missing a text alternative: 63/100 (4 point improvement)
 - i. Page Language has not been identified: 28/100
 - j. Image missing a text alternative: 71/100
 - k. Page missing a title 51/100

III. Key areas that need improvement for Level AA:

- a. Text is clipped when resized: 41.36/100
- b. Is it clear which page element has focus from the keyboard: 63/100
- c. Is there a minimum contrast ratio between text and background: 90/100 (10 point improvement)
- d. Color contrast does not meet minimum requirement: 98/100
- e. Interactive element does not meet minimum size nor spacing: 33/100 (new category, need to improve)

Section 3

I. Parks and Recreation's website, www.letsplaysarasota.com, has achieved 92.52/100 Level A compliance, and 91.07/100 for Level AA. This is an overall improvement of about 2 points for level A, and a decrease of 1 point for level AA.

II. Key areas that need improvement for Level A:

- a. Table Cell missing context: 57/100
- b. Container element is empty: 61/100 (5 point improvement)
- c. Empty Headings: 67/100
- d. Hidden element has focusable content: 50/100
- e. Inline frame missing a text alternative: 1/100
- f. Link missing a text alternative: 81/100 (4 point improvement)

III. Key areas that need improvement for Level AA:

- a. Minimum contrast ration between text and background: 61/100 (14 point decrease)
- b. Color contrast does not meet minimum requirement: 99/100
- c. Interactive element does not meet minimum size nor spacing: 75/100 (new category)



Section 4

- I. The Van Wezel's website, www.vanwezel.org, has achieved 86.89/100 for Level A Compliance, and 71.37/100 for Level AA Compliance. This is an overall improvement of about .5 for Level A and 2 points for Level AA.
- II. Key areas that need improvement for Level A:
 - a. Container Element is empty: 67/100 (22 point improvement)
 - b. Empty Headings: 73/100 (8 point improvement)
 - c. Links are not clearly identifiable: 5/100
 - d. Hidden Element has focusable content: 11/100
 - e. Inline frame missing a text alternative: 1/100
 - f. Link missing a text alternative: 92/100 (27 point improvement)
 - g. Page language has not been identified: 87/100
 - h. Image missing a text alternative: 50/100 (10 point decrease)
- III. Key areas that need improvement for Level AA:
 - a. Autocomplete does not work as intended: 0/100
 - b. Interactive element does not meet minimum size nor spacing: 24/100 (new category, need to improve)

Section 5

- I. The Bobby Jones website, www.bobbyjonesgolfclub.com, has achieved 82/100 for Level A compliance, and 82/100 for Level AA Compliance. This is a decrease of 9 points in Level A compliance and 1 point in Level AA compliance. This is a new website compared to the last one reviewed.
- II. Key areas that need improvement for Level A:
 - a. Container element is empty: 71/100
 - b. Empty Headings: 84/100 (56 point improvement)
 - c. Links are not clearly identifiable: 4/100 (48 point decrease)
 - d. Inline frame missing a text alternative: 37/100 (37 point improvement)
 - e. Link missing a text alternative: 51/100 (10 point decrease)
- III. Key areas that need improvement for Level AA:
 - a. Interactive element does not meet minimum size nor spacing: 34/100

Section 6

- I. Sarasota Police Department's website, www.sarasotapd.org, has achieved Level A 92.16/100 and Level AA 78.36/100. This represents no change in Level A standards, but an 11 point decrease in Level AA compliance. This is being investigated, as this decline is significant.

II. Key areas that need improvement for Level A:

- a. Container element is empty: 76/100 (3 point improvement)
- b. Empty Headings: 73/100 (9 point decrease)
- c. Inline frame missing a text alternative: 1/100 (16 point decrease)
- d. Link missing a text alternative: 58/100
- e. Form field missing a label: 87/100 (2 point improvement)

III. Key areas that need improvement for Level AA:

- a. Text is clipped when resized: 10/100 (50 point decrease)
- b. Interactive element does not meet minimum size nor spacing: 13/100 (new category)

Section 7

I. RL Taylor's website, www.rltaylor.com, has achieved Level A 96.37/100, while Level AA is at 84.16/100 for compliance. This represents an overall improvement of 1 point in both Level A and Level AA.

II. Key areas that need improvement for Level A:

- a. Empty Headings: 62/100
- b. Inline frame missing a text alternative: 0/100

III. Key areas that need improvement for Level AA:

- a. Text is clipped when resized: 11/100 (8 point improvement)

Section 8

I. Municipal Auditorium's website, www.srqauditorium, has achieved Level A 93.25/100 and Level AA 91.62/100. This represents a slight decrease by 1 point in Level A and 1 point in Level AA.

II. Key areas that need improvement for Level A:

- a. Container element is missing: 79/100 (9 point improvement)
- b. Empty Headings: 85/100
- c. Links are not clearly identifiable: 77/100
- d. Role not inside the required context: 75/100
- e. Inline frame missing a text alternative: 0/100
- f. Link missing a text alternative: 40/100
- g. Form field missing a label: 80/100
- h. Image missing a text alternative: 85/100

III. Key areas that need improvement for Level AA:

- a. Interactive element does not meet minimum size nor spacing: 87.18/100

Article 30: Conclusion:

According to DAC: “The City of Sarasota has demonstrated an ongoing commitment to provide equal access for people with disabilities to its programs, services, and activities to maintain and enhance compliance with the requirements of the Americans with Disabilities Act. The City continues to embrace a concept of full and equal access for all the people it serves. The findings from the updated City of Sarasota ADA/504 Self-Evaluation and Transition Plan memorialize the City’s Compliance Efforts.”

The City of Sarasota, along with its Staff, are committed to achieving a more accessible city for all. It is the goal of the City to provide a high quality of life for all citizens.



