

**CITY OF NORMAN INTERVIEW QUESTIONS AND RESPONSES –
BOARDS, COMMISSIONS, COMMITTEES, AND COUNCILS**

The following survey and interview findings summary includes all Consultant questions and responses provided by Brenda Hall, City Clerk.

ADA Citizens Steering Committee	Central Oklahoma Master Conservancy District (COMCD)	Strategic Water Supply Citizens Committee*	Greenbelt Commission
Animal Shelter Oversight Committee	Children's Rights Coordinating Commission	Community Development Policy Committee	Historic District Commission
Bicycle Advisory Committee	Citizens Public Safety Oversight Committee	Comprehensive Plan Steering Committee	Human Rights Commission
Board of Adjustment	City Council	Convention and Visitors Bureau	Library Board
Board of Appeals	City Council Oversight Committee	Development Oversight Committee for TIF District No. 2	Norman Election Commission
Board of Parks Commissioners	Community Planning and Transportation Committee	Economic Development Advisory Board	East and Central Libraries AD HOC Advisory Group
Center City Master Plan (Steering) Visioning Committee*	Finance Committee	Environmental Control Advisory Board	Griffin Park AD HOC Advisory Group
Center City Statutory Review Committee*	High-Density Development Community Discussion*	Floodplain Permit Committee	Norman Forward Sales Tax Citizens Financial Oversight Board
Reaves Park AD HOC Advisory Group	Public Arts Board	Oversight Committee to End Chronic Homelessness (ECHO)*	Pioneer Multi-County Library Board
Senior Center AD HOC Advisory Group	Social and Voluntary Services Commission	Norman Regional Hospital Authority	Planning Commission
Westwood AD HOC Advisory Group	Tree Board	Norman Housing Authority	University North Park Business Improvement District Advisory Board
City of Norman Youth Council			

*Dissolved and no longer active.

General Questions

1. The above list of boards, commissions, committees, and councils were provided in the scope of services. Can you please clarify which are still active and which have been dissolved?

- City Response:
 - See above asterisk note in blue.

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2. Are all the above-listed boards, commissions, committees, and council meetings open to the public? If so, how are meeting notices posted? Please be specific.
 - City Response:
 - All meetings are open to the public.
 - Agendas are posted on the City of Norman website and in some cases, they are posted on the entity's website as well. (e.g., Norman Housing Authority, Norman Regional Hospital Authority, Pioneer Multi-County Library Board). Agendas are also posted on the front window or display box at the location of the meeting.
3. Are all meetings for the above-listed boards, commissions, committees, and councils held in accessible facilities? Please explain.
 - City Response:
 - Yes. All of the above-listed meetings are in facilities that are accessible. However, some locations may not have automatic door openers.
4. Does the City have an accessibility checklist that is utilized for determining if the facility is accessible? If so, please provide a copy for review.
 - City Response:
 - No, the City does not have an accessibility checklist that is utilized for determining if the facility is accessible.
5. Numerous versions of a non-discrimination statement were found in various documents. See below. Does the City have a consistent City-wide non-discrimination statement that is utilized in all information that is disseminated to employees and the public? This includes meeting agendas and minutes.

Personnel Manual, page 16 Section 200: Equal Opportunity: "All employees and applicants shall be assured fair treatment in all aspects of personnel administration without regard to political affiliation, race, color, national origin, sex, age, disability, religion, or creed, and there shall be proper regard for their privacy and constitutional rights as citizens."

Application for employment for the Police Department, page 2: "The City of Norman does not discriminate on the basis of race, color, religion, sex, national origin, age, marital or veteran status, political affiliation, disability, or any other legally protected status."

Application for employment for Human Resources, page 1: "The City of Norman does not discriminate on the basis of race, color, religion, sex, national origin, age, marital or veteran status, political affiliation, disability, or any other legally protected status."

- City Response:
 - The City does not have a City-wide non-discrimination statement other than what is listed above. Currently, there is not a statement on the agendas or minutes.

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6. Is the disability community involved in any member selection processes, meeting location selection processes, and providing their input regarding community issues? Please explain.

- City Response:
 - There is an ADA Committee established to work through the member selection processes. However, they do not meet year-round on an ongoing basis.
 - To my knowledge, the disability community is not engaged to participate in the procedures listed above for every board, commission or committee but they do provide input when requested for specific projects, etc.

Can you provide more information regarding the ADA Committee, as listed above? (e.g., how these members are selected, the role the committee plays within the City, etc.) Please explain and provide copies of documentation, if necessary.

- City Response:
 - I stated that incorrectly above, my apologies. There was a Committee appointed to assist with this ADA Assessment that your Company has been engaged to perform. There are 12 members, and their task was to assist through this process.

7. How are board, commission, committee, and council meetings advertised? (e.g., on the website, in local newspapers) Please explain.

- City Response:
 - Agendas are posted on the City of Norman website and in some cases, they are posted on the entity's website as well. (e.g., Norman Housing Authority, Norman Regional Hospital Authority, Pioneer Multi-County Library Board). Agendas are also posted on the front window or display box at the location of the meeting.
 - Agenda topics may be discussed in newspaper articles written by a reporter. However, the City of Norman does not explicitly advertise these meetings in the newspaper.

8. After a review of the City's website, the following boards, commissions, committees, and councils do not have enough information provided on the website regarding responsibilities. Can you please provide a detailed description of their responsibilities?

- ADA Citizen's Steering Committee
- ~~Center City Statutory Review Committee*~~
- ~~Center City Master Plan (Steering) Visioning Committee*~~
- City Council Oversight Committee
- Community Planning and Transportation Committee
- Finance Committee
- ~~Strategic Water Supply Citizens Committee*~~
- Community Development Policy Committee
- Comprehensive Plan Steering Committee
- East and Central Libraries AD HOC Advisory Group
- Griffin Park AD HOC Advisory Group
- Norman Forward Sales Tax Citizens Financial Oversight Board
- Reaves Park AD HOC Advisory Group
- Senior Center AD HOC Advisory Group
- Westwood AD HOC Advisory Group

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- University North Park Business Improvement District Advisory Board
*Dissolved and no longer active.

- City Response:
 - ADA Citizen's Steering Committee
Council appointed a 12-member Citizen Committee for coordination of the City-wide self-evaluation for accessibility regarding City programs, policies, and facilities. The ultimate goal is to update the City's 1993 ADA Transition Plan assessment for the next 20 years and to maximize the public engagement process. Once the assessment is complete, the committee will be dissolved. They are not the City's ADA Liaisons.

 - City Council Oversight Committee
This committee is considered a City Council sub-committee that monitors ongoing City programs, evaluates the effectiveness of existing programs and policies, provides suggestions for administrative policy improvements to the City Manager, and makes recommendations for policy changes to City Council.

 - Community Planning and Transportation Committee
This committee is considered a City Council sub-committee focusing on future planning and transportation issues such as neighborhood quality of life, land use and planning policy, infrastructure planning; monitors public transportation services in cooperation with CART and other metro area partners; considers multi-modal transportation needs and policies for the community; and makes recommendations for City Council review.

 - Finance Committee
This committee is considered a City Council sub-committee to evaluate matters about expenditures of City funds, monitors revenues and considered options for revenue enhancements and makes recommendations for administrative changes to the City Manager and recommends policy changes for the City Council review.

 - Community Development Policy Committee
The Policy Committee is an advisory committee for the Community Development Block Grant and the HOME Investment Partnerships Program. The Committee is comprised of volunteers (approximately fifteen but varies from year to year depending on interest) that are designated as part of the approved Citizen Participation Plan. The Committee assists with identifying projects and setting goals for these two federal funding sources available to the City of Norman. This Committee works with staff to develop the Consolidated Plan (every five years) and the Annual Action Plan which is then submitted to the Norman City Council for consideration.

 - Comprehensive Plan Steering Committee
A Steering Committee of approximately 30 people representing a wide range of interests in the City that oversee the process of the development of the Comprehensive Land Use Plan.

 - East and Central Libraries AD HOC Advisory Group (construction of new libraries)
Meets with Project Consultants regarding timeline of library projects; reviews and makes recommendations regarding elements for concept design of new libraries; reviews and recommends actions regarding elements of final design; assists in public meetings to be held during phases of conceptual and final designs; reports on progress of construction at groundbreaking, 50% completion, & 100% completion; assists and makes recommendations regarding the grand opening of the projects; and reports to the Council regarding progress of assignments.

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- Griffin Park AD HOC Advisory Group (construction of new soccer facilities at Griffin Park)
Meets with Project Consultants/City Staff regarding location options; makes recommendations to City Council regarding the location; meets with Project Consultant regarding the timeline of project; reviews and makes recommendations regarding elements for concept design; reviews and recommends actions regarding elements of final design; assists in public meetings to be held during phases of conceptual and final designs; reports on progress of construction at ground breaking, 50% completion, & 100% completion; assists and makes recommendations regarding grand opening of project; and reports to the Council regarding progress of assignments.
- Norman Forward Sales Tax Citizens Financial Oversight Board
Reviews actual and projected Norman Forward Sales Tax revenues; recommends mix of project financing paygo; reviews pace and sequencing of construction projects; reviews Council actions related to expenditures of NFST monies; recommends strategies for long-term operations and maintenance of facilities; provides an annual report to City Council; and other recommendations as requested by Council.
- Reaves Park AD HOC Advisory Group
Meets with Project Consultants/City Staff regarding facility; meets with Project Consultant regarding timeline of project; reviews and makes recommendations regarding elements for concept design; reviews and recommends actions regarding elements of final design; assists in public meetings to be held during phases of conceptual and final designs; report on progress of construction at groundbreaking, 50% completion, & 100% completion; assists and makes recommendations regarding grand opening of project; reports to the Council regarding progress of assignments.
- Senior Center AD HOC Advisory Group
Meets with Project Consultants/City Staff regarding location options; makes recommendations to City Council regarding location; meets with Project Consultant regarding timeline of project; reviews and makes recommendations regarding elements for concept design; reviews and recommends actions regarding elements of final design; assists in public meetings to be held during phases of conceptual and final designs; reports on progress of construction at ground breaking, 50% completion, & 100% completion; assists and makes recommendations regarding grand opening of project; and reports to the Council regarding progress of assignments.
- Westwood AD HOC Advisory Group
Meets with Project Consultants/City Staff regarding Westwood Pool; meets with Project Consultant regarding timeline of project; reviews and makes recommendations regarding elements for concept design; reviews and recommends actions regarding elements of final design; assists in public meetings to be held during phases of conceptual and final designs; reports on progress of construction at groundbreaking, 50% completion, & 100% completion; assists and makes recommendations regarding grand opening of project; and reports to the Council regarding progress of assignments.
- University North Park Business Improvement District (BID) Advisory Board
Assists in administering all aspects of the business improvement district. Members of the advisory board include two (2) representatives from the hospitality industry with a business location in the BID District appointed by the General Manager of Embassy Suites; two (2) representatives from the retail industry who own property or have a retail business in the BID District appointed by University Town Center; one (1) representative appointed by UNP, L.L.C., or the entity that owns the most significant percentage of property in the BID District being utilized for non-retail commercial or residential purposes; and four (4) representatives nominated by the Mayor and confirmed by a majority of City Council.

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Board of Parks Commissioners

1. How does a citizen provide suggestions for consideration? Please explain.

- City Response:
 - The Board of Parks Commissioners holds an open public meeting on the first Thursday of each month. These meetings allow citizens to provide suggestions to the Board. The Board could request City staff research, if appropriate, and could also request a follow-up agenda item to be considered at a subsequent meeting. Citizens may also contact individual members of the Park Board by email or offer suggestions through City staff at the Parks and Recreation Department offices.

Central Oklahoma Master Conservancy District (COMCD)

1. What process does the City use to designate members to this District? Please explain.

- City Response:
 - The City receives applications that are submitted to the Mayor for consideration. The Mayor makes nominations that are confirmed by City Council via a resolution. The resolution is then approved by the District Court judge as outlined in Title 82, Section 541 of O.S.

2. Is the standard City application used? Please explain.

- City Response:
 - Yes.

Children's Rights Coordinating Commission

1. Are issues concerning the disability community is taken into consideration? Is there another Board that covers issues regarding vulnerable populations (children, disabled, elderly, etc.)?

- City Response:
 - The Commission has the following duties and powers:

To educate the Norman community regarding children's needs as they are relevant to the areas of child welfare, child care, the sexual exploitation of children, and related areas as may be further defined. Such education may occur through a variety of programs and media and would be conducted in conjunction with existing juvenile service organizations and agencies;

To propose changes in City ordinances, laws or statutes as appropriate to the Norman City Council; that is, the Commission shall serve as an advisor to the City Council on the issue of children's rights and needs;

To serve as a liaison between the City Council and existing juvenile agencies, organizations and services, to promote communication, further understanding, establish broad-based educational programs, and provide much-needed information for the Norman community concerning children's rights and needs. Thus, the coordinating commission shall serve to provide networking of agencies; and

The Commission shall not serve as a counseling service or social service agency. That is, members of the Commission, within their role as Commission members, shall not function as caseworkers or be privy to confidential information held by other agencies. Commission members will not lobby at the state

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or national level under the name of the Norman Commission on Children's Rights without the explicit permission of the Norman City Council.

Floodplain Permit Committee

1. How are the two citizen positions appointed? Please explain.

- City Response:
 - Nominations are made by the Mayor and confirmed by Council – members are required to complete the training offered by the Oklahoma Water Resources Board.

Human Rights Commission

1. How does an individual find the information to submit a complaint to the Human Rights Commission? This information is not available on the City's website.

- City Response:
 - By contacting the City Legal Department who provides staff support to the Commission.

Norman Regional Hospital Authority

1. How are members selected? Please explain.

- City Response:
 - As authorized by Section 4-101 of the Code of Ordinances of the City of Norman, nominations are made by the Mayor and confirmed by Council.

Pioneer Multi-County Library Board

1. How is the Norman representative selected? Please explain.

- City Response:
 - Nominations are made by the Mayor and confirmed by Council.

Planning Commission

1. How are members selected? Please explain.

- City Response:
 - As authorized by Section 4-101 of the Code of Ordinances of the City of Norman, nominations are made by the Mayor and confirmed by Council.

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Public Arts Board

1. What steps are taken to ensure that all projects can be enjoyed by all including those with disabilities? Please explain.

- City Response:
 - All of the City of Norman's public art collection is located on public property. All public art is fully accessible for viewing by any and all members of the community to the fullest extent possible.

2. How are members selected? Please explain.

- City Response:
 - As stipulated by Section 4-202 of the Code of Ordinances of the City of Norman.
 - Three (3) members to be nominated by the Mayor and confirmed by the City Council.
 - Two (2) members to be appointed by the Norman Gallery Association.
 - One (1) member to be appointed by the Norman Arts Council Roundtable Advisory Group.
 - One (1) member to be appointed by the Board of the Norman Convention and Visitors Bureau.
 - The Director of Parks and Recreation or his designee shall serve as an ex officio member.

Social and Voluntary Services Commission

1. How are members selected? Please explain.

- City Response:
 - As authorized by Section 4-101 of the Code of Ordinances of the City of Norman, nominations are made by the Mayor and confirmed by Council.

Tree Board

1. Is input from the disability community requested regarding tree or shrub growth impacting sidewalks, etc.?

- City Response:
 - Not at this time.

2. How are members selected? Please explain.

- City Response:
 - As authorized by Section 4-101 of the Code of Ordinances of the City of Norman, nominations are made by the Mayor and confirmed by Council.

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University North Park Business Improvement District Advisory Board

1. How are members appointed? Please explain.

- City Response:
 - City Council adopted Resolution R-1415-11 on July 8, 2014, creating the University North Park Business Improvement District (BID) and establishing an advisory board to assist in administering all aspects of the District. Members of the advisory board include two (2) representatives from the hospitality industry with a business location in the BID District appointed by the General Manager of Embassy Suites; two (2) representatives from the retail industry who own property or have a retail business in the BID District appointed by University Town Center; one (1) representative appointed by UNP, L.L.C., or the entity that owns the largest percentage of property in the BID District being utilized for non-retail commercial or residential purposes; and four (4) representatives nominated by the Mayor and confirmed by a majority of City Council.

City of Norman Youth Council

1. Are there considerations provided for special needs students to participate? Please explain.

- City Response:
 - We have never had an applicant that had special needs but if that were to happen, accommodations would be made in order for them to participate.

2. What methods are used in the selection process to ensure diverse backgrounds?

- City Response:
 - All applicants are accepted.

Ordinance questions relating to boards, commissions, committees, and councils

1. Section 4-107 Meeting Notices. This section states that all boards, commissions, committees, council sub-committees, and ad hoc committees for the City shall follow the open meeting at (25 O.S Section 301 when posting meeting notices. This section also states that all meeting notices and agenda shall be posted on the City of Norman website. Does the City provide these notices in alternate formats such as larger print or braille?

- City Response:
 - Not at this time.

2. Section 4-203 Arts in Public Places Fund. The Art in Public Places Fund is credited with donations from individuals, corporations, civic clubs, City of Norman Funds, grants, or other charitable contributions, investment earnings, voluntary contributions from utility customers, and other funds as may be appropriate. The funds are authorized by the Finance Director at least on a quarterly basis. Funds shall be spent only on works of art, maintenance and report of works of art and direct and indirect expenses of administration of this section in the code. Would these funds also be available to ensure that the pedestrian path to and from the artwork is ADA accessible?

- City Response:
 - No, the funds are set aside for the artwork only. If accessibility is needed, the Committee may coordinate with the Public Works Department to make the necessary improvements.

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3. Section 4-301 Duties and powers of the Board of Adjustment. The Board of Adjustment retains minutes of all meetings. These minutes are public record and are filed in the Office of the City Clerk within ten (10) days of their approval. Are these minutes available in alternate formats such as braille?

- City Response:
 - No.

4. Section 4-401 Duties and powers of the Board of Norman Regional Hospital Authority. The Board is responsible for establishing general hospital policies and provide a plan for funds received for hospital services and all funds disbursed for the operations of the hospital. Do these funds include maintenance and alterations for ADA compliance?

- City Response:
 - Yes.

The Board approves all contracts or purchases which exceed an amount previously established by the Board. Are these contracts and purchases also reviewed for ADA compliance?

- City Response:
 - Yes.

Do the contracts include language to clarify the City's obligations under the ADA?

- City Response:
 - Yes.

Can you provide an example of a contract or specific language for review?

- City Response:
 - In the Job Specifications, Article 23 says, "It is the intention of these Drawings and Specifications that this Project be built in compliance with the Americans with Disabilities Act (ADA). During the construction, the Contractor shall consult the ADA Standards for clearances, mounting heights and related installation requirements. A copy of the Requirements shall be kept in the Construction Job Shack for use by all Construction Trades. Should the Contractor and Suppliers become aware of any product that does not meet ADA Requirement, they are to notify the Architect **IMMEDIATELY.**"

Does the Board ensure that the Hospital has policies and procedures in place to ensure purchases are ADA compliant?

- City Response:
 - In the Job Specifications, Article 23 says, "It is the intention of these Drawings and Specifications that this Project be built in compliance with the Americans with Disabilities Act (ADA). During the construction, the Contractor shall consult the ADA Standards for clearances, mounting heights and related installation requirements. A copy of the Requirements shall be kept in the Construction Job Shack for use by all Construction Trades. Should the Contractor and Suppliers become aware of any product that does not meet ADA Requirement, they are to notify the Architect **IMMEDIATELY.** "
 - This is standard for all construction projects.

The Board approves the Hospital's budget. Does this budget include line items for ADA compliance?

- City Response:
 - No. The Board always complies with laws and regulations in any operations or capital expenditures as part of the project cost.

5. The following boards and commissions still need some additional information. Please see below.

ADA Citizen's Steering Committee

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 12 citizens

How many terms does the member serve?

- City Response:
 - Once the ADA self-evaluation is completed, the committee will be dissolved.

Animal Shelter Oversight Committee

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 7 members

How many terms does the member serve?

- City Response:
 - No terms specified. This committee is the only on-going committee that doesn't have a termination date.

Bicycle Advisory Committee

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 9 members

How many terms does the member serve?

- City Response:
 - 3 terms

Central Oklahoma Master Conservancy District

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council. Then, nominations go through a district court process.

How many members are on the Committee?

- City Response:
 - 8 members

How many terms does the member serve?

- City Response:
 - 4 terms

Citizens Public Safety Oversight Committee

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 9 members (1 member from each ward plus 1 member at large)

How many terms does the member serve?

- City Response:
 - 3 terms

City Council

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through each ward. All members are elected through their individual wards.

How many members are on the Committee?

- City Response:
 - 9 members (8 council members and 1 at large - Mayor)

How many terms does the member serve?

- City Response:
 - 2 terms for council members
 - 3 terms for the elected at large - Mayor

City Council Oversight Committee

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - This is a sub-committee of City Council.

How many terms does the member serve?

- City Response:
 - This committee is re-evaluated in July and re-appoints are made following July.

Community Planning and Transportation Committee

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - This is a sub-committee of City Council.

How many terms does the member serve?

- City Response:
 - This committee is re-evaluated in July and re-appoints are made following July.

Finance Committee

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - This is a sub-committee of City Council.

How many terms does the member serve?

- City Response:
 - This committee is re-evaluated in July and re-appoints are made following July.

Comprehensive Plan Steering Committee

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 30 active members

How many terms does the member serve?

- City Response:
 - This committee is an ad hoc committee. Therefore, once the comprehensive plan is completed, the committee will be dissolved.

Community Development Policy Committee

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the Planning and Development Department. All interested participants are nominated at the neighborhood summer meetings. Public hearings are also held in the fall, in which at large nominations are made.

How many members are on the Committee?

- City Response:
 - Minimum of 15 members with no maximum specified.

How many terms does the member serve?

- City Response:
 - 1 term

Development Oversight Committee for TIP District No. 2

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 9 members

How many terms does the member serve?

- City Response:
 - 3 terms

Floodplain Permit Committee

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.
 - Members are required to complete the training offered by the Oklahoma Water Resources Board.

How many members are on the Committee?

- City Response:
 - 7 members (5 City staff members with 2 citizens)

How many terms does the member serve?

- City Response:
 - 3 terms

Greenbelt Commission

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 9 members (1 from each ward and 1 at large)

How many terms does the member serve?

- City Response:
 - 3 terms

Norman Election Commission

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 5 members

How many terms does the member serve?

- City Response:
 - 3 terms

East and Central Libraries AD HOC Advisory Group

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 5 members (3 appointed by the Library Board with final confirmation by City Council and 2 City staff)

How many terms does the member serve?

- City Response:
 - This committee is an ad hoc committee. Therefore, once the comprehensive plan is completed, the committee will be dissolved.

Griffin Park AD HOC Advisory Group

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 5 members

How many terms does the member serve?

- City Response:
 - This committee is an ad hoc committee. Therefore, once the comprehensive plan is completed, the committee will be dissolved.

Norman Forward Sales Tax Citizens Financial Oversight Board

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 9 members

How many terms does the member serve?

- City Response:
 - 3 terms.
 - This board will be active for the duration of the 15-year sales tax through 2030.

Reaves Park AD HOC Advisory Group

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 5 members

How many terms does the member serve?

- City Response:
 - This committee is an ad hoc committee. Therefore, once the comprehensive plan is completed, the committee will be dissolved.

Senior Center AD HOC Advisory Group

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 5 members

How many terms does the member serve?

- City Response:
 - This committee is an ad hoc committee. Therefore, once the comprehensive plan is completed, the committee will be dissolved.

Westwood AD HOC Advisory Group

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 5 members

How many terms does the member serve?

- City Response:
 - This committee is an ad hoc committee. Therefore, once the comprehensive plan is completed, the committee will be dissolved.

Norman Regional Hospital Authority

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 9 members

How many terms does the member serve?

- City Response:
 - 3 terms

Pioneer Multi-County Library Board

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 11 members (1 member from City staff, which is nominated by the Mayor and confirmed by City Council)

How many terms does the member serve?

- City Response:
 - 3 years, limited to 2 terms.

Social and Voluntary Services Commission

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 9 members

How many terms does the member serve?

- City Response:
 - 3 terms

Tree Board

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by City Council.

How many members are on the Committee?

- City Response:
 - 9 members

How many terms does the member serve?

- City Response:
 - 3 terms

University North Park Business Improvement District Advisory Board

What is the application process for member selection / appointment process?

- City Response:
 - All interested individuals complete an application through the City Clerk's Office. If there are no vacancies at the time of application submittal, the City Clerks keeps all applications on file for up to 3 years. Once a vacancy is open, all applications are submitted to the Mayor. All nominations are made by the Mayor and confirmed by majority of City Council.

How many members are on the Committee?

- City Response:
 - 9 members
 - 2 representatives from the hospitality industry with a business location in the BID District appointed by the General Manager of Embassy Suites;
 - 2 representatives from the retail industry who own property or have a retail business in the BID District appointed by University Town Center;
 - 1 representative appointed by UNP, L.L.C., or the entity that owns the largest percentage of property in the BID District being utilized for non-retail commercial or residential purposes; and
 - 4 representatives nominated by the Mayor and confirmed by a majority of City Council.

How many terms does the member serve?

- City Response:
 - No term limits.

CITY OF NORMAN INTERVIEW QUESTIONS AND RESPONSES – CITY ATTORNEY’S OFFICE

The following survey and interview findings summary includes all Consultant questions and responses provided by Kristina Bell, Assistant City Attorney.

1. Does the City Attorney review City contracts and agreements for ADA language? ADA language would include specific language that clarifies the City's obligations and responsibilities under the ADA.

- City Response:
 - ADA language is not included in the standard form contract used for construction projects. It is typically included in bid specs, which the City Attorney’s Office does not review.

2. In the last five (5) years, has the City of Norman received any tort claims involving the ADA? If so, please provide a brief description of the claim and resolution.

- City Response:
 - No such tort claims received.

3. In the last five (5) years, has the City of Norman received any ADA complaints regarding Title I or Title II? If so, please provide a brief description of the complaint and resolution.

- City Response:
 - **Title I** - The City received the following ADA-based EEOC charges:

Year	Description	Resolution
2017	City Employee terminated for misconduct; subsequently filed an EEOC charge alleging disability discrimination for alleged failure to “continue to accommodate my light duty restriction”.	Received Notice of Charge of Discrimination and Dismissal/Right to Sue Letter at the same time.
2016	City Employee filed EEOC charge seeking waiver of minimum typing requirement included in eligibility to apply for a different position.	Right to Sue Letter issued; no lawsuit filed.
2015	City Employee terminated for misconduct; subsequently filed an EEOC charge for alleged perceived disability.	Right to Sue Letter issued; no lawsuit filed.

- **Title II** – The City Attorney’s Office does not receive Title II complaints. Any Title II complaints would be directed to Shawn O’Leary, the Director of Public Works and the City’s ADA/504 Coordinator.

4. Are all office staff required to attend annual ADA training? If so, please provide details regarding the required training.

- City Response:
 - No.

The following survey and interview findings summary includes all Consultant questions and responses provided by Brenda Hall, City Clerk.

1. Have the City Clerk’s Department (Department) staff attended ADA training regarding services and programs that this Department provides, such as how to assist a person with a disability, disability etiquette, etc.?
 - City Response:
 - To my knowledge, Department staff have not attended ADA training. However, all staff are polite, courteous, and would assist anyone in need.

2. Are all Department staff aware of who the ADA/504 Coordinator is for the City of Norman and their contact information?
 - City Response:
 - All Department staff is aware of the current ADA/504 Coordinator.

3. Does the Department utilize a City-wide alternate format policy and procedure? If so, please provide a copy for review.
 - City Response:
 - No

4. Does the Department request additional charges to provide records in alternate formats?
 - City Response:
 - Yes.

5. Are the additional charges in reference to general records request or for alternate formats? Please explain and provide details regarding fees.
 - City Response:
 - The Department charges one dollar for DVDs or CDs. However, currently there are no charges for electronic formats.

6. The City Clerk attends all council meetings and keeps records of all proceedings, as well as prepares the City Council agendas and minutes. Do these agendas and minutes include a consistent City-wide non-discrimination statement?
 - City Response:
 - No

7. The Department is also responsible for staffing the Action Center. The website states that the Action Center can be reached by either telephone or by email. Are there alternate ways to access the Action Center, such as in-person, online, Oklahoma Relay Services, etc.?
 - City Response:
 - Yes, in person or any other form.

8. Does the Action Center currently have a policy and procedure or guidelines on how to assist individuals with disabilities? If so, please provide a copy for review.

- City Response:
 - No

9. The website states that the Department is also responsible for the Facility Maintenance Division (FMD). However, no additional information is provided. Please provide more information regarding the responsibilities of the FMD.

- City Response:
 - This Division maintains City buildings, plumbing, electric, mechanical, and custodial service for the complex.
 - Division Mission: To service City facilities, complete repairs as requested with a high level of competence and safety as well as scheduling preventative maintenance for City facilities in order to sustain cost effective maintenance and energy savings for the City of Norman.
 - Goals: Provide quality maintenance and efficient repair service to City facilities and assist City departments and divisions in new and remodel projects.

10. Is the FMD in charge of maintaining all City-owned and leased buildings?

- City Response:
 - Some leased buildings have alternate contracts.

Does this mean that some leased buildings have maintenance contracts with specific contractors for maintenance? Please explain.

- Client Response:
 - As a part of their lease, they are required to maintain the facility whether they do it in house or hire it out.

11. Does the FMD have an ADA inspection checklist that is utilized to ensure ADA compliance? If so, please provide a copy for review.

- City Response:
 - No

12. How does the Division ensure ADA compliance if a checklist is not utilized? Please explain.

- Any new construction projects that are done meet ADA requirements as part of the building permit review process. The Facility Maintenance Superintendent is also a certified building inspector and knows the ADA Building Code requirements for construction and/or remodel. The Superintendent reviews every project to ensure compliance.

13. Does the FMD initiate contracts and agreements for leased facilities? If so, does the FMD ensure that these contracts and agreements include ADA language or does this fall under the responsibility of the City Attorney? ADA language would include specific language that clarifies the City's obligations and responsibilities under the ADA.

- City Response:

- No

Please provide more detail regarding your answer to the above question.

- City Response:

- Contract review falls under the City's Legal Department, not Facility Maintenance.

The following survey and interview findings summary includes all Consultant questions and responses provided by Terry Floyd, Development Coordinator.

1. Have the City Manager and staff attended ADA training regarding services and programs that the City of Norman provides, such as how to assist a person with a disability, disability etiquette, ADA compliance for buildings, ADA compliance for the public rights-of-way, etc.?
 - City Response:
 - Separate ADA training is not provided annually. However, ADA training is provided as a part of mandatory discrimination training for City employees.

2. The City Manager executes policies and procedures for the City. Does the City Manager review all City policies and procedures for ADA compliance before execution?
 - City Response:
 - Yes.

3. Does the City currently have specific funds allocated to the City budget for ADA elements for new construction, maintenance, or alternations?
 - City Response:
 - The City budget includes specific funds for ADA elements regarding specific ADA upgrades. However, ADA upgrades are implemented in individual facility upgrades as they take place.

Ordinance Review Questions

1. Chapter 2: Administration

Section 2-110 Employment of Professional Services: This section states that City Council approves professional services from rosters of qualified individuals interested in employment with the City. It is understood that these rosters are maintained by the City Manager and is a qualification-based vendor list that the City uses to hire for professional services only. Does the City currently have a separate vendor list that is used to obtain other professional services such as a sign language interpreter for a public meeting?

- City Response:
 - No.

Section 2-111 Powers of the Mayor - Civil Emergency:

In the event of a Civil Emergency, how does the Mayor issue a proclamation of civil emergency and provide a public notice of such proclamation? Is this notice available in alternate formats? How is this notice advertised? Is the public notification system activated with this public notice? Are the internal purchasing laws waived in the event of an emergency (ADA Accessible procurement)?

- City Response:
 - Emergencies are declared via Proclamation. Notification is sent electronically to the media and through City channels, but not in other formats. The public notification system can be utilized to transmit the information if needed, and internal purchasing requirements can be waived in the event of an emergency.

Section 2-201 Duties of the Department of Planning and Community Development: Part of the duties include inspecting the construction, alteration or remodeling of buildings and structures within the City. Does the Department utilize any inspection checklists for ADA compliance when conducting inspections and re-inspections for buildings and structures within the City? If so, please provide a copy of the checklists for review.

- City Response:
 - The City does not utilize a specific checklist for ADA, only general inspections prompt checklists.

Section 2-202 Powers of Code Compliance Inspector: The inspector can order the closing of any streets and the rerouting of traffic when the City has contracted with any person for the improvement of such street, or that period of time necessary to permit the proper completion of that improvement. If the inspector closes a street, does the inspector plan and provide an accessible alternate path for pedestrian traffic? If so, please provide information of how an accessible alternate path for pedestrian traffic is determined.

- City Response:
 - Traffic control plans that are provided for street closures are reviewed by City traffic engineers and do take these items into consideration. In the event of an emergency road closure, formal traffic control plans are not submitted, but pedestrian and vehicular traffic safety are taken into consideration.

Section 2-205 Notice: The Inspector shall give notice of a violation. This notice will be in writing, list the specific non-compliance with the code, specify the action to be taken and provide a reasonable time for compliance. The notice will be given in person or sent by certified mail or can be posted in a conspicuous place on the building, structure or the premises. If the City Council, by resolution, determines that the building is a nuisance, the City Clerk shall file a written notice with the County Clerk's Office of pending abatement and possible assessment against the property at the City's expense. What type of alternate formats are available for this notice?

- City Response:
 - No alternative formats are utilized.

Section 2-301 Duties of the Public Works Department: The Public Works Department shall inspect the construction and alteration of on-site and off-site improvements installed within the city. This includes the public rights-of-way. The Public Works Department is also responsible for preparing engineering plans and specifications. Does the Department utilize any inspection checklists for ADA compliance when conducting inspections and re-inspections of pedestrian facilities within the public rights-of-way?

- City Response:
 - No specific ADA checklists are utilized, but inspections are conducted for compliance with City Engineering Design standards, which take into account ADA compliance.

Section 2-302 Powers of Public Works Inspector: Inspectors of Public Works have the power to close any streets or re-route traffic. If the inspector closes a street, does the inspector plan and provide an accessible alternate path for pedestrian traffic? If so, please provide information on how an accessible alternate path for pedestrian traffic is determined.

- City Response:
 - Traffic control plans that are provided for street closures are reviewed by City traffic engineers and do take these items into consideration. In the event of an emergency road closure, formal traffic control plans are not submitted, but pedestrian and vehicular traffic safety are taken into consideration.

2. Chapter 5: Building Construction

Section 5-102 Inspections: When the framing of any building or structure is completed, when any rough electrical wiring or electrical installation work is completed, when any rough plumbing is completed, or when any air conditioning, heating or refrigeration system is initially installed, an inspection of that work shall be given by the Department of Planning and Community Development. The inspection does not mention a review for ADA compliance. Does the Department conduct building inspections regarding ADA compliance? If so, do the inspectors use a checklist for ADA compliance? If so, please provide a copy of the checklist for review.

- City Response:
 - ADA features are inspected for compliance, as outlined in the City/State adopted building codes. No formal ADA checklists are utilized.

Section 5-402 Plans and Specifications: This section states that all construction must have first submitted plans and specifications to the Department of Planning and Community Development for approval. Does the Department utilize an ADA compliance checklist when reviewing submitted plans and specifications? If so, please provide a copy of the checklist for review.

- City Response:
 - No specific ADA checklists are utilized.

Section 5-405 Fallout and Tornado Shelters; Construction. Does the City of Norman require public shelters to be ADA compliant? If so, what information is provided to clarify what is required? Please explain.

- City Response:
 - Not applicable. The City of Norman does not provide public shelters.

Section 5-505 Credit for Private Recreational Facilities. Does the City give credits for ADA accessible features that qualify under this section? Does the City inspect these facilities for ADA compliance? Please explain.

- City Response:
 - The City does not give credits for private recreational facilities. Private recreational facilities that obtain a building permit are inspected for ADA compliance as part of the inspection process.

3. Chapter 7: Civil Rights

Is the Norman Human Rights Commission part of the City of Norman?

- City Response:
 - Yes.

Does the Norman Human Rights Commission include employees from the City of Norman?

- City Response:
 - Employees are not appointed members of the Commission. However, the City of Norman Legal Department provide staffing for the Commission.

4. Chapter 7.5: Elections

Section 7.5-23 Duties of the Norman Election Commission: Does the election commission monitor ADA Compliance for City elections? (e.g., the act of voting, facility, information, etc.) Please explain.

- City Response:
 - Voting facilities are monitored by the Cleveland County Election Board and not by the City's Election Commission.

5. Chapter 19: Subdivision Regulations

Section 19-509 Sidewalks: This section states that in the event that the owner or developer elects to construct sidewalks subsequent to the improvement of a lot or parcel of land but prior to the final inspection of such improvement by the Public Works Department, the owner or developer shall submit to the Council of the City of Norman, through its Director of Public Works, a surety which satisfies the requirements of section 19-408 of Chapter 19. Does the City have a basic "surety" template that is used? If so, please provide a copy for review.

- City Response:
 - Yes, a copy has been included for review.

The following survey and interview findings summary includes all Consultant provided questions and responses provided by David Grizzle, Emergency Management Coordinator, and Brandon McLendon, Safety Manager.

City of Norman Emergency Operations Plan (EOP)

1. Upon review of the EOP that was provided by the Fire Department, it appears that this document is more of a summary of internal guidance for staff to utilize that provides assignment of responsibilities, etc. but does not provide guidance on how to address situations to ensure ADA accessibility. This document also has several links that do not work, appendix items that are not included, and several sections that state they are “to be published” but are not included. Does the City have an updated version that includes the missing information? If so, please provide a copy for review.
 - City Response:
 - This information has been provided for review.

2. The Cleveland County Recovery Center document mentions a “Plan B.” Is there an actual document for this “Plan B”? Please explain and provide a copy for review.
 - City Response:
 - The Cleveland County Recovery Center document was a working document at the time it was created, and Plan B was not developed. The document was published internally but did not make it to review and was not implemented.

3. Page 25 of the Cleveland County Recovery Center document mentions the presence of an ADA Coordinator would be required. Does this mean the City’s ADA/504 Coordinator or will one be appointed on-site? Please explain and provide associated documentation.
 - City Response:
 - The partner organization, Red Cross, would enforce their guidelines for ADA coordination.

4. Page 26 of the Cleveland County Recovery Center document notes that evacuees are not tracked. Evacuees are registered on the City’s safe and well website so that other people can search for individuals by using the web-based system. Is this information available in alternate formats other than the web-based system, such as hard copy? Does the Recovery Center have an alternate format policy and procedure in place? Please explain and provide a copy for review.
 - City Response:
 - There is not an alternate format policy and procedure in place. The Cleveland County Recovery Center document was a working document at the time it was created. The document was published internally but did not make it to review and was not implemented. Specific issues and topics that were discussed are listed in the document in red text as action items. However, no action was taken to resolve these action items.
 - The Red Cross initially made the comment mentioned above. The intent is that tracking evacuees would not be an essential function, such as patient care. There are a lot of issues and concerns with listing individuals and noting their location. This tracking information was not further discussed, and no action was taken for implementation.

5. Page 26 of the Cleveland County Recovery Center document notes that a Multi-Agency Resource Center Plan is being submitted for review to be included as part of the Cleveland County Recovery Center document. Please explain and provide copies for review.
- City Response:
 - A multi-agency resource center (MARC) concept was by the Red Cross. The intent was to combine the recovery center with a MARC by incorporating an abundance of social service resources to aid the recovery process. This concept was not further discussed, and no action was taken for implementation.
6. Can you please define “unconventional sheltering” and how this would affect sheltering for persons with disabilities?
- City Response:
 - Unconventional sheltering would be an alternative for standard shelters. These shelters are not recommended and cause issues with pets versus service animals, donation approvals, and non-accessibility to persons with disabilities.
 - In the past, the Red Cross manages these areas and have been in full support of jurisdictional shelters due to facilities not meeting their standards for shelters, liability, and damages by the public that are using the facility and services. This concept was not further discussed, and no action was taken for implementation.

City of Norman Safety Manual (500-1 Emergency Management Policy)

1. Upon review of an excerpt from the City of Norman Safety Manual (500-1 Emergency Management Policy), it appears that this policy provides basic policy information for employees regarding responses to emergencies. Does the entire safety manual need to be reviewed? If so, please provide a copy of the manual in its entirety for review.
- City Response:
 - Section 500-1 Emergency Management Policy is the only section that applies to employee evacuation and emergency management policy and procedure. This policy is updated annually.
7. Evacuations are mentioned throughout the entire policy. However, there is no mention of an actual evacuation plan including descriptions of assembly points or evacuation of persons with disabilities. Does the City of Norman have another document that provides details regarding evacuations? If so, please provide a copy for review.
- City Response:
 - The Emergency Escape Procedure for Fire in the Building Section is on page 5. However, this section does not include maps but does provide descriptions of the assembly points and staff responsibilities. Currently, the safety committee is working on getting layouts of each facility along with evacuation routes.
8. This policy mentions that designated employees from each building or work site will be trained to assist/direct evacuations or follow operating procedures to protect lives of fellow employees. Can we get a copy of these operating procedures for review?
- City Response:
 - There are no other operating procedures, nor has training been provided for employees regarding training to assist and direct evacuations. Currently, the Norman Fire Department assists individuals in need in the event of an evacuation.

9. This policy mentions that it is not meant to be a step-by-step procedural policy but further states that these policies are included in the attachment section for Divisions or Buildings. Can we obtain copies of these policies for review?
 - City Response:
 - Currently, there are no specific policies, directions, or instructions given for Divisions or Buildings. Directions and Instructions will be given on a case-by-case basis. Job-site emergency response is explicitly conducted for each site.

The following survey and interview findings summary includes all Consultant questions and responses provided by Frederick Duke, Procurement Analyst.

1. Does the Financial Services Department (Department) staff attend ADA training regarding services and programs that the City of Norman provides, such as how to assist a person with a disability, disability etiquette, customer service, etc.?
 - City Response:
 - No.
2. Does the Department include expenditures within the City budget regarding the ADA for new construction, maintenance, or alteration?
 - City Response:
 - Yes, there are several capital project allocations for ADA compliance, particularly related to sidewalks. All new City construction projects and buildings must comply with ADA standards.
3. Does the Department have a policy and procedure for purchasing ADA compliant goods and services? This policy and procedure may include an online training tool for City staff or specific technology.
 - City Response:
 - No. However, the Department complies with City standards for purchasing ADA-compliant goods and services.
4. Does the Department review City contracts and agreements for ADA language? ADA language would include specific language that clarifies the City's obligations and responsibilities under the ADA.
 - City Response:
 - No.
5. Does the Treasury Services Division utilize a City-wide alternate format policy and procedure for forms, such as alarm registrations and other services offered? If so, please provide a copy for review.
 - City Response:
 - No, all City forms and meeting announcements offer alternative delivery mechanisms (vision/hearing impaired, etc.). Copies are available from the City Clerk's Office.
6. Does the Treasury Services Division request additional charges to provide records in alternate formats?
 - City Response:
 - No.

7. The Treasury Services Division offers a drive-thru and walk-up service area. Have these areas been assessed for ADA compliance? If so, please provide additional details on when the inspections occurred and what documentation was provided to the City.

- City Response:

- No.

The following survey and interview findings summary includes all Consultant questions and responses provided by Keith Nelson, Chief of Training.

1. Does the Norman Fire Department (Department) staff attend any emergency training to provide guidance on how to handle situations with persons who may have disabilities? This training would include how to lift a person with a mobility impairment, how to communicate with a person with no hearing, etc.
 - City Response:
 - Continuing education requirements of being a State Certified Peace Officer requires attendance for yearly training related to dealing with mental and physically disabled individuals. The Department keeps up with industry changes and trends as they occur and are included in EMT refreshers by the Department's Training Division.

2. Do Department employees attend annual ADA training such as how to assist persons with disabilities including rescues?
 - City Response:
 - No.

3. Does the Department offer facility tours? If so, how does the Department ensure that these tours are ADA accessible? Please explain.
 - City Response:
 - Yes, all of the Departments buildings are ADA accessible except upstairs at station 2. The Department ensures that all of the individuals involved in any contact with the Department are treated the same with dignity and respect, no matter what their circumstances.

4. When conducting facility tours, are individuals allowed in non-accessible areas, such as upstairs in station 2?
 - City Response:
 - Yes

5. Does the Department have a facility tour plan that provides direction on what accessible and non-accessible areas are involved in the tour? Please explain.
 - City Response:
 - No, the Department does not have standard operating procedures regarding planned tours.

6. Are there specific eligibility requirements to participate in facility tours? If so, please explain.
 - City Response:
 - No.

7. Does the Department have guidance available regarding different types of disabilities that could assist Department staff on how to ensure that all tours are ADA accessible? This guidance may include a reasonable modification policy and procedure. For example, the Department may conduct a children’s tour where sirens are sounded. However, on this particular tour, a student with autism is attending, and the student’s teacher requested that the sirens are not sounded, as it may trigger a sensory overload.
 - City Response:
 - Yes, the Department provides training to department staff regarding being sensitive to the needs of the children visiting their stations. All tours are scheduled and un-scheduled around the needs and age of the children attending.

8. Please provide a copy of the City of Norman Emergency Management Plan for review.
 - City Response:
 - This information is being provided for review.

9. Does the Department have policies in place that address instances when an individual with a disability needs assistance and the Department is not equipped to handle this type of assistance? If so, please provide copies for review.
 - City Response:
 - Yes, this information is located within the City of Norman Emergency Management Plan.

10. Does the Department provide public education/program and community outreach services? If so, please explain.
 - City Response:
 - Yes, the Norman Fire Department Fire Prevention Office is responsible for and participates in different public education/community outreach services. See below for a listing.
 - Kids are special at the local hospital;
 - Safety Town located at the Sooner Fashion Mall;
 - Numerous safety talks for the elderly at nursing homes and assisted living facilities; and
 - Fire prevention week.

11. When the Department provides a fire truck or an ambulance for a requested event or performs a school visit, does the Department provide equal access to those vehicles so that an individual with a disability has the same experience as a person without a disability? Please explain.
 - City Response:
 - As public servants, the Department takes pride in providing the best service possible in any and all circumstances, especially those involving children. It is the Department’s job to make sure that all of the individuals involved in any contact with the Department are treated equally with dignity and respect, no matter what their circumstances are.

12. Does the Department have a smoke detector inspections & battery swap program? If so, please explain.
 - City Response:
 - Yes, the Department has a smoke detector program. The program is set up for the elderly, low income, as well as disabled individuals. The Department installs detectors, as well as replacement batteries depending on the circumstances.

13. If a smoke detector inspections & battery swap program is offered, does this program include assistance for persons with disabilities? Please explain.

- City Response:
 - Yes, the Department does assist persons with disabilities who are in need of smoke detectors by installing smoke detectors primarily designed for the disabled, which include those suffering from hearing loss as well as blindness.

14. Does the Department conduct home inspections with a brief walk-through to identify any signs of fire hazards due to ADA barriers? If so, please explain.

- City Response:
 - The Department will only participate in home inspections (one and two family dwellings) if it is requested by the homeowner. During these inspections, the Department will identify any and all of the Fire and Life Safety issues that are found. The City's Building Department is responsible for ADA issues in these types of occupancies.

The following survey and interview findings summary includes all Consultant questions and responses provided by Jackie Crumrine, Training & Development Manager.

General Department Questions:

1. Please provide the Consultant Team ten (10) current City job descriptions for review.
 - City Response:
 - The Consultant Team will be provided with ten (10) recent job announcements, which provide the current City job description information.
 - The Human Resources Department updates and maintains job classifications for all full and part-time budgeted positions.
2. Does the Human Resources Department (Department) provide new employee orientation?
 - City Response:
 - Yes, the Department does provide new employee orientation. The new employee orientation includes new employee paperwork; employee benefits; safety practices, policies, and procedures training; policies and procedures training on topics of Workplace Discrimination and Harassment; Workplace Violence; Code of Ethics/Code of Conduct; IT Acceptable Use; Social Media; and Customer Service.
3. Does the Department include and introduce the ADA/504 Coordinator in the new employee orientation?
 - City Response:
 - No.
4. Does the Department provide information to the new employees regarding their rights under the ADA, as well as their obligations as employees under the ADA?
 - City Response:
 - The Americans with Disabilities Act – Title I, is covered during orientation training under the topic of the City of Norman’s discrimination and harassment policies and procedures.
5. Does the Department provide annual ADA training for employees (Title I and Title II)? If so, please provide details regarding the training that is provided.
 - City Response:
 - The Department does not provide annual training. However, the Department provides refresher training on discrimination and harassment on a regular basis. Our most recent mandatory training for all City employees occurred April through May of 2017. The focus of this mandatory training was on the ADA Title I.

6. Does Department staff attend annual ADA training? If so, please provide details regarding the training that is attended. Please note, this training could include training regarding Title I and Title II of the ADA and employee benefits coverage.
- City Response:
 - The Department does not provide annual training. However, the Department provides refresher training on discrimination and harassment on a regular basis. Our most recent mandatory training for all City employees occurred April through May of 2017. The focus of this mandatory training was on the ADA Title I.
7. According to the Department's webpage, any user can subscribe to the new job openings email list. Is there an alternate way to subscribe other than online (in-person, over the phone, etc.)?
- City Response:
 - No.
8. The Department's webpage states that applicants may utilize the website, job information telephone line, and the local cable channel for job announcements. Does the City have alternate formats for applicants to view job announcements? These alternate formats could include utilizing Oklahoma Relay Services, Closed Captioning on the local cable channel, job announcements in braille, etc.
- City Response:
 - Closed Captioning is available as an alternate format.
 - The Department provides job announcements via email to specific groups to assist in compliance as an equal employment opportunity employer. The Department will add groups regarding the ADA.
9. Does the Department currently have a City-wide reasonable accommodation request policy and procedure that is available to all applicants and employees? If so, please provide a copy for review.
- City Response:
 - No.
10. Does the Department utilize a City-wide non-discrimination statement? If so, please provide a copy for review.
- City Response:
 - Yes, the statement and policy and procedures are attached.

Personnel Manual

1. The Personal Manual provides several different statements regarding retaliation. See below. However, a consistent City-wide statement was not found.

Page 26 under Section 302.6 of the Personnel Manual states that an employee who reports a suspected incident of fraud, illegality, or assists in an investigation shall be protected from retaliation.

Page 26 under Section 302.6 Personnel Manual states any employee who believes that they have experienced retaliation for making a report or assisting in an investigation shall report this as soon as possible to the department director, Human Resources Director or the City Manager.

City Ordinance - Chapter 7 Civil Rights - Sec. 7-108. - Unlawful employment practices: Retaliation. It is an unlawful employment practice for any employer, labor organization or employment agency to discriminate against any person because of that person's opposition to any unlawful employment practice forbidden in this chapter or because of that person's filing of a complaint, or testimony, or assistance in the investigation or proceeding brought under this chapter.

Does the City have a consistent City-wide retaliation and coercion policy?

- City Response:
 - No.
2. Section 206.4, page 21 of the personnel manual states that during the probationary period, the employee will not have access to the grievance procedure. This statement does not specify which grievance procedure is being referenced. The City does not appear to have a specific grievance policy and procedure for the ADA Title I and Title II. Please clarify which grievance procedure this statement is referencing.
- City Response:
 - Personnel Manual, Section 300 – Policies and Procedures, 306: Grievance and Arbitration Procedures, 306.1 through 306.5. Grievance policy and procedures are also covered in all three of City/Union agreements (FOP, IAFF, and AFSCME).
3. Section 306.3.D, page 42 of the personnel manual states that all grievances are to be submitted to the Human Resources Department on the official "Grievance Form." This statement does not specify which grievance procedure is being referenced and an official form is not provided. The City does not appear to have a specific grievance policy and procedure for the ADA Title I and Title II. Please clarify which grievance procedure this statement is referencing.
- City Response:
 - Section 300, 306.
 - The Official Non-Union Grievance Form (attached) is available to all City employees in the Public Folder, HR_Info_And-Documents, Personal Manual and Non-Union Grievance Form and at the Human Resources Department. Official Union Grievance Forms are available for union employees through their Union Presidents and Union Representatives.
4. The City has provided information stating that Shawn O'Leary is the current ADA/504 Coordinator for Title II. Does the Human Resources Department have a separate ADA/504 Coordinator for Title I? If so, please provide the contact information for the ADA/504 Coordinator for Title I. If not, please verify that Shawn O'Leary is the current ADA/504 Coordinator for both Titles I and II.
- City Response:
 - Human Resources does not have a separate ADA/504 Coordinator for Title I or Title II. Shawn O'Leary is the current ADA/504 Coordinator for Title I and Title II.

CITY OF NORMAN INTERVIEW QUESTIONS AND RESPONSES – INFORMATION TECHNOLOGY DEPARTMENT

The following survey and interview findings summary includes all Consultant questions and responses provided by Judson LeRoi, System Support / Web Developer.

General Questions

1. Does the Information Technology Department (Department) assist any City Departments in providing reasonable accommodations or reasonable modifications? If so, please explain.
 - City Response:
 - The Department makes reasonable accommodations when requested. These requests have been for minor things, such as ergonomic accessories. The Department has also updated some facilities through access control projects, such as changing door hardware to crash bars and adding ADA compliant openers to egress doors that tie to the access control system.
2. Does Department staff attend annual ADA training? If so, please provide details regarding the training that is attended.
 - City Response:
 - Not at this time.
3. Oklahoma is one of several states that has its own law for electronic and information technology (EIT). The State law is referred to as the Oklahoma Electronic and Information Technology Accessibility law, or EITA.
<https://www.ok.gov/accessibility/>

Does the Department have a City-wide ADA grievance policy and procedure for Section 508 of the Rehabilitation Act? If so, please provide a copy for review.

 - City Response:
 - Not at this time. Such policies and procedures typically reside with the Human Resources Department.

Website Questions

1. Does the Department currently have a disclaimer statement to express responsibility and acceptance for ADA compliance regarding content on another entity's site, links, forms, documents, and videos that are represented on the City's website?
 - City Response:
 - Not at this time. The Department is open to adding this type of statement where appropriate. However, the Department would like an example for reference.
2. Does the Department take responsibility for ensuring full ADA compliance of the City's website, or does each City Department have access to update their webpage when needed? Please explain.
 - City Response:
 - The Department manages the overall website. However, each of the other City departments are responsible for updating their content as necessary.

The following survey and interview findings summary includes all Consultant questions and responses provided by Karen Bryant, Administrative Technician IV.

1. The Municipal Court (Court) offers online citation payments. Are there alternate payment methods other than online, such as in-person or by mail?
 - City Response:
 - In addition to online payments, citizens have the option to pay in person, pay by mail, or utilize the drop box that is located just outside of the Court's main door. Payments may also be made by telephone.

2. Does the Court have an ADA grievance policy and procedure? If so, is the policy and procedure available to the public and employees? If so, please provide a copy for review.
 - City Response:
 - No, the Court does not have an ADA grievance policy and procedure.

3. The Court states that a certified interpreter can be appointed, upon request, and all request forms are on file in the Court Clerk's office. Does the Court have a Reasonable Accommodation or Reasonable Modification request policy and procedure? If so, is the policy and procedure available to the public and employees? If so, please provide a copy for review.
 - City Response:
 - No, there is not a policy and procedure in place. However, the current Court process is to inform citizens about their right to an interpreter. Interpreter information is located on the Court citations, brochures, and on the website.

4. Does the Court utilize a City-wide vendor database to obtain these certified interpreters? Please explain.
 - City Response:
 - The Court does not use a City-wide vendor database to obtain certified interpreters. Local interpreters are utilized for Spanish. For languages other than Spanish or for Deaf/Hard of Hearing, the Court contacts businesses specializing in interpretation services.

5. Does the Court currently have a policy and procedure in place on how to access this database? If so, please provide a copy for review.
 - City Response:
 - No, Court rules are followed in which certified interpreters are made available with a request from citizens.

The following survey and interview findings summary includes all Consultant questions and responses provided by James Briggs, Park Planner.

1. Have the Parks and Recreation Department (Department) staff attended ADA training regarding services and programs the department provides, such as how to assist a person with a disability, ADA compliance for buildings, ADA compliance for provided programs, customer service, etc.?
 - City Response:
 - Department staff attend an annual conference for the Oklahoma Recreation and Park Society (ORPS). This conference provides continuing education sessions that keep staff up-to-date on service, design, and programming issues in the fields of parks and recreation. Additional opportunities for training and education are also offered throughout the year for park planning and recreation staff at various conferences, seminars, and programs.

2. Does the Department currently have an ADA grievance policy and procedure? If so, is this policy and procedure available to the public and employees? Please explain.
 - City Response:
 - There is no formal grievance policy and procedure specific to the Parks and Recreation Department. Staff attempt to respond to all questions and complaints as they are received, either by direct contact with our department, or whenever issues are sent to the City's general action center line.

3. Does the Department retain a complaint log that keeps track of the type of complaint, an internal complaint number, details about the complaint, and details regarding the resolution?
 - City Response:
 - The Department does not retain a complaint log. However, if the Action Center does this, then the Department would be tied to those complaints that involved our help in resolving that issue.

4. Does the Department have an alternate format policy and procedure? If so, please provide a copy for review.
 - City Response:
 - No, the Department does not have a policy at this time.

5. Has the Department received any ADA complaints within the last five (5) years?
 - City Response:
 - There are occasional questions by phone, email, and social media regarding whether or not a facility or park has accessible components or features. Without a log or procedure for tracking those complaints, it is difficult to say how many have occurred in the last 5 years.

6. Does the Department have guidance in place to assist staff in making modifications to a program, service, or activity offered by the Department? This guidance could include modifications to camp activities that may not be entirely accessible.
 - City Response:
 - The Department does make modifications to programs on a case-by-case basis based on the needs of the individual. No one is denied registration to a program due to a special need or disability. All special events at parks have ADA compliant restrooms and parking available.

7. Does the Department have a maintenance policy and procedure to assist Department staff in maintaining ADA elements in ADA compliance?
 - City Response:
 - Our staff includes two Certified Playground Safety Inspectors (CPSI's), who are certified in recognizing safety and accessibility compliance for play equipment in our parks. The City of Norman, as a whole, has a building maintenance division who monitor existing facilities and a permitting/plan review division that reviews all of the design for new construction of park facilities to make sure they comply with ADAAG current version.

8. Does the Department rent out park pavilions and other park facilities? If so, does the Department review all contracts and agreements for ADA language? ADA language would include specific language that clarifies the City's obligations and responsibilities under the ADA.
 - City Response:
 - The Department does rent pavilions and buildings that required a written "Use Agreement". These agreements state the terms of the rental and basic park rules (the "Do's and Don'ts while in the space). However, these agreements do not contain specific language regarding either party's obligations in relation to ADA issues.

CITY OF NORMAN INTERVIEW QUESTIONS AND RESPONSES –
PLANNING AND COMMUNITY DEVELOPMENT DEPARTMENT

The following survey and interview findings summary includes all Consultant questions and responses provided by Amber Armstrong, Plans Examiner.

1. Have the Planning and Community Development Department (Department) staff attended ADA training regarding services and programs the department provides, such as how to assist a person with a disability, disability etiquette, ADA compliance for buildings, ADA compliance for the public rights-of-way, etc.?
 - City Response:
 - Some staff members have had limited training. Building Inspectors have had minimal training for buildings. The Community Development Block Grant (CDBG) Program staff has had limited training regarding accessibility, but not specific to the topics listed above. Code Enforcement, GIS, and Planning have not had any training.
 - All compliance in the public rights-of-way is handled by Public Works/Engineering.
2. Is the Department aware of the Joint Technical Assistance Memo regarding Title II of the ADA requirements (https://www.fhwa.dot.gov/civilrights/programs/doj_fhwa_ta.cfm) to provide curb ramps when streets, roads, or highways are altered through resurfacing? If so, can you please describe how this memo is being implemented by the Department to ensure that past and present projects are being altered in compliance? For example, how does the Department determine what projects are considered maintenance versus alterations?
 - City Response:
 - The Department does not participate in road resurfacing projects. These are only handled by Public Works/Engineering.
3. Does the Department utilize a City-wide ADA grievance policy and procedure? If so, please provide a copy for review.
 - City Response:
 - The Department does not have a specific policy and procedure in place. Any policy and procedure that is available would be through the ADA/504 Coordinator or by contacting the Human Resources Department.
4. Does the Department utilize a City-wide alternate format policy and procedure? If so, please provide a copy for review.
 - City Response:
 - The Department does not have a specific policy and procedure in place. Any policy and procedure that is available would be through the ADA/504 Coordinator or by contacting the Human Resources Department.
5. The Development Services Division assists in providing support and guidance to the citizens of Norman who are building or altering within the community. When assessing construction for building permits, does the Division utilize an ADA checklist to ensure ADA accessibility? If so, please provide a copy of the checklist for review.
 - City Response:
 - Plans Examiners do not utilize specific checklist regarding ADA compliance. However, some are more knowledgeable than others on ADA requirements.

CITY OF NORMAN INTERVIEW QUESTIONS AND RESPONSES –
PLANNING AND COMMUNITY DEVELOPMENT DEPARTMENT

6. The Geographic Information System (GIS) Division maintains geographically enabled databases that document wastewater collection system, water distribution system, stormwater collection system, zoning, Norman 2025 land use plan, city council wards, historic districts, recoupment districts, property ownership patterns, street centerlines, building footprints, paving, fences, trees, police beats, fire districts, sanitation routing, topography, hydrography, and digital aerial orthophotography. This program is available as a service to the public through the City's website. Is this information available in alternate formats, such as braille or larger print? Please explain.
- City Response:
 - GIS does not have specific tools in place to provide alternate formats. However, the team would provide reasonable accommodations regarding their individual accessibility needs within the capability of the GIS program. Larger print documents are possible.
7. The Code Compliance Division is responsible for administering the code of ordinances that regulate oil, gas and mineral production. As apart of the oil and gas regulatory process, the Division provides an interactive web map that shows the location of oil and injection wells within the City. Is this information available in an alternate format, such as braille or larger print?
- City Response:
 - GIS does not have specific tools in place to provide alternate formats. However, the team would provide reasonable accommodations regarding their individual accessibility needs within the capability of the GIS program. Larger print documents are possible.
 - All reports linked on the GIS maps are in PDF format, which allows the user to zoom in and out, allowing the ability to customize the document for easier reading.
8. The Code Compliance Division is also responsible for inspecting and enforcing health and safety codes outlined in the Code of Ordinances including receiving complaints. Does the Division receive complaints regarding ADA barriers, such as snow removal from sidewalks, encroachments into the path of travel, etc.? Please explain the process from the time of the complaint to the point of resolution.
- City Response:
 - Code Compliance uses City ordinances and the 2015 International Property Maintenance Code (IPMC). There is not a specific code or ordinance that the Division is empowered to enforce and that is specific to ADA complaints. However, if the nature of the complaint is in violation of any of the ordinances or codes that the Division is empowered to enforce, the complaint is investigated, and the property owner is notified of the violation with a reasonable timeline for compliance.
 - The City receives a minimal amount of snow, and the Division abides by due process of snow melting (11-30 days).
 - Any complaints regarding vehicles that are blocking the public sidewalk are referred to the Police Department, as the Department issues citations without due process.
 - All other obstructions of public sidewalks, the property is posted, and a violation letter is sent to the property owner allowing 10 days to comply. If compliance is not achieved within 10 days, the Division has the option for City contractors to abate the obstruction or charges may be filed against the property owner. The Division has no authority to enforce obstructions of private sidewalks because it is not an obstruction of a public easement.
 - Any complaints regarding ingress/egress obstructions in an apartment complex are referred to the Fire Department, as they have enforcement authority over certain instances as items stored in a common entry area that reduce the ingress/egress area of dwelling units.

CITY OF NORMAN INTERVIEW QUESTIONS AND RESPONSES –
PLANNING AND COMMUNITY DEVELOPMENT DEPARTMENT

- Any complaints received regarding the ADA and that are not enforced by police or fire are referred to the City's ADA/504 Coordinator, Shawn O'Leary.
 - Any complaints received regarding accessibility issues inside of a structure, a referral to CDBG is made in the event they qualify for public assistance to widen doorways, build ramps, add grab handles to a tub/shower/toilet, or other accessibility modifications that may be needed.
 - There is not a particular code or ordinance that the Division is empowered to enforce that is specific to ADA complaints or enforcing a property owner to make modifications to a structure for ADA accessibility.
9. Does the Code Compliance Division retain a complaint log that keeps track of the type of complaint, an internal complaint number, details about the complaint, and details regarding the resolution?
- City Response:
 - Currently, there is no process to record or track any complaints specific to ADA. However, all code violations that are entered into our software system are tracked and recorded from beginning to end. This system records each violation with a unique case number, tasks completed, violation notices sent, inspection results, actions taken, etc.
 - Any complaints received regarding the ADA and that are not enforced by police or fire are referred to the City's ADA/504 Coordinator, Shawn O'Leary. do not fall under the purview of Code Compliance are referred to the appropriate department with enforcement authority as stated in the previous bullet point.
10. The Planning and Zoning Division notes a specific process that is needed to apply for a rezoning, special use, or Norman 2025 plan amendment. Within this process, the City mentions a pre-development information meeting. Does the City provide a City-wide ADA grievance policy and procedure that includes information regarding requests for reasonable modifications from the public? Does the Division provide meeting agendas and minutes with a City-wide non-discrimination statement included?
- City Response:
 - The Division does not have a specific policy or procedure regarding reasonable accommodation requests at pre-development meetings.
 - The Division does not include non-discrimination language in any of its communications.

Does the City provide a City-wide ADA grievance policy and procedure? This may include having the policy and procedure posted to the public. Please explain and provide copies for review.

- City Response:
 - The Division does not have a specific policy or procedure for an ADA grievance, nor is aware of a City-wide policy and procedure.

11. The Community Development Block Grant (CDBG) Program and the HOME Program provides funding for a variety of public services and projects to assist low-moderate income families. Does this program fund accessible housing for persons with disabilities?

- City Response:
 - The CDBG Program offers an Accessibility Modification Grant to moderate-income citizens (up to 80% MFI), both renter and owner. A companion program is available for non-profit agencies.
 - i. The renter program allows for a cost of up to \$6,000 to be spent towards accessibility modifications for a qualified tenant in an existing rental unit. This can be as simple as handrails at the entrance or the widening of a doorway to the removal of a tub and installation of a shower.
 - ii. The owner program allows up to \$25,000 of modifications to be made. With this program, more extensive modifications are made depending upon the needs of the homeowner.
 - iii. The non-profit program also allows for modifications of \$6,000. This program is utilized on occasion, and the past modifications have primarily been for automatic door openers/closures.
 - The HOME Program is geared towards the production, whether acquisition/rehab or new construction of affordable housing units. Section 504 of the Rehabilitation Act of 1973 is complied with to determine the number of ADA units and the extent of site improvements required. Currently, we have under construction a six-unit apartment complex. Four of the units meet ADA requirements.

Please explain what is considered to be a “qualified tenant” and how does the Department assess an individual’s qualifications? Please explain.

- City Response:
 - The Housing Rehabilitation Technician compiles information using third-party verifications, income information regarding the tenant in accordance with CDBG Guidelines to determine that the tenant is at or below 80% Median Family Income for the Oklahoma City Metropolitan Statistical Areas. This verification usually includes bank account, employment, Supplemental Security Income or Social Security Disability Insurance, and any benefits received by the Department of Human Services. All qualifications are based on the tenant income, not the property owner.

Are all ADA modifications through these programs as mentioned above, inspected by the Department to ensure ADA accessibility? Please explain.

- City Response:
 - Yes, these modifications will be inspected by someone from the CDBG Division. Development Services will also inspect any project which receives a building permit. However, evaluations only include requirements from the International Building Code and the Accessible and Usable Buildings and Facilities Standard (ANSI) A117.1. Development Services does not enforce requirements from ADA on any construction project.

12. The CDBG Program and the HOME Program also provides funds for housing rehabilitation, accessibility, and emergency repairs. How does the Department ensure that all accessibility modifications are ADA compliant? Please explain.

- City Response:
 - The Housing Rehabilitation Specialist, as well as the CDBG/Grants Manager, have been trained in Section 504 and ADA compliance. Regular consultation is made with Progressive Independence, a local non-profit that specializes in the needs of persons with disabilities. When needed, the program hires an architect for additional support.

CITY OF NORMAN INTERVIEW QUESTIONS AND RESPONSES –
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- The accessibility modifications that are made utilizing the CDBG program on private residences are geared to the needs of an individual resident. While the ADA requirements are used as a guideline, they are not strictly adhered to due to existing configurations of the residences and budget limitations. The CDBG Housing Rehabilitation Projects do not consider ADA requirements unless the homeowner specifically requests a modification. At that point, the decision is made to either include the modification within the rehabilitation project or to pursue a separate accessibility modification project.
 - The Emergency Repair Projects do not consider ADA requirements. These projects are very limited in nature, such as the replacement of a sewer line, roof or HVAC system.
13. The City of Norman is currently working to preserve and protect historic landmarks and districts. How does the City preserve the integrity of historical landmarks but still provide ADA compliance? Please explain. (e.g., the front entrance will not allow an ADA compliant alteration, as it would alter the integrity of the historical landmark. So instead of providing ADA access in front, an accessible entrance is provided in back with ADA accessible signage directing the user to its location.)

- City Response:

- The City of Norman has three locally designated Historic Districts that contain approximately 500 structures, almost entirely all of them being residential. The Historic District Guidelines encourage the placement of accessibility ramps in the rear or side of a structure. If the front of the structure is the requested placement, then the guidelines require the ramp to be constructed to be removable in the future. Usually, this means a wood framed ramp. A more permanent structure would be possible by review and approval of the Historic District Commission (HDC). The widening of a front door would also be reviewable by the HDC. The primary requirement is the accessibility aid not permanently altering the historic structure.

The Department provided an excerpt from the Norman Historic Preservation Handbook. The document states that the City can provide ramp plans from Norman Health Systems as well as a list of carpenters who can build ramps. Can we obtain copies of these ramp plans for review?

- City Response:

- This information is not available, and the Department does not make recommendations for contractors. Each house will have slightly different constraints, and one generic drawing would not cover all conditions. The handbook will be updated starting in July to remove reference to this information.

14. Does the Department involve the ADA/504 Coordinator to assist in the planning stages, as well as for inspections for ADA elements? Please explain.

- City Response:

- GIS, Planning, and Development Services do not routinely involve the ADA/504 Coordinator in any activities.
- Code enforcement has forwarded ADA complaints that exceed requirements from the International Property Maintenance Code to the ADA/504 Coordinator.
- CDBG has consulted with the ADA/504 Coordinator regarding ADA questions for private property. The general understanding from department staff is that the ADA/504 Coordinator only provides information on publicly owned land or in the public right-of-way.

15. The Continuum of Care Program assists homeless persons with emergency shelter and services towards permanent housing. When assisting individuals, does the Department assess each situation on a case-by-case basis to ensure ADA accessibility? Please explain.

- City Response:
 - The Continuum of Care (CoC) is a program designed to provide community-wide commitment to the goal of ending homelessness; provide funding efforts by nonprofit providers; and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused by homelessness. The City of Norman serves as the Collaborative Applicant for the Cleveland County Continuum of Care. The funding streams include both the Continuum of Care funding and the Emergency Solutions Grants.
 - Other than the Planning Grant, the City of Norman is not a party to any of the CoC contracts for the funding. Each agency is required to comply with the HUD standards, including any ADA requirements for each program funded. The current funding for each of the awards is primarily limited to rental assistance; there are no CoC funds utilized for emergency shelters. If there is a client that is being assisted with the Continuum of Care funding for housing that needs modifications to the unit, they can access the CDBG Accessibility Modification Program.
 - The Emergency Solutions Grants are awarded by the State of Oklahoma Department of Commerce to individual nonprofit agencies which have an emergency shelter component. Again, the City of Norman is not a party to the contracts. Although new construction and rehabilitation are eligible activities with these funds, due to the limited amount of funding available for Cleveland County, the primary use is for shelter operations and homeless prevention. If an application for rehabilitation or new construction were awarded, the State of Oklahoma would review to determine that appropriate Section 504 and ADA requirements were met.

The following survey and interview findings summary includes all Consultant questions and responses provided by Ricky Jackson, Captain, and Jacob Hunt, MPO.

1. Are Police Department (Department) staff required to attend ADA training regarding services and programs the department provides, such as how to assist a person with a disability? Please explain.
 - City Response:
 - Department staff is required to attend a 2-hour in-service PowerPoint presentation that the Department co-developed with the Office of Disability Concerns. The course is CLEET accredited with accreditation for three years. This presentation covers portions of ADA that includes information on technology, service animals, the Department's arrest policy and procedure for those with disabilities, etc.

2. Are officers within the Support Bureau required to attend training on how to assist persons with disabilities? Please explain.
 - City Response:
 - Department staff is required to attend a 2-hour in-service PowerPoint presentation that the Department co-developed with the Office of Disability Concerns. The course is CLEET accredited with accreditation for three years. This presentation covers portions of ADA that includes information on technology, service animals, the Department's arrest policy and procedure for those with disabilities, etc.

3. The Professional Standards Division is responsible for receiving and investigating complaints against the agency and its employees. Does the Division currently have a policy and procedure for ADA complaints against the agency or employees? If so, is this policy and procedure available to the public and employees?
 - City Response:
 - Yes, the Division currently has a policy and procedure regarding ADA complaints. This policy and procedure is located in Norman Police Department Policy Manual - Lexipol Policy 333.1 Purpose and Scope. This policy and procedure is accessible to employees and the public via both a web-based interface and PDF download from an external server.

4. Does the Department maintain a complaint log that keeps track of the type of complaint, an internal complaint number, details about the complaint, and details regarding the resolution?
 - City Response:
 - Yes, a complaint log is retained within the Professional Standards Division. This Division focuses on allegations of employee misconduct including complaints and utilizes specific software to track and maintain all records related to their work. Under state law, much of this information is not accessible under open records requests, as they are related to employee personnel records.
 - The department publishes a quarterly report of all allegations of misconduct, use of force, and demographics for public review. Links to this data are available on national websites, as well as the Department's website. These reports are completed in partnership with the police data initiative that is in part a result of the President's 21st Century Policing Initiative.

5. Does the Department have an alternate format policy and procedure? If so, please provide a copy for review.

- City Response:
 - Yes, the Division currently has a policy and procedure regarding alternate formats. This policy and procedure is located in Norman Police Department Policy Manual - Lexipol Policy 333.1 Purpose and Scope. This policy and procedure is accessible to employees and the public via both a web-based interface and PDF download from an external server.

6. The Department recently incorporated Body Cameras (seventy-five (75) body-worn cameras and seven (7) mobile in-car video units). General requests for video footage can be submitted through the Records Division, and Media requests for video can be submitted to the Public Safety Information Office. Does the Department have a policy and procedure in place if camera footage is requested and the requestor is needing an alternate format of the footage, such as a transcript or closed captioning? If so, please provide a copy for review.

**Please note, policy number 424 - Portable Audio/Video Recorders was found. However, this policy does not address alternate formats or the policy for requesting video footage.*

- City Response:
 - Yes, the Division currently has a policy and procedure regarding alternate formats. This policy and procedure is located in Norman Police Department Policy Manual - Lexipol Policy 333.2 Communications with Persons with Disabilities Policy and Section 335.6 Release of Video Images. This policy and procedure is accessible to employees and the public via both a web-based interface and PDF download from an external server.
 - The Division does not offer closed-captioning options. However, a transcript can be provided for an additional fee. Any reasonable accommodation would require additional personnel cost to transcribe audio or enhance video for community members upon request.

7. Has the Department received any ADA complaints within the last five (5) years?

- City Response:
 - The Department is not aware of any complaints. However, please contact the Human Resources Department for further information.

8. The Communications Division is a mediator for the public and the public safety officers that serve the community. Does the Division use any device or service to assist persons with disabilities who may call into the division?

- City Response:
 - Yes, the Division currently has a policy and procedure regarding communicating with persons with disabilities. This policy and procedure is located in Norman Police Department Policy Manual - Lexipol Policy 333 Communications with Persons with Disabilities Policy. This policy and procedure is accessible to employees and the public via both a web-based interface and PDF download from an external server.
 - The Division does not offer closed-captioning options. However, a transcript can be provided for an additional fee. Any reasonable accommodation would require additional personnel cost to transcribe audio or enhance video for community members upon request.

9. Does the records section of the Staff Services Division have an alternate format policy and procedure in place? If so, please provide a copy for review. Are there additional charges for alternate formats? Please explain.
- City Response:
 - Yes, the Division currently has a policy and procedure regarding alternate formats. This policy and procedure is located in Norman Police Department Policy Manual - Lexipol Policy 333.1 Purpose and Scope. This policy and procedure is accessible to employees and the public via both a web-based interface and PDF download from an external server.
10. The Personnel and Training Section is responsible for administering the hiring and promotional process for the Department. Does this Section have an ADA complaint policy and procedure? If so, is this policy and procedure available to the public and employees? Please explain and provide copies for review.
- City Response:
 - Unknown. Please contact the Human Resources Department for further information. Human Resources administers the hiring practices for city employees. Also, please refer to the City of Norman Policy Manual - Page 226, Section 338.
11. Are there specific physical requirements to join special teams and are these requirements available to employees and the public? Please explain.
- City Response:
 - Yes, there are specific physical requirements to join special teams. The requirements are available to employees only. Special Teams or Units are only offered to police officers currently employed by the Department. Applicants must be able to pass minimum requirements to become a police officer. These requirements are posted on our website and recruitment page, which are also available to the public. Special teams are secondary to employment and have a specific set of requirements to become part of the team. Each team has a unique set of standards and requirements and every applicant must pass minimum standards as a police officer before qualifying as an applicant for any special team or unit.
12. Are there specific requirements to be a volunteer with the Department or for Animal Welfare? Please explain.
- City Response:
 - Yes, all volunteers for the Department must meet the qualifications as listed below. In addition to these requirements, the Department or Animal Welfare may impose an age restriction or require parental involvement and supervision.
 - Felony Conviction;
 - Any arrest(s) and conviction(s) of a crime in any of the following categories within the past three years: Violent Offenses, Drug/Alcohol Offenses, Theft Offenses, or Protective Custody Detentions;
 - Dishonorable discharge from the military for any Acts of Violence, Drug/Alcohol Offenses, or Theft Offenses;
 - History of Cruelty to Animals;
 - Committed Acts of Harassment to Animals; and
 - Own or possess any animals that are in violation of a City of Norman Animal Welfare ordinance.

13. Does the Department provide a volunteer handbook to volunteers? If so, please provide a copy for review.

- City Response:
 - A volunteer handbook is not provided. Jacob Hunt, MPO, coordinates volunteers for the Police Department and the Animal Welfare Center. Volunteers for the police are mostly graduates of our Citizens Police Academy.

14. Does the Department provide volunteer orientation and training regarding their ADA rights and obligations? Please explain.

- City Response:
 - The Animal Welfare Center has volunteer orientation and training but is not known if ADA information is included. Most volunteers at the Police Department are job specific, and they receive training from within their bureau.

The following survey and interview findings summary includes all Consultant questions and responses provided by Jack Burdett, Engineering Assistant.

General Department Questions

1. Have the Public Works Department (Department) staff attended ADA training regarding services and programs the department provides, such as how to assist a person with a disability, ADA compliance for buildings, ADA compliance for the public rights-of-way, etc.?
 - City Response:
 - ADA training regarding assisting persons with disabilities has not been provided to City staff. Any questions regarding ADA compliance for buildings is referred to the Permit Division in the Planning Department.
 - Two of the four project construction inspectors have been trained and certified in ADA compliance for the public rights-of-way. This compliance certification was obtained in May of 2017 at the Oklahoma City Community College. (See Attached)

2. Is the Department aware of the Joint Technical Assistance Memo regarding Title II of the ADA requirements (https://www.fhwa.dot.gov/civilrights/programs/doj_fhwa_ta.cfm) to provide curb ramps when streets, roads, or highways are altered through resurfacing? If so, can you please describe how this memo is being implemented by the Department to ensure that past and present projects are being altered in compliance? For example, how does the Department determine what projects are considered maintenance versus alterations?
 - City Response:
 - The Joint Technical Assistance Memo has been distributed to all project engineers. Most projects managed by the Engineering Division would be considered alterations and ADA accommodations are made. Ramps with tactile warning devices are installed where sidewalks exist. If the sidewalk is disturbed and replaced, ADA compliance is the goal. Driveways are constructed to meet ADA requirements so that future sidewalks can be installed, and be ADA compliant.

Administration Division

1. Does the Administrative Division utilize any specific checklists to ensure ADA compliance for the Department as a whole?
 - City Response:
 - No specific checklists are utilized.

Engineering Division

1. Does the Engineering Division (Division) utilize any specific guidelines when designing projects that include ADA elements?
 - City Response:
 - The Division currently uses the Pedestrian Facilities in the Public Rights-of-Way Guidelines (PROWAG). In the past, the Americans with Disabilities Act Accessibility Guidelines (ADAAG) was used in projects or reviews.

2. Has the City of Norman formally adopted PROWAG? If so, please provide a copy of the adoption documentation for review.
 - City Response:
 - The City of Norman has not formally adopted PROWAG. However, the Public Works Department informally uses PROWAG. It is understood that the Oklahoma Department of Transportation (ODOT) has adopted PROWAG, in which the City must follow their requirements for projects with ODOT funding.

3. Does the Division have specific requirements for design consultants for projects that contain ADA elements? If so, please provide detailed information.
 - City Response:
 - Design consultants are explicitly asked about their related expertise in the Request for Proposal (RFP) documents in the selection process. ADA elements are considered on all RFP's for engineering. The intent is to incorporate ADA elements in the design, where applicable.

Fleet Division

1. Does the Fleet Division (Division) currently have ADA accessible vehicles?
 - City Response:
 - The City utilizes one vehicle that is operated by the Norman Fire Department. (Unit #37, 2016 Ford F550 22 passenger bus, Carries (2) wheel chairpersons)

Is this vehicle equipped with lifts?

- City Response:
 - Yes, it is a Braun Ability model# NCL1000FIB3454HB.

Please explain the maintenance process in which the Division uses to ensure ADA compliance?

- City Response:
 - The Division sublets all maintenance to Ross Bus of OKC.

Has this vehicle been evaluated to ensure ADA compliance?

- City Response:
 - No, the first inspection is scheduled for March of 2018.

Street Division

1. Is the Street Division responsible for maintaining ADA elements within the public rights-of-way, which includes snow removal for sidewalks and curb ramps?
 - City Response:
 - The Street Division does not currently provide snow and ice control for sidewalks and curb ramps.
 - When removal and replacement of an ADA curb ramp or sidewalk is necessary to complete a project, the ADA curb ramp or sidewalk will be constructed to meet ADA guidelines and specifications. It is the Street Divisions intent to replace non-compliant ADA curb ramps with compliant ADA curb ramps, ahead of Street Maintenance Bond Urban Asphalt Projects as a part of the American Public Works Association's best practice and should become a standard practice and procedure.

In the event an individual requests snow, grass, or debris removal for sidewalks and curb ramps, who would they contact? If the Division is not responsible for these barrier removals, what action is taken by the Division once a request is received?

- City Response:
 - These specific requests go to the Streets Division administration directly or by contact through the Action Center. Upon receiving these specific requests for snow or debris removal, the Division will contact the property owner to remove the barrier. If the barrier cannot be removed in a timely fashion, the Division will remove the barrier, and has the option to charge the owner by issuing a property lien.
 - The Division will also remove debris from the Right-of-Way as a part of any disaster or emergency declaration before the arrival of the pre-determined emergency debris removal contractor on retainer.

Traffic Division

1. Does the Traffic Division (Division) utilize any specific guidelines to determinate compliance for Accessible Pedestrian Signals? For example, does the Traffic Division have accessibility checklists? If so, please provide a copy for review.
 - City Response:
 - Accessible Pedestrian Signals has been the standard for new traffic signals installed in the City of Norman for several years.
 - The City of Norman currently has an ADA Liaison to the disabled community who keeps the Division apprised of locations in need of updated accessible pedestrian signals. Currently, the Division has a project that is likely to begin construction in early March. This project will complete our Liaison's list. Once the project is complete, the Division will determine how many locations remain that may need retrofitting. The Division expects this number to be minimal. However, these instances will most likely be addressed one at a time from our operating budget or may be combined into other projects.

Is the ADA Liaison mentioned above employed with the City of Norman through the Division or is this individual a part of the community? Please explain.

- City Response:
 - The Liaison works for the Oklahoma Department of Rehabilitation Services as an Orientation and Mobility Specialist. The Liaison only helps on issues concerning Accessible Pedestrian Systems at our signalized intersections.

2. Does the City of Norman have a process for an individual to request the installation of an ADA element within the public rights-of-way? Please explain and provide a copy for review.
 - City Response:
 - Currently, there is not a formal written process. However, some requests come into the Division via phone or electronic mail including the Action Center by telephone, online form, or email.
 - Ramps or similar infrastructure requests are included in the annual Sidewalk Accessibility Program funded at \$30,000 per year but may increase for larger projects that occur.