

**TOWN OF
LEESBURG**

**EXECUTIVE
SUMMARY**

2019-2020



Americans with
Disabilities Act
and
Section 504
of the
Rehabilitation Act

Self-evaluation
and
Transition Plan

PREPARED BY

Disability Access
Consultants, LLC (DAC)

What is this?

This **Executive Summary** of the ADA/504 Self-evaluation and Transition Plan is a culmination of the information gathered through our comprehensive self-evaluation, and the recommendations based on the findings.



What is an ADA Self-evaluation?

The ADA/504 Self-evaluation conducted was a detailed and thorough review of all Town programs, services, activities, parks and facilities to identify whether ADA standards are met.

What is a Transition Plan?

After conducting a Self-evaluation, a Transition Plan is created to list physical barriers in facilities, outline how to make facilities accessible, identify steps that will be taken, and develop a schedule to achieve compliance.

DISABILITY ACCESS CONSULTANTS, LLC (DAC)

The Town of Leesburg ADA/504 Self-evaluation and Transition Plan was prepared by Disability Access Consultants, LLC with the collaboration and assistance of Town of Leesburg staff and input by other interested persons and community members. Kate Trask, CPRP, is the Town's ADA Coordinator and served as the primary contact. A copy of this Self-evaluation and Transition Plan is available from the ADA/504 Coordinator. Accessible alternate formats are available.

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Town of Leesburg ADA/504 Self-evaluation and Transition Plan Executive Summary

The Town of Leesburg ADA/504 Self-evaluation and Transition Plan Executive Summary contains findings regarding the extent to which the Town of Leesburg provides access to town programs, services, and activities for persons with disabilities. Both programmatic and physical barriers are discussed in the Town of Leesburg ADA/504 Self-evaluation and Transition Plan Executive Summary. Recommendations may not necessarily indicate corrective action, but in many cases are recommendations that may enhance the currently compliant activities.

To further the Town of Leesburg's commitment to provide access to programs, services, and activities in a nondiscriminatory manner for persons with disabilities, the Town of Leesburg conducted an updated Town of Leesburg Americans with Disabilities Act (ADA)/504 Self-evaluation and Transition Plan by reviewing town programs, services, activities, parks, facilities, and public rights-of-way. The updated Town of Leesburg ADA/504 Self-evaluation and Transition Plan provides a current benchmark of accessibility efforts by the Town and provides an updated framework for implementation. The goal of the Town is to identify physical and programmatic barriers that may deny access to programs, services, and activities for persons with disabilities, and to develop a plan of remediation.

The Town of Leesburg ADA/504 Self-evaluation and Transition Plan was conducted in 2019 and early 2020 under the direction of Kate Trask, CPRP, ADAC, who is the designated Town of Leesburg ADA and Section 504 Coordinator. Kate Trask served as the primary contact for the development of the current ADA/504 Self-evaluation and Transition Plan.

Disability Access Consultants, LLC (DAC) was contracted to conduct a comprehensive survey of all town programs, services, activities, polices, buildings, parks, parking lots, public sidewalks, and public rights-of-way. The scope of work included 35 facilities and parks, 147 linear miles of sidewalk, 2,198 curb ramps, 55 signalized intersections and 57 bus stops. The current study also incorporates recent updates in the ADA, Virginia Building Code and other related standards and regulations. The review included accessibility requirements for the Americans with Disabilities Act (ADA) Title II, the ADA 2010 code updates, the Virginia Building Code, the Manual on Uniform Traffic Control Devices and the Public Right-of-Way Accessibility Guidelines (PROWAG). PROWAG was adopted by the Virginia Department of Transportation (VDOT).

Findings and recommendations for potential physical barriers are found online in DACTrak, a secure online accessibility management software program. DACTrak contains photographs of physical barriers, GIS information, findings, recommendations, estimated costs, and other information. Custom reports and transition plan information can be generated from DACTrak to monitor and track the implementation of the plan. Noncompliant findings regarding physical barriers that may deny access for persons with disabilities are documented in the updated Town of Leesburg ADA/504 Transition/Barrier Removal Plan that is contained in the DACTrak accessibility management software. Access to information contained in the DACTrak program is available from the Town of Leesburg ADA/504 Coordinator. The Town of Leesburg Executive Summary serves as a roadmap to assist the Town with ongoing compliance.

The results from the Town of Leesburg ADA/504 Self-evaluation and Transition Plan demonstrate not only the commitment by the Town to provide access to town programs, services, activities, and facilities, but documents overall accessibility compliance efforts by the Town of Leesburg and outlines a framework for enhancing compliance.

Purpose of the Town of Leesburg ADA/504 Self-evaluation and Transition Plan

The purpose of the Town of Leesburg Americans with Disabilities Act (ADA) Title II and Section 504 (504) Self-evaluation is to document the results of the Town of Leesburg's review of access to programs, services, activities, events, facilities, parks, and public rights-of-way by persons with disabilities in order to determine if any discriminatory or potentially discriminatory practices, policies, or procedures exist that may deny access for persons with disabilities. This report contains findings and recommendations based on the ADA/504 review of the Town of Leesburg and includes a review of potential programmatic and physical barriers that may deny access for persons with disabilities. As evidenced by this study and update, the Town of Leesburg is committed to complying with the tenets of Title II of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973 (504), Virginia Building Code and other federal and state statutes and regulations to provide access for persons with disabilities. The update further serves to demonstrate the ongoing compliance efforts by the Town.

The 2010 ADA updates added accessibility requirements for areas such as recreational sites, golf facilities, play areas, recreational boating sites, fishing piers, swimming pools, wading pools, and judicial facilities. Accessibility requirements were also changed for items such as reach range, water closets, assembly areas, and other areas. The Town of Leesburg 2019-2020 Self-evaluation and Transition Plan updates standards and provides safe harbor (a legal provision to reduce or eliminate legal or regulatory liability in certain situations) for those areas and items that were compliant under prior accessibility codes.

As public input is important to develop and prioritize the plan, the Town conducted public input opportunities as described in the public input portion of this document. Input was also solicited from town staff. It is recognized that input from stakeholders is a valuable component of an updated, usable, and realistic plan. As additional input from stakeholders is received, the ADA Coordinator or designated person is responsible for evaluating and incorporating it into the ADA plan as appropriate. To further the Town's commitment to provide programs, services, and activities in a nondiscriminatory manner for persons with disabilities. The Town has conducted an updated ADA/504 Self-evaluation of programs, services, and activities to identify any potential programmatic barriers and a transition plan to identify any physical barriers.

The Town of Leesburg has demonstrated a commitment from the highest level of leadership with coordination of compliance activities and involvement of persons with disabilities and methodologies for compliance procedures. As evidenced in the current updated ADA/504 Report, the Town of Leesburg understands that the ADA/504 Self-evaluation and Transition Plan is not a static document but requires ongoing implementation and periodic updates. The ADA/504 Self-evaluation provides a current benchmark for accessibility efforts by the Town and provides an updated framework for implementation. The current study also incorporates recent code changes, updates in accessibility standards and regulations in addition to accessibility trends. The ADA Self-evaluation and Transition Plan activities work together to address the requirements of the ADA.

Requirements to Conduct an ADA Self-evaluation and Transition Plan

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

Several regulatory agencies require the development and implementation of an Americans with Disabilities (ADA) plan and a Section 504 Rehabilitation Act plan. The United States Department of Housing and Urban Development requires an ADA/504 Self-evaluation and Transition Plan that includes the oversight of the use of Community Development Block Grant (CDBG) funds in a nondiscriminatory manner. The Community Development Block Grant (CDBG) Program provides annual grants on a formula basis to states, cities, and counties to develop viable urban communities by providing decent housing and a suitable living environment, and by expanding economic opportunities, principally for low- and moderate-income persons. The CDBG program requires public agencies to develop, maintain and implement an Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act ADA/504 Self-evaluation and Transition Plan to ensure that programs, services, activities, and facilities are accessible for persons with disabilities.

Methodology for the Self-evaluation and Transition Plan

A Town of Leesburg staff member was designated to provide oversight representation and direction regarding the study of town programs, services, activities, and events. Kate Trask, the Town of Leesburg ADA Coordinator was designated as the town staff member to serve as the town contact for the ADA/504 Self-evaluation and Transition Plan.

Several methods were used to provide a comprehensive review regarding the public's accessibility to programs, services, and activities offered by the Town, including:

- Kick-off meeting on August 13, 2019 with the Town of Leesburg ADA Compliance Committee Liaisons.
- Review of town policies, procedures, general orders, events, and activities.
- Review of required notices and postings related to the ADA and Section 504.
- Survey of community members and organizations representing persons with disabilities.
- Survey of town staff.
- Information posted on the website, newspapers, and other publications.
- Public postings and notices requesting input at town locations in conspicuous locations.
- Review of the previous efforts by the Town.
- Review of concerns or complaints regarding accessibility.
- Inspection of town sites, facilities, parks, public rights-of-way, and related areas.

Relevant policies, procedures, and documents were reviewed. A review of programs, services, and activities for compliance with the requirements of Title II of the ADA and Section 504 of the Rehabilitation Act was completed. Surveys were distributed as one measure to determine the level of ADA/504 compliance within the organization. Public postings and notices were displayed in town locations asking for input in the study. Announcements also were made through social media and on the Town of Leesburg website.

Using the features available in the DACTrak accessibility management software, the Town can generate compliance assessment reports that provide the following information:

- A description of the noncompliant physical element.
- Identification of the reason(s) a physical element is considered noncompliant.
- Applicable federal and state accessibility code references that apply to the element.
- Digital photographs of the noncompliant physical element.
- Summary and detail aerial maps depicting the location of the noncompliant physical element, which can be exported into an ArcGIS file format.
- Recommended method to bring the item into compliance.
- A construction cost estimate when applicable.
- A list of noncompliant elements found for each facility.

Findings and recommendations are included after each area reviewed for compliance. Findings are indicated as “compliant,” “partially compliant,” or “not compliant”. Recommendations indicate potential methods for changes or to enhance the area for increased compliance and may not necessarily indicate corrective action.

Background

Title II of the Americans with Disabilities Act (ADA), 28 CFR part 35, requires nondiscrimination on the basis of disability in state and local governments as amended by the final rule published on August 11, 2016. § 35.101 outlines the purpose and broad coverage. The purpose of this section is to implement subtitle A of Title II of the Americans with Disabilities Act of 1990 (42 U.S. C. 12131– 12134), as amended by the ADA Amendments Act of 2008 (ADA Amendments Act) which prohibits discrimination on the basis of disability by public entities.

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

The ADA has five separate titles:

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

The focus of the ADA/504 Self-evaluation and Transition Plan is Title II (owned by the public and open to the public) of the ADA to provide access to public areas of facilities and access to all town programs, services, and activities. Title III (privately owned and open to the public) requirements are reviewed in selected cases due to the Town's use of outside vendors and private groups and agencies during the provision of town programs, services, and activities. Thus, requirements of Title III do overlap and integrate into the current study in cases where town contracts with outside vendors. Title I of the ADA provides requirements for employees and is not the focus of this study. Individual employee access accommodations are handled on a case-by-case basis.

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

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

As the Virginia Department of Transportation (VDOT) is a recipient of federal funds and towns, cities, counties, and other public entities are sub-recipients of the flow-through funding, public entities are required to demonstrate their compliance with the ADA and Section 504 of the Rehabilitation Act. A component of the DOT requests is the development of a comprehensive ADA/504 Self-evaluation and Transition Plan. As such, completion of a comprehensive ADA Self-evaluation and Transition Plan is an accepted practice to take the place of an updated Section 504 plan. The Town's ADA/504 Self-evaluation and Transition Plan meets the requirements of not only the ADA plan, but the Section 504 plan as well. By completing this comprehensive plan, the Town will not only meet its ADA and Section 504 compliance requirements but will have a

sustainable plan that can be updated, monitored, managed, and will document progress for ongoing accessibility compliance.

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

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

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

Classification of the Town of Leesburg

The Town of Leesburg is classified as a “public entity” pursuant to Title II of the Americans with Disabilities Act which applies to state and local governments. A public entity covered by Title II is defined as a state or local government. As defined, the term "public entity" does not include the federal government. Title II, therefore, does not apply to the federal government, which is covered by sections 501 and 504 of the Rehabilitation Act of 1973. Title II is intended to apply to all programs, activities, and services provided or operated by state and local governments. It also applies to contractors and vendors of the public entity. As Section 504 of the Rehabilitation Act applies to programs or activities receiving federal financial assistance, the Town understands that compliance with Section 504 is required when federal funding is involved.

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

General Information about the Town of Leesburg

Provided by the Town of Leesburg's Public Information Officer:

The Town of Leesburg, Virginia, was established in 1758 as the seat of newly created Loudoun County. Until the latter half of the 20th century, Leesburg remained a small country town, serving the needs of surrounding farms. Following the opening of Washington Dulles International Airport on the eastern edge of Loudoun County in 1962, both the county and town began to experience the rapid growth that has characterized the region since then. The completion of the Dulles Greenway Toll Road in 1995, providing easy access to the entire Washington, D.C., Metropolitan area, further fueled that growth.

Today, the Town of Leesburg is the largest town in the Commonwealth of Virginia, with a population in excess of 50,000. Leesburg remains the center of government for Loudoun County, with the Loudoun County Courthouse and the county's main administrative offices located in downtown. The Town sits on the border between the now-suburban eastern part of the county and the rural west, offering residents and visitors the best of both worlds.

Leesburg's historic downtown is one of the best preserved and most recognizable in Virginia and is home to a robust selection of shops, restaurants, and live music venues. Outside of downtown, Leesburg boasts an impressive and diverse array of business districts and shopping centers, including the Village at Leesburg and the Leesburg Premium Outlets.

Located on the southern edge of town, the Leesburg Executive Airport is the second busiest general aviation airport in Virginia. The airport is a less congested option to Dulles Airport for private business jets and the recently opened customs clearance facility is already attracting more international flights. Despite the increased business traffic, Leesburg Executive Airport remains a popular home base for recreational flyers, with four flight schools operating at the facility.

Leesburg offers residents a variety of housing choices, ranging from downtown apartments and condominiums to large estate homes. The Town's proximity to Washington, D.C., growing arts and music scene, abundant outdoor recreational opportunities, and Loudoun County's excellent public schools ensure that Leesburg will continue to grow for many years into the future.

Town Government

The Town of Leesburg operates under the Council-Manager form of government. The Town Council is the legislative body of the Town and is empowered by the Town Charter to make town policy. The Council is composed of a Mayor and six Council Members elected at-large on a non-partisan basis.

Town of Leesburg Boards and Commissions

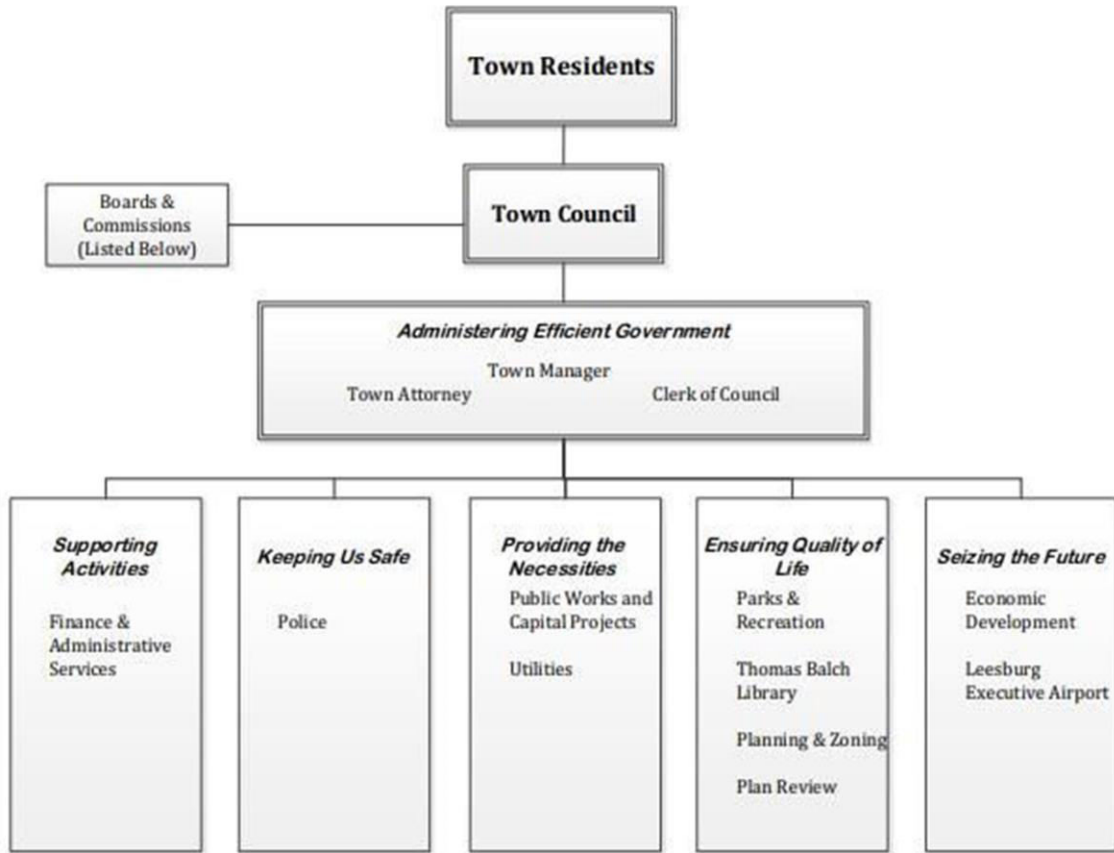
- Airport Commission
- Board of Architectural Review
- Board of Zoning Appeals

- Commission on Public Arts
- Diversity Commission
- Economic Development Commission
- Environmental Advisory Commission
- Parks & Recreation Advisory Commission
- Planning Commission
- Standing Residential Traffic Committee
- Technology & Communications Commission
- Thomas Balch Library Commission
- Tree Commission

Town of Leesburg Departments

- Airport
- Economic Development
- Finance and Administrative Services
 - Human Resources
 - Information Technology
- Parks and Recreation
- Plan Review
- Planning and Zoning
- Police
- Public Works and Capital Projects
- Thomas Balch Library
- Town Attorney
- Town Manager's Office
 - Clerk of Council
 - Emergency Management
 - Public Information Office
- Utilities – Water and Sanitary Sewer

Town of Leesburg Organizational Chart



Differences between a Self-evaluation and Transition Plan

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

The transition plan assigns estimated dates for the removal of all physical barriers identified in the plan as required by the ADA for public entities with more than 50 employees. The Town of Leesburg, using DAC's recommended priority worksheet, has assigned dates for barrier removal in the Town's Transition Plan and is developing an implementation plan over time that will incorporate priorities identified by the public and staff, concerns or complaints, prevalence of use by persons with disabilities, current remodeling and construction projects, funding sources, resources, and other variables related to the removal of physical barriers.

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

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

A comprehensive transition plan should contain the following:

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

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

Prior ADA Self-evaluation and Transition Plan

The 2019-2020 Self-evaluation and Transition Plan conducted by Disability Access Consultants, LLC (DAC), updates and/or augments accessibility studies that were conducted previously. This evaluation supersedes the Town's previous studies.

Regular ADA Self-evaluation and Transition Plan Updates

The ADA/504 Self-evaluation and Transition Plan is a living, on-going document and requires regular updates to keep it current. As barriers are removed, it is important to update the plan to reflect the current barrier removal progress. If for some reason, existing sites are acquired by the Town of Leesburg, new facilities are built or acquired or no longer used by the Town, the Town will need to update the ADA Plan.

In its continuing efforts to maintain compliance, the Town has several mechanisms in place to provide for an ongoing update of the Self-evaluation and Transition Plan to provide a realistic and manageable plan to remove barriers. The Town has the use of a secure online accessibility management software called DACTrak, to update, document, and track the findings and the implementation of the plan, including progress reports. The ADA/504 plan is a living, on-going document and requires regular updates to keep it current. In accordance with § 35.150 of the ADA, the Town of Leesburg's designated ADA Coordinator, Kate Trask, is empowered with oversight responsibility for implementation of the requirements of the ADA, 504 and related accessibility standards and regulation.

Accessibility standards and regulations may change and should be incorporated into the plan as appropriate. Updates may also be necessitated by changes in the ADA, Virginia Building Code, Public Right-of-way Accessibility Guidelines (PROWAG), Virginia Department of Transportation (VDOT) and Manual on Uniform Traffic Control Devices (MUTCD). An example requiring updates that was facilitated by litigation is on-street parking. Another example is the ramp installations. Due

to the intake methodology for the site inspections that captured actual and detailed field measurements, DACTrak can be updated as codes change, which allows the ADA plan to stay current without the need to do any re-inspections.

As public input is important to develop and prioritize the plan, the Town solicited input from the public and staff as described in the public input portion of this document. It is recognized that input from stakeholders is a valuable component of an updated, usable, and realistic plan. It is anticipated that additional comments and input may be received and incorporated into the plan as appropriate.

Notice of Rights and Protections Afforded by Title II of the ADA and Nondiscrimination Statements (Notice of ADA Provisions)

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

The notice of rights afforded to persons with disabilities includes a nondiscrimination statement and the method to request a reasonable accommodation. The notice is required to include relevant information regarding Title II of the ADA, and how it applies to the programs, services, and activities of the public entity in a nondiscriminatory manner. The notice should include the contact information for the ADA Coordinator.

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

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

A copy of the notice is included in Appendix A.

Findings (Compliant):

- ✓ The Town of Leesburg notice contains the required information described in the "ADA Tool Kit" provided by the DOJ for compliance.
- ✓ A notice of the rights afforded persons with disabilities and nondiscrimination statement, along with the methods to request an accommodation and/or to file a complaint, are available and are posted on the Town's website, in addition to high access locations throughout the Town.
- ✓ The identity of the ADA/504 Coordinator and the notice of the rights afforded persons with disabilities were posted and noticed at the commencement of the study. The identity of the ADA/504 Coordinator, address, phone number, and email address were noticed and posted.

- ✓ The website has a page dedicated to the Americans with Disabilities Act, named "Accessibility" and is found through a menu link under "Government" accessible from every page of the main website.
- ✓ The Accessibility page indicates "The Town of Leesburg complies with the Americans with Disabilities Act of 1990, Public Law 101-336, which prohibits discrimination on the basis of disability."

The town employment application states "The Town of Leesburg does not discriminate on the basis of race, religion, sex (including gender and pregnancy), national origin, ancestry, disability, medical condition, genetic characteristics, marital status, age, or sexual orientation (including homosexuality, bisexuality, transgender or heterosexuality) status in employment or the provision of services."

Recommendations (No corrective action needed-continue compliance activities):

- The Town should continue to provide ongoing notice of the identity of the Town of Leesburg ADA/504 Coordinator on its website and in frequently used publications or documents accessed by the public and by recipients of programs, services, and activities.
- The Town should continue to provide the notice in newspaper advertisements, on applications, at program sites, in program handbooks, in regular mailings, on legal notices, in requests for proposals/qualifications, on facility use agreements, in contracts, and in volunteer and new employee information.
- The Town should continue to include the name, title, address, and phone numbers of the ADA/504 Coordinator. The notice should continue to include a TDD/TTY number and/or Virginia Relay number to ensure equally effective communication. Although not required, it is recommended that the notice continue to include the e-mail address for the ADA/504 Coordinator.
- The Town should continue to post notices in conspicuous locations on a regular basis.
- The Town should continue to send information regarding the requirement to post the identity of the ADA/504 Coordinator, notice of rights in accordance with the ADA/504 and related information to each department by the ADA/504 Coordinator or other appropriate official. A standard notice should continue to be provided. Each department could add specific information applicable to the provision of programs, services, and activities if indicated.
- Notices should be updated if the identity of the ADA/504 Coordinator changes or if more than one ADA/504 Coordinator is designated.
- Policies, practices, and procedures for nondiscrimination should refer to members of the public, in addition to employees, and address nondiscrimination regarding access to all programs, services, and activities for persons with disabilities and not be limited to employment. The Town should consider adopting a general nondiscrimination policy and statement for access to programs, services, activities, applicants, and employees.
- Departments should be directed to include the statement in selected publications, documents, and forms.

- Contracts and vendors that provide printing and publication services should be notified of required statements, required accessible fonts, and required contrast for accessible publications.

Public Notice Soliciting Input into the Development of the ADA/504 Self-evaluation and Transition Plan

As part of developing this updated ADA/504 Self-evaluation and Transition Plan, town staff disseminated multiple notices regarding the plan that solicited public and staff input. The public input timeframe took place from September 13, 2019 to November 1, 2019.

Findings (Compliant):

- ✓ The Town provided public notice through a variety of methods that included public input information placed on the Town's website, in the quarterly newsletter mailed to all residential addresses in town, online surveys, and hard copy surveys, an email blast to all town employees, and a letter targeting relevant organizations that assist persons with disabilities in the Town.
- ✓ The public input notices were also placed in the newspaper and hard copies of notices were placed in high traffic areas throughout the Town. Notices are included in Appendix A.

Location of Self-evaluation and Transition Plan

The Town of Leesburg ADA/504 Self-evaluation and Transition Plan will be maintained and made available for public review by the Town's ADA/504 Coordinator, Kate Trask.

Findings (Compliant):

- ✓ The ADA/504 Self- evaluation and Transition Plan is available in alternate formats, as requested.
- ✓ Accommodations can also be requested by contacting the ADA/504 Coordinator.

Recommendations (No corrective action needed - Ongoing maintenance):

- The Town should continue to make efforts to maintain and make available for public review, and in alternate formats when requested.

Designated ADA and 504 Coordinator

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

The term "ADA Coordinator" is commonly used for this person, in state and local governments across the country, and will be used in this chapter. 28 CFR § 35.107 states that "a responsible person should be designated" to oversee and implement the plan. The ADA Coordinator is responsible for coordinating the efforts of the government entity to comply with Title II and investigating any

complaints that the entity has violated Title II. A government entity may elect to have more than one ADA Coordinator; however, this may be confusing for the public. Another option is to designate "ADA Liaisons" for departments or key areas of government in addition to the Town of Leesburg ADA Coordinator.

The requirement for designation of a particular employee and dissemination of information about how to locate that employee helps to ensure that members of the public, organizations, and staff can easily access the ADA Coordinator who is familiar with the requirements of the ADA.

The information below is extracted from the Department of Justice publication entitled "ADA Best Practices Tool Kit for State and Local Governments" regarding the requirements to designate a responsible person to oversee the ADA Plan and initiatives, known as the ADA Coordinator.

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

An effective ADA Coordinator has, but is not limited to, the following skills:

- Familiarity with the state or local government's structure, activities, and services.
- Knowledge of the ADA and other laws addressing the rights of people with disabilities, such as Section 504 of the Rehabilitation Act 29 USC § 794.
- Experience and understanding of a broad range of disabilities and acceptable terminology regarding disabilities.
- Knowledge of effective communication for persons with disabilities, accessible alternative formats, technologies that enable people with disabilities to communicate, participate, and perform tasks.
- Ability to work cooperatively with the local government and people with disabilities.
- Familiarity with any local disability advocacy groups or other disability groups.
- Skills and training in negotiation and mediation.
- Organizational and analytical skills.

Findings (Compliant - Exceeds Requirements):

- ✓ A posting of the identity and contact information for the ADA Coordinator appears on the town website on the ADA resource page and is easily found. The posting from the Town's website appears below (Figure 1).

ADA/504 Coordinator

Title II of the ADA requires all state or local government entities with 50 or more employees to appoint a responsible person to coordinate the administrative requirements of ADA compliance and to respond to complaints filed by the public. The Town of Leesburg's ADA Coordinator is:

Kate Trask, CPRP
25 West Market Street
Leesburg, VA 20175
703-737-7144
ada@leesburgva.gov

Figure 1: ADA/504 Contact information from the town website's Accessibility page.

- ✓ The Town of Leesburg has designated Kate Trask, CPRP, ADAC, as the Town's ADA Coordinator.
- ✓ The physical address for the ADA Coordinator is provided, as well as a general email address rather than the ADA Coordinator's individual email address. Using a general email address (e.g., ADA@leesburgva.gov) allows for more efficient and timely responses by allowing other staff to monitor the incoming messages instead of only the ADA Coordinator. This is also beneficial to provide timely responses when the ADA Coordinator is out of the office or not able to monitor incoming emails.
- ✓ The Town's designated ADA Coordinator oversees the development, implementation and monitoring of the ADA/504 Self-evaluation and Transition Plan and communicates with the Town's designated ADA Compliance Committee Liaisons.
- ✓ Kate Trask, the Town's ADA/504 Coordinator has demonstrated a higher level of knowledge than other ADA/504 Coordinators that her reviewer has worked with and she has provided leadership and spearheaded accessibility compliance activities since her appointment in 2018.
- ✓ The Town has developed a formal job description for the Town's ADA Coordinator and personnel with job responsibilities related to the ADA, such as ADA Compliance Committee Liaisons.
- ✓ The current ADA Coordinator's name and contact information is clearly listed on the Accessibility page of the Town's website.
- ✓ The ADA Coordinator's contact information is also posted on the website via the Town of Leesburg's Grievance Procedures and Grievance Form and on public notices and postings.
- ✓ The ADA Coordinator's contact information is listed on the online "ADA Accommodation Request" portal.
- ✓ The ADA Coordinator's contact information is also listed on the printed nondiscrimination notice, and the grievance procedures, and grievance form.
- ✓ Requests for information from the ADA Coordinator can be sent by multiple methods and include email, phone, mail, or links on the website. Information is available in alternate formats upon request.

Recommendations (No corrective action needed):

- The Town should continue to provide the phone number with the ADA/504 contact information. The ADA/504 contact information is compliant.
- The Town should continue to provide the identity of the Town's ADA Coordinator to staff, post at all town owned locations, incorporate into new employee and new resident packets, list in town newsletters and recreation guides, and in other frequently used publications, on the website, and in staff and public directories.
- The Town should continue to publish the name, address, e-mail address and phone numbers of the Town of Leesburg ADA Coordinator in appropriate public notices, brochures, pamphlets, and other documents frequently distributed to the public. Publications should also continue to include a TDD/TTY and/or the Virginia relay phone number.
- The Town should continue to provide the contact information for ADA Compliance Committee Liaisons through posts and notices for additional points of contact that may be specific for departments, programs, services, and activities.
- Publications should be updated if the identity of the ADA Coordinator changes.
- Provide information in multiple methods regarding the identity of the ADA/504 Coordinator.

Grievance and Complaint Procedures

A public entity that employs fifty (50) or more people must adopt and publish grievance procedures and forms which provide for the prompt and equitable resolution of complaints alleging any action that would be prohibited by the ADA (28 CFR § 35.107(b)). The term "grievance procedure" is used by the Department of Justice. The current Town of Leesburg grievance procedures and forms are included in Appendix B.

A public entity that employs 50 or more people shall designate at least one employee to coordinate its efforts to comply with and fulfill its responsibilities under Title II of the ADA, including the investigation of complaints. A public entity shall make available the name, office address, and telephone number of any designated employee. In addition, the public entity must adopt and publish grievance procedure providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II of the ADA.

28 CFR § 35.107(b) requires public entities with 50 or more employees to establish grievance procedures for resolving complaints of violations of this part. Similar requirements are found in the Section 504 regulations for federally assisted programs (see, e.g., 45 CFR § 84.7(b)).

Findings (Compliant):

- ✓ The Town's grievance procedures and grievance form are readily available via the Accessibility section of the website.
- ✓ The grievance policy, procedures, and grievance form contain complaint verbiage according to The Americans with Disabilities Act of 1990 and ADA Amendments Act of 2008.

- ✓ The ADA Coordinator’s name and direct contact information is not currently listed on the “Filing an ADA Grievance” information provided on the website.
- ✓ The ADA Coordinator’s name is not listed on the online grievance form.
- ✓ The test email (Figure 2) regarding an ADA request or complaint was submitted by this reviewer and was answered promptly.

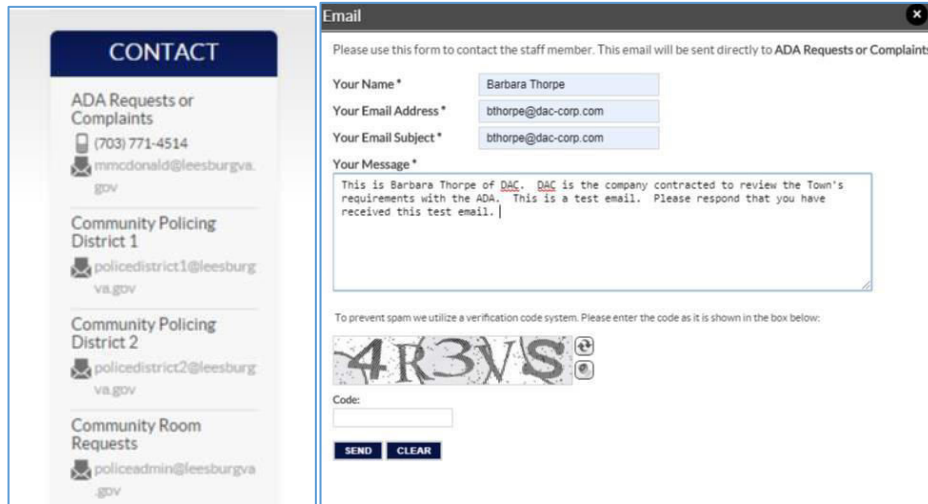


Figure 2: Test email to ADA Requests or Complaints

- ✓ The Town of Leesburg grievance procedures and form are publicly posted on the website on the ADA compliance page in addition to hard copies.
- ✓ The grievance form is provided in accessible formats in both a Word version and PDF version formats. Procedures for submitting a grievance submission are included.
- ✓ Alternative means of filing complaints are available upon request for persons with disabilities, such as personal interviews or audio recordings of the complaint.
- ✓ The grievance procedures state that if accommodations for persons with disabilities are needed to contact the ADA/504 Coordinator.
- ✓ Grievances and complaints are tracked by the ADA Coordinator. The Town has a method to collect data, track, and collect a profile of complaints and their resolution. The status of the complaint and the time from complaint to resolution is documented to assist with interventions and staff development to reduce or eliminate repeated complaints.

Recommendations (No corrective action needed – Ongoing maintenance):

- The Town should continue to make efforts to inform staff and the public of the existence of the Town’s ADA/504 Coordinator, grievance procedures, the steps for handling grievances, and the town policies for remediation of grievances.
- Grievance procedures should be a part of the new employee and volunteer orientation packets. Grievance procedures should be distributed to all department heads. Complaint procedures should be readily available to members of the public as well as town employees.

- Complaint procedures and forms should be available at all town buildings and in all departments in addition to the Town’s website.
- Training should be provided to staff regarding the requirement and purpose of the grievance procedure.
- Grievance procedures should also provide an alternate point of contact other than the ADA/504 Coordinator.

Statement of Accommodations on Public Notices, Agendas, and Documents

Statements of accommodations should be available on public notices, agendas, website, and on any public facing documents. A statement regarding reasonable accommodations or modifications that can be provided by the Town generally affords persons with disabilities an opportunity to participate in meetings, events, and programs of the Town. For example, a sign language interpreter or assistive listening device may be needed to participate. A public entity must administer services, programs, and activities in the most integrated setting appropriate to the needs of qualified persons with disabilities, i.e., in a setting that enables persons with disabilities to interact with nondisabled persons to the fullest extent possible, and that persons with disabilities must be provided the option of declining to accept a particular accommodation (§ 35.130(d) (e)).

Findings (Partial Compliance):

- ✓ Town Council Public Hearing Notices has a reasonable accommodations statement which states “persons requiring special accommodations should contact the Clerk of Council at (703) 771-2733 three days in advance of the meeting. For TDD/TTY service, use the Virginia Relay Center by dialing 711.”
- ✓ All board and commission meeting posted on the town website calendar have a statement specifying how/who to contact if any accommodations are needed. Persons are required to make requests three days in advance of any meetings.
- ✓ The Parks & Recreation Leesburg at Leisure Recreation Guide mentions that if assistance is needed for the hearing impaired, please call the Town through the Virginia Relay Center at 1-800-828-1140.
- ✓ The Town currently has a contract for sign-language interpreters to provide for prompt services without the delay of procurement procedures to enter into a contract if sign-language interpreters are requested.

Recommendations (Corrective action needed – Minor Modifications):

- It is recommended that a “statement of accommodation” be included on all postings (hard copy and on the website) of agendas, meetings, events, programs, and activities for public facing documents.
- The Town should consider a consistent or standardized accommodation statement with language that includes a minimum timeframe to request an accommodation prior to the Town and includes the contact person, address or location, phone number, and email address.

- Information and training should be developed and disseminated to all town departments with information as to the purpose of the accommodations statement.
- Alternate means for requesting an accommodation should be added to all statements of accommodation and should include phone, postal mail, email, or dropping off the request for accommodation at town sites.
- Contact information including a TDD/TTY or Virginia Relay number for requesting an accommodation should be included on all statements of accommodations.
- Current vendor contracts for sign language interpreters, captioning, and Braille, for example, should be reviewed to determine if timelines to provide the requested service could be reduced so that services are not delayed.
- Requests for vendor timelines to comply with requests for accommodations should be specified in contracts during the procurement process if possible.
- Contracts should be entered into with services and costs specified for “as needed” services in addition to the assurance of the provision of timely services to allow time for the Town to accommodate such requests.
- Depending upon procurement requirements of the Town, the Town might consider multiple contracts for the same service on an “as needed” basis for accommodations such as sign language interpreters, captioning and Communication Access Real-time Translation (CART).
- The Town of Leesburg should explore the addition of Braille services. The cost of equipment to produce documents in Braille has decreased. The Town may be able to provide the accommodation in a timely manner and at a reduced cost.

Opportunities for Input by the Public and Town Staff

The regulations which implement the ADA require public entities to provide an opportunity to interested persons and organizations to participate in the ADA Self-evaluation and Transition Plan process. For three years after completion of the self-evaluation, the public entity must keep records of any problems identified as required by § 35.105. The Town will maintain records for a minimum of three years or as required by the town records retention policy, whichever is longer.

Findings (Compliant - Exceeds Requirements):

- ✓ The Town advertised the opportunities to provide input regarding the development of the plan.
- ✓ The Town’s public input timeframe was from November 1, 2019 to January 31, 2020.
- ✓ The Town provided opportunities using different methodologies to solicit input into the Town plan.
- ✓ Public input surveys were available in hard copy format at several high-traffic public use facilities.

- ✓ Links were provided on the Town's website.
- ✓ Surveys were made available and posted at town sites and included the phone number, email address and mailing address of the Town of Leesburg ADA/504 Coordinator.
- ✓ An email was sent to all town employees with a link to the staff survey.
- ✓ Letters were sent out to targeted organizations that serve persons with disabilities.
- ✓ The notice requesting input from the public was published in the Town's Fall 2019 Newsletter.
- ✓ The Town has a webpage dedicated ADA information and assistance which included link and alternate methods to provide input (Figure 3).

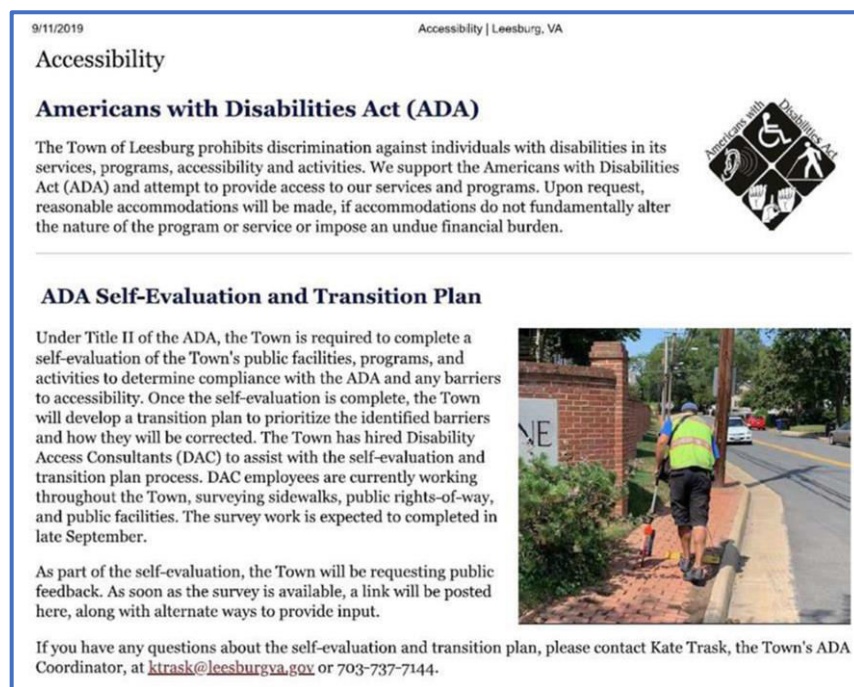


Figure 3: Webpage dedicated to ADA information-Accessibility

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

Recommendations (No corrective action needed – Ongoing maintenance):

- The Town should continue to conduct periodic customer satisfaction surveys or gather input from recipient of services as an ongoing activity. An additional emphasis may include outreach activities to collect and integrate input from persons with disabilities and organizations representing persons with disabilities on an ongoing basis.

Summary of Results of Opportunities for Input

Two types of surveys were used to solicit input from the public and staff:

General findings and highlights from the surveys from **staff and administrators** are summarized and can be found in Appendix C. The Town's staff and administrators' survey resulted in 161 staff survey responses. Respondents were from various town departments including the Police Department (14%), Thomas Balch Library (3%), Parks & Recreation (11%), Finance (8%), Public Works (21%), and Utilities (21%). Seventy-five percent of survey respondents stated they have regular interaction with the public.

General findings and highlights from the surveys from **public and organizations** are summarized and can be found in Appendix D. Sixty-six completed surveys were received from community members. Twenty-two of these respondents stated that they are persons with a disability. Community members frequently utilized programs and services such as, library programs, downtown events, town hall events, parades, and parks. It is important to note that some of the comments may not include town properties or services offered by the Town. Comments noted on the public survey (e.g. brick sidewalks) may not be in keeping with the historical preservation of the Town.

The complete surveys and responses are located in Appendix E. Survey comments are the "actual comments" submitted and have not been redacted. Spelling and grammar have not been changed.

(Findings and Recommendations N/A in this section)

Policies, Procedures and General Orders

A review of the Town of Leesburg's policies, procedures and general orders was completed to determine if any were discriminatory regarding access to programs, services, activities, and events for persons with disabilities.

A town is not required to adopt policies, practices or general orders for each and every program, service, and activity as compliance with the ADA is a federal law and its implementation in a nondiscriminatory manner is required. A town, however, can issue and adopt policies, procedures, and general orders as appropriate in certain cases where additional emphasis may be needed.

Findings (Compliant):

- ✓ A review of policies, procedures and general orders did not find any discriminatory practices regarding persons with disabilities.
- ✓ The Leesburg Police Department has issued the following regulations and administrative general orders:
 - 134, issued May 2019 titled "Interactions with Individuals with Intellectual and Developmental Disabilities (IDD)"
 - 135, issued May 2019 titled "Responding to Persons Affected by Mental Illness or in Crisis"
 - 136, issued July 2019 titled "Employee Mental Health Services"
 - 137, Issued May 2019 titled "Deaf and Hard of Hearing"
 - 138, issued May 2019 titled "Missing Persons with Alzheimer's Disease or other Dementias (AD/D)"

Recommendations (No corrective action needed):

- As discussed in the staff training section of this report, training should augment policies, procedures, and general orders.

Access to Programs, Services, Activities, and Events

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

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

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

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

- Public entities that adopt website postings as an alternative method of notice must ensure that the website is readily accessible to people with disabilities, including persons who use screen readers.
- Applications should be available in other methodologies and not only online.
- All open meetings of public entities must be accessible to persons with disabilities. Meeting locations must be accessible without the need for special assistance.
- Sign language interpreters for deaf or hearing-impaired persons must be provided, subject to reasonable advance notice.

Findings (Partial Compliance):

- ✓ No intentional discriminatory practices were found regarding access to programs, services, and activities.

- ✓ The Town demonstrated an ongoing commitment for access to town programs, services, and activities. An example is the accommodation for persons with disabilities to provide smaller trash totes for persons with disabilities.
- ✓ Information is provided by the Town (see Figure 4) regarding how persons with disabilities can request special assistance to participate in town programs, services, activities, meetings, or events by contacting the ADA Coordinator, Kate Trask, CPRP, ADAC at ada@leesburgva.gov or the Clerk of Council at (703) 771-2733 three days in advance of the meeting. For TDD/TTY service, use the Virginia Relay Center by dialing 711.

TOWN OF



Leesburg VIRGINIA

Fall 2018 Resident Newsletter

Council Amends Town Code; Sporting Equipment and Vehicle Restrictions on Public Streets

The Leesburg Town Council amended sections of the Town Code in September. Here's what you need to know:

- Sporting equipment may not be placed on a sidewalk or in the public right-of-way if it obstructs the vision of drivers or reduces pedestrian passage to less than 4 feet (or the requirements under the ADA, if greater).
- Equipment should not block the operation of Town services, including snow removal, paving operations, and general street or sidewalk maintenance. The Town will address violations by first issuing a warning and a timeline for removal. Failure may result in the Town's removal of the equipment at the owner's expense.
- The parking of motor homes, camping trailers, watercraft, boat trailers and commercial vehicles are restricted on any Town street for more than 7 days. Exceptions to this ordinance will apply to commercial vehicles when temporarily parked to perform work or service at a particular location. The fine for a violation will be \$40.



All changes are effective immediately. Visit www.leesburgva.gov for more details.

Accessibility to Leesburg's ADA Program



The Town of Leesburg is committed to making all of our services accessible to the public.

Towards the end of the year, closed captioning will be provided during live broadcasts of the planning commission, town council, and board of architectural review meetings, which can be viewed on Leesburg's Government Access Channel, Comcast Channel 67 and Verizon Channel 35.

To inquire about other accommodations:

- Contact the department with which you are doing business.
- Complete and submit the Town's ADA Accommodation Request form.
- Contact the Town's ADA Coordinator at ada@leesburgva.gov or 703-771-2700.

For more information, visit www.leesburgva.gov/government/accessibility.

Figure 4: Information provided on accessibility in Town's newsletter.

- ✓ The Town's ADA Notice of Rights states that the Town of Leesburg, in accordance with Title II of the Americans with Disabilities Act of 1990 (ADA), will not discriminate against qualified persons with disabilities on the basis of disability in its programs, services, or activities.
- ✓ The Town's ADA Notice of Rights afforded to persons with disabilities describe that the Town will not discriminate on the basis of disability regarding employment.

- ✓ The ADA Notice states that the Town will provide effective communication, auxiliary aids, modifications to policies and procedures, and accommodations as soon as possible but no later than 72 hours before the scheduled event.
- ✓ Parks and Recreation Department included a statement that they “are committed to providing recreation for all persons. Advanced notice for any program modifications is requested. And if transportation assistance is needed, individuals can call Paratransit Bus Service at 571-258-3464 or www.loudoun.gov/paratransit. If assistance is needed for the hearing impaired, please contact the Town through the Virginia Relay Center at 1-800-828-1140.”
- ✓ The Parks & Recreation Leesburg at Leisure Recreation Guide mentions that if assistance is needed for the hearing impaired, please call the Town through the Virginia Relay Center at 1-800-828-1140.
- ✓ A portion of the ADA resources from the Town’s website are shown below (Figure 5):

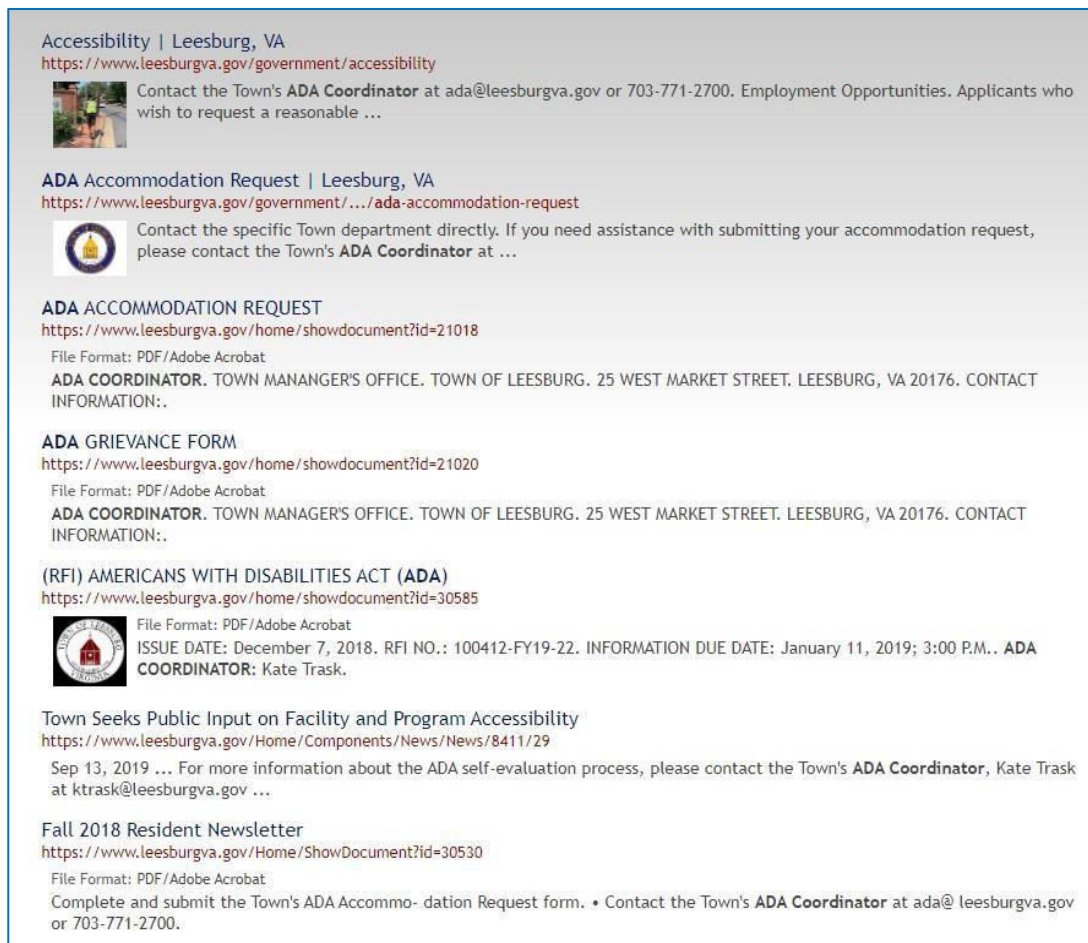


Figure 5: Town website search displaying ADA resources.

- ✓ The Town’s website provides easy access to ADA information in its “one stop” Accessibility Webpage to provide users with readily accessible information regarding the ADA and town resources related to the ADA. The ADA webpage includes information, updates, and forms to request accommodations and assistance (see Figure 6). Topics on the ADA webpage portal include information about:

- ADA and the Town’s nondiscriminatory practices
- ADA Self-evaluation and Transition Plan
- Requesting reasonable accommodations
- Employment Opportunities
- Town Council Meetings
- Website Accessibility Design Guidelines
- Identity and contact information for the ADA Coordinator
- How to file a grievance
- Helpful links, general information, and referral assistance
- Loudoun County Disability Services Board
- General ADA information:
 - Americans with Disabilities Act (ADA)
 - ADA Standards for Accessible Design

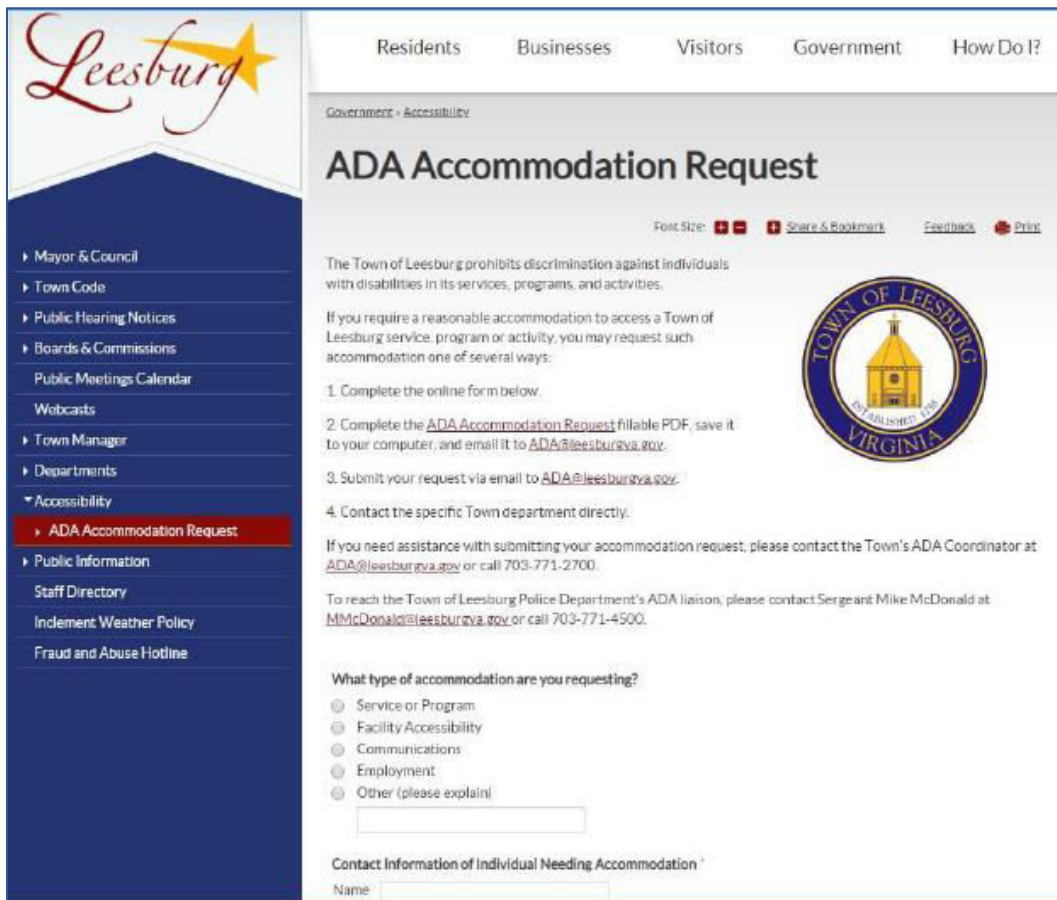


Figure 6: Town Accessibility/ADA Accommodation Request webpage.

Recommendations (Corrective action needed – Minor modifications):

- The Town should continue to disseminate information in a variety of locations and methodologies with accessible formats to enhance the access to programs, services, and activities.
- The Town's ADA Coordinator should continue to monitor and receive information regarding concerns or issues about access to programs, services, and activities and take the appropriate action regarding any potential discriminatory practices for persons with disabilities.
- Consistent with best practices, the Town should consider utilizing a checklist for staff to review when sponsoring special events including but not limited to indoor and outdoor concerts, festivals, fairs, town hall meetings, luncheons, and ceremonies that are held on town property or at other sites. Such a checklist would inform staff of their responsibilities under the ADA. DAC can assist the Town with this checklist and efforts.
- Additional and ongoing staff training should continue to be provided regarding the requirements of the ADA and accommodations that provide equal access to programs, services, and activities. A listing of training topics is located in the Staff Training section of this document.
- Meetings and events open to the public should continue to be held in buildings that meet accessibility requirements, or in an accessible portion of the building with accessible elements that serve the area where the meeting or event is held. For example, parking, restrooms, and drinking fountains that serve the area where the meeting and event is held should also be accessible.
- Information regarding the facility should include information regarding accessible features and elements of the site. For example, accessible parking, accessible restrooms, and other items and elements should be indicated on documents and on the website. Indicating accessible paths of travel and accessible entrances also provides valuable information for persons with disabilities. A contact number and email address should be provided for additional assistance.
- When transportation is provided, procedures for assuring the availability of accessible means of transportation should be in place.
- Social media platforms should be reviewed to make sure that they are accessible for persons with disabilities.
- Information about how to request accommodations should appear on all public notices, announcements, and agendas. Information should be disseminated to all departments and divisions regarding the statement for accommodations requirement.

- The Town should provide training for staff and volunteers regarding accommodations for persons with disabilities. All staff, and in particular frontline staff such as receptionists and staff with high public contact, should receive training on interacting and accommodating persons with disabilities.
- Additional training materials and videos should be purchased or developed to assist with training efforts.
- The Town should assist departments with planning and budgeting for selected accommodations, such as large print, Braille materials and other accessible formats.
- A centralized method for producing alternate formats may provide a cost savings and reduce the timelines to produce alternate formats.

Outreach Materials and Activities

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

Findings (Compliant):

- ✓ The Town of Leesburg Diversity Commission conducts outreach activities for inclusion of minorities and persons with disabilities (Figure 7).

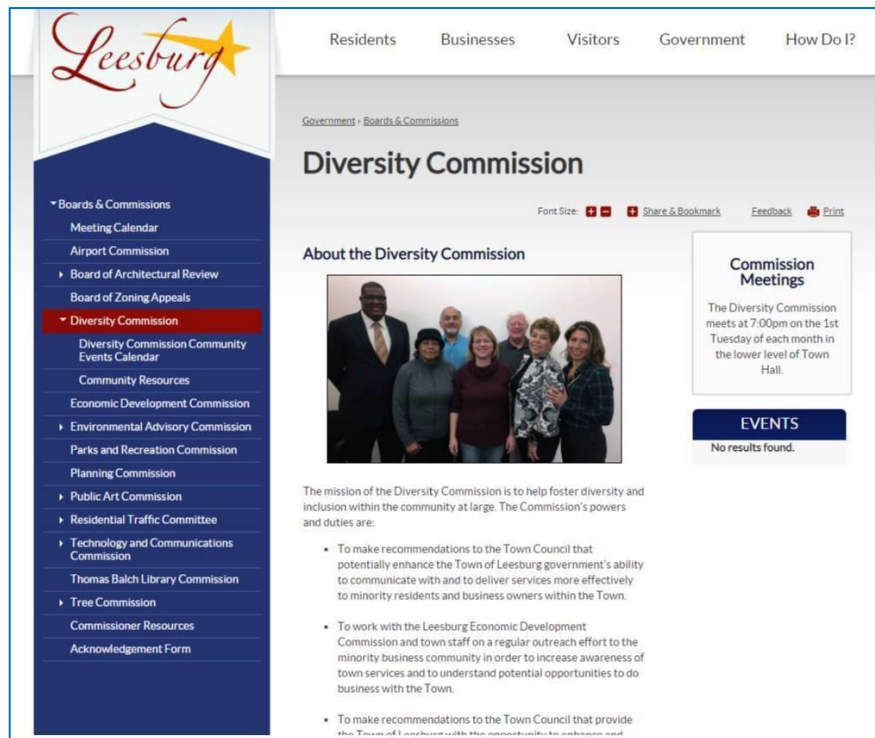


Figure 7: Town of Leesburg Diversity Commission webpage.

- ✓ Publications and information on the Town’s websites encourage participation by persons with disabilities.

Recommendations (No corrective action needed):

- The Town should consider including additional pictures and references to persons with disabilities in publications, brochures, and materials.
- Organizations representing persons with disabilities and areas with an increased population of persons with disabilities could be targeted for input regarding additional methods to disseminate information regarding programs, services, and activities of the Town.
- In town publications, areas, or services that are accessible should be indicated with descriptive text and the International Symbol of Accessibility (ISA). For example, accessible restrooms and routes can be designated on the website, on maps and in publications.

Service Animals

The Department of Justice (DOJ) published revised final regulations implementing the Americans with Disabilities Act (ADA) for Title II (state and local government services) and Title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. Beginning on March 15, 2011, only dogs and miniature horses are recognized as service animals under Titles II and III of the ADA. A service animal is a dog (in some cases a miniature horse) that is individually trained to do work or perform tasks for a person with a disability. Public entities, such as the Town, must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go. A public entity is not responsible for the care or supervision of a service animal.

According to § 35.136, a service animal means a dog that is individually trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the individual's disability.

Examples of work or tasks include, but are not limited to, assisting persons who are blind or have low vision with navigation and other tasks, alerting persons who are deaf or hard of hearing to the presence of people or sounds, pulling a wheelchair, assisting an individual during a seizure, alerting the person of low blood sugar, alerting persons to the presence of allergens, retrieving items such as medicine, providing physical support to help with balance and stability for persons with mobility disabilities, and helping persons with psychiatric disabilities by interrupting impulsive or destructive behaviors.

A public entity is required to modify its policies, practices, or procedures to permit the use of a service animal by a person with a disability. The following are exceptions:

- The animal is out of control and the handler does not take effective action to control the animal's behavior.
- The animal exhibits behaviors that are a danger to others.

- The animal is not housebroken.

A public entity shall not ask about the nature or extent of a person's disability but may ask the following two (2) questions to determine whether an animal qualifies as a service animal.

1. Is the animal required because of a disability?
2. What task has the animal been trained to perform?

There is no certification or documentation that an animal is a service animal. Thus, a public entity cannot require documentation that the animal has been certified, trained, or licensed as a service animal. Generally, a public entity may not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability. For example, the dog is observed guiding a person who is blind or has low vision, pulling a person's wheelchair, or providing assistance with stability or balance to a person with an observable mobility disability.

Findings (Partial Compliance):

- ✓ The Town of Leesburg Citizen's Emergency Preparedness Guide references information for pets and service animal safety during an emergency.
- ✓ No policies referencing the use of service animals in town owned facilities and parks were found. The Town, however, is currently developing policies and training regarding service animals.
- ✓ Service animals are welcome via the posted Public Accommodation Notice at public facilities.

Recommendations (Corrective action needed):

- The Town should develop policies regarding service animals.
- The Town should not exclude certain breeds of dogs as restrictions for a particular breed may be discriminatory and may exclude a qualified, trained service animal.
- Information about service animals should be provided to town staff in addition to training regarding service animals.
- Language in any pet ordinance should be updated to be more inclusive and not limited to only dogs or guide dogs or to a specific type of disability.
- Staff should be provided information regarding service animals to understand the definition of a service animal and that service animals must be permitted to go to all public areas, with the exception of the body-of-water areas for pools and spas (the pool deck is permitted).
- Information should be provided to staff to assist them to recognize a service animal and to understand the questions that they can ask. It should be clarified that it is never acceptable to ask about the person's disability.

Other Power-Driven Mobility Devices

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

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

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

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

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

Findings (Partial Compliance):

- ✓ The Town of Leesburg is currently developing a policy regarding other power-driven mobility devices (OPDMDs).
- ✓ The June 11, 2019 Town of Leesburg Notice of Public Hearing indicates the topic of a code amendment - Section 26-20 (Definitions): Amend definition of "vehicle" to exempt electric personal assistive mobility devices to comply with the Americans with Disabilities Act.

Recommendations (Corrective action needed – Currently developing policies):

- The Town should continue with its current policy development of a policy for OPDMDs.

Ticketing and Seating

In accordance with § 35.138, a public entity that sells tickets for a single event or series of events shall modify its policies, practices, or procedures to ensure that persons with disabilities have an equal opportunity to purchase tickets for accessible seating for themselves and companions.

Findings (Partial Compliance):

- ✓ The Town states in its ADA Notice and other documents that it will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.
- ✓ No current policy regarding ticket sales was found.

Recommendations (Corrective action needed – Currently developing policies):

- The Town should develop policies regarding ticketing and seating for persons with disabilities.
- The Town should describe the features of available accessible seating to permit a person with a disability to assess independently whether a given accessible seating location meets their accessibility needs.
- Provide materials, such as seating maps, plans, brochures, pricing charts, or other information identify the location and type of accessible seating.

Eligibility Criteria

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

Findings (Compliant):

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

Recommendations (No corrective action needed – Ongoing maintenance):

- Program eligibility criteria should be reviewed to ensure that eligibility criteria do not put additional requirements for persons with disabilities.
- The Town should continue to ensure that all eligibility criteria allow for accommodations for persons with disabilities.

Fees and Surcharges

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

Findings (Compliant):

- ✓ There was no evidence of additional surcharges or fees charged to persons with disabilities that were not charged to persons without disabilities to access programs, services, and activities.
- ✓ The ADA nondiscrimination statement conveys that "The Town will not place a surcharge on a particular individual with a disability or any group of persons with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs."

Recommendations (No Corrective Action Needed):

- The Town should continue to review fee policies and practices for consistency and to ensure that fees and surcharges are not charged to persons with disabilities that are not charged to persons without disabilities.

Emergency Evacuation Procedures

Under Title II of the ADA, emergency programs, services, activities, and facilities must be accessible to people with disabilities and generally may not use eligibility criteria that screen out or tend to screen out people with disabilities. The ADA also requires making reasonable modifications to policies, practices, and procedures when necessary to avoid discrimination against a person with a disability and taking the steps necessary to ensure effective communication with people with disabilities. The ADA generally does not require state or local emergency management programs to take actions that would fundamentally alter the nature of a program, service, or activity or impose undue financial and administrative burdens (§ 35.130 and § 35.149).

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

Findings (Compliant):

- ✓ Emergency operations are managed by the Town's Emergency Management Coordinator.
- ✓ The Leesburg Police Department has at its disposal a Crisis Intervention Team (C.I.T). This team is made up of experienced officers and staff from the Loudoun County Department of Mental Health Emergency Services Unit.
- ✓ The Town provides a comprehensive Citizen's Emergency Preparedness Guide; topics

covered in this guide include communications planning, evacuation planning and process, special needs and disabilities during an emergency, and pets and service animals' safety during an emergency. Alert information, maps and shelter locations are also provided with this guide.

- ✓ Residents can sign up for emergency alerts via the <https://www.loudoun.gov/alert> system, which provides emergency phone, email, and text notifications from the Town of Leesburg and Loudoun County.

Recommendations (No corrective action needed – Considerations and Maintenance):

- The Town should continue to post evacuation routes and procedures at all town sites, in publications and on the website.
- The Town should consider providing additional training and information on emergency evacuation procedures for persons with disabilities.
- Town staff should be made aware of the location of the posted evacuation routes within their facilities and any special equipment or procedures for persons with disabilities.
- The Town should develop procedures and a mechanism to monitor the posting of emergency evacuation routes and procedures.
- The Town should consider the development of a voluntary registry for persons who may need additional assistance and may not have access to technology.
- Transition Plan accessibility reports for shelters should be reviewed to determine that they are accessible for persons with disabilities prior to be designated as an evacuation shelter.
- A provision should be confirmed to allow service animals and training should be provided to shelter staff to understand the difference between pets and service animals.
- Designated evacuation shelter sites should also be inspected on a regular basis to determine that the shelters continue to be accessible for persons with disabilities. Noncompliant findings for designated shelters can be found in the Town's Transition Plan.

Policies for the Use of Facilities

The use of town facilities cannot be used for discriminatory practices by persons or groups. Town facilities that are leased should be accessible for persons with disabilities.

Findings (Not Compliant):

- ✓ Facility use information provided on the website does not include accessibility information.
- ✓ The Town's facility rental application does not address accessibility, nor does it include specifics for persons with disabilities.

Recommendations (Corrective action needed):

- The Town of Leesburg should consider the development of a facility rental policy which includes a nondiscrimination clause. The inclusion of nondiscriminatory language in policy and on forms will help ensure that persons, outside groups, and organizations would agree to abide by all applicable local, state, and federal laws and town policy regarding nondiscriminatory practices during the utilization of town facilities.
 - As an example, such policies should also mention that service dogs are allowed in parks and facilities where pets are prohibited, as appropriate.
 - Another example would be language stating the facility user may not discriminate based on any disability.
- Application forms should be available in alternate formats and online.
- It would be beneficial to persons with disabilities if information on accessible routes and maps, accessible parking locations, restrooms, and wayfinding was available for all facilities on the Town's website.
- The Town should provide the application form and facility use agreement available in multiple accessible formats as requested, ensuring at least one is accessible, and offer multiple methods to submit the application. A policy that would prohibit pets in a facility or park should include a notice allowing service dogs, when appropriate.

Lease and Joint Use Agreements

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

Findings (Not Compliant):

- ✓ A sample of lease agreements were reviewed for language regarding requirements to lease facilities that are accessible, and it was noted that ADA accessibility provisions were not evident.

Recommendations (Corrective action needed):

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

more comprehensive inspection could be conducted if the initial review appears to be favorable.

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

Special Events and Activities

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

Findings (Partial Compliance):

- ✓ Policies and procedures for the provision of accessible events for persons with disabilities were not found.
- ✓ The Town has an Events Coordinator and an Events & Outreach Manager (Figure 8).



Figure 8: Events Coordinator and Events & Outreach Manager information on event webpage.

Recommendations (Corrective action needed – Minor modifications):

- The Town's special events policies, procedures, applications, and event safety plan should be updated to include ADA accessibility strategies.
- Planning for accessible provisions should include a checklist and training for town staff regarding the ADA requirements for special events.
- ADA accessibility requirement should be included in the Town's Public Safety Plan for Special Events, which provides event organizers a guide to identify and address potential hazards or safety issues. For example, information regarding accessible parking and restrooms and accessible emergency communications should be included in the special event application and the event public safety plan for each event.
- ADA accessibility information should be added to the Special Events section of the Town's website.
- Accessible features and elements for special events and activities should be indicated in publications, brochures, and on the website. Accessible features may include accessible parking, restrooms, for example.

Contracted Services

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

Findings (Compliant):

- ✓ The Town's Chief Procurement Officer is responsible for ensuring that goods and services procured by the Town adhere to the Virginia Public Procurement Act (VPPA), which includes nondiscriminatory language.
- ✓ The Town of Leesburg has an online bid registration portal called "Bid Board" which is managed by the Chief Procurement Officer and adheres to nondiscriminatory practices and standards.
- ✓ No discriminatory or exclusionary practices were identified regarding the selection process of contractors and contracted services for the Town.
- ✓ A sample of standard contracts for the Town of Leesburg were reviewed and included provisions for nondiscriminatory practices.

Recommendations (No corrective action needed):

- The Town should continue to monitor use of standard agreements and leases by all town departments.

- It is recommended that the Town consider one or more of these avenues to maintain compliance when contracting for services or when leasing facilities:
 - Include ADA/504 compliance requirements in new requests for proposals.
 - Review ADA/504 requirements when contracts or leases are negotiated, revised or renewed.

Building and Construction

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

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

Findings (Compliant):

- ✓ The Town of Leesburg follows the required federal and state accessibility standards and regulations.
- ✓ The Board of Architectural Review for the Town of Leesburg provides oversight for building and construction within the historic district (see Figure 9).
- ✓ The Planning Commission for the Town of Leesburg provides oversight of the planning and land development process, including the Town Plan and Capital Improvements Program.



Figure 9: Board of Architectural Review webpage

Recommendations (No corrective action needed – Enhancements and review):

- Due to some of the findings during the inspection of new construction and remodeling, the Town should enhance their oversight of projects to ensure that remodeling and new construction meet applicable accessibility standards.
- In selected cases, it is recommended that the Town contract for an independent review of plans, remodeling efforts and new construction for accessibility requirements for the Americans with Disabilities Act Standards (ADA) and the Virginia Building Codes to provide additional oversight. It is important and required that the accessibility barrier removal efforts for new and remodeled buildings, parks and public rights-of-way meet federal and state accessibility codes.
- The Town should review policies, practices, and procedures to review remodeling and construction activities to ensure that they meet the applicable accessibility standards.
- Internal policies and procedures focusing on the review of design and construction activities specific to ADA compliance and accessibility compliance should be added.
- The Town should ensure that accessibility inspections are conducted as work progresses and is completed.
- Language in contracts with outside vendors should state that work will be performed with all applicable state and federal accessibility standards and regulations.

- The Town should ensure that contractors are informed when performing construction activities adjacent to or within the public right-of-way that accessible and safe pedestrian routes must be maintained throughout the project. Information on alternate accessible pedestrian routes and detours should be posted on the Town's website, as well as at the site during construction.
- Contracts with outside vendors and contractors should include language that is ADA inclusive and complies with all applicable federal, state and local building codes.
- Work performed by contractors should receive a final validation by town staff or another qualified vendor that the work performed is compliant and meets accessibility codes.
- Publications referencing the requirements of the ADA and Virginia codes should be updated on an ongoing basis to include not only federal but state accessibility standards.
- Procedures should be established to ensure alteration projects which affect usability of facilities containing a primary function; that the path of travel to the altered area including restrooms, telephones, and drinking fountains serving the altered area be brought into compliance with ADA Standards to the extent of 20% of the cost of the alteration.

Maintenance of Accessible Features

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

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

Findings (Compliant):

- ✓ Although there is not a formal procedure or policy for maintenance of accessible features, there is evidence of ongoing compliant maintenance practices.
- ✓ The Parks & Recreation Department is responsible for all maintenance of parks and landscape areas (i.e., park landscape areas, trees, and trash collection).
- ✓ The Public Works section of the Town's website offers an online service portal where citizens can report a traffic signal outage, report a nuisance, review right-of-way permits information and more (see Figure 10).

Recommendations (No corrective action needed – Ongoing maintenance):

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



Figure 10: Public Works webpage providing a quick online source for services.

Duties and Fundamental Alteration

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

Equally Effective Communication

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

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

Video remote interpreting (VRI) service means an interpreting service that uses video conference technology over dedicated lines or wireless technology offering high-speed, wide-bandwidth video connection that delivers high-quality video images as provided in § 35.160(d). VRI provides real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication.

Where a public entity communicates by telephone with applicants and beneficiaries, text telephones such as, TeleType (TTY), Telecommunication Device for the Deaf (TDD), or equally effective telecommunications systems shall be used to communicate with persons who are deaf or hard of hearing or have speech impairments.

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

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

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

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

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

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

Findings (Compliant):

- ✓ The Town provides equally effective communication to persons with disabilities and notices the availability of appropriate aids and services offered by the Town. The Town provides these references via the website, on meeting agendas and on select public notices and brochures.
- ✓ Residents of the Town of Leesburg can contact Kate Trask, the Town's ADA Coordinator, at ada@leesburgva.gov or by phone at 703-737-7144.
- ✓ The Town's ADA nondiscrimination notices states that the Town will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in town programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

- ✓ The Town has a current contract for Video Remote Services (VRI), Communication Access Real-time Translation (CART) and sign-language interpreters.
- ✓ Closed captioning is available for Town Council, Planning Commission, Board of Zoning Appeals, and Board of Architectural Review meetings. Live streaming, video and audio versions of all public meetings held in the Council Chamber are available – no need for request or advance notice.
- ✓ Town information, meeting information, surveys and public notices can be provided in alternate formats by contacting the ADA/504 Coordinator.
- ✓ The Town publicly lists the Virginia Relay Service.
- ✓ The website specifies that the Town of Leesburg website was designed to comply with accessibility guidelines.

Recommendations (No corrective action needed):

- Adequate training to users of the assistive technology and other involved persons so that they may quickly and efficiently set up and operate the VRI.

Auxiliary Aids, Services, and Alternative Formats

The ADA uses the term “auxiliary aids and services” to refer to methods to communicate with people who have communication disabilities. There are many ways that the Town can provide equal access to communications for people with disabilities. Title II of the ADA requires public entities to make appropriate auxiliary aids and services available to ensure effective communication. The information about the location of accessible services, activities, and facilities should be available in a format that is accessible to people who are deaf or hard of hearing and those who are blind or have low vision.

Auxiliary aids and services include, for example:

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

technology; or other effective methods of making visually delivered material is available to persons who are blind or have low vision.

Findings (Partial Compliance):

- ✓ The Town of Leesburg publicly informs citizens of the option to request auxiliary aids and services to participate in programs, services, meetings, and events; individuals can contact the office of the program or the ADA Coordinator, Kate Trask at ada@leesburgva.gov or 703-737-7144.
- ✓ The Town Council, Parks & Recreation Advisory Commission, Economic Development Commission and Environmental Advisory Commission meeting agendas all reference that assisted listening systems are available for meetings. The current language states that "assisted listening systems are available at the meeting. If you require any type of reasonable accommodation, as a result of a physical, sensory or mental disability, to participate in the meeting, please contact the Clerk of Council at 703-771-2733. Three days' notice is requested."

Recommendations (Corrective action needed – Minor modifications):

- Persons with disabilities may not participate in or participate as frequently in town sponsored programs, services, or activities if they do not understand what is being communicated. Information on the availability of auxiliary aids and services should be included in departmental policies, procedures, and guidelines.
- When equipment is used, as part of a public entity's program, activity, or service, an assessment should be completed to safeguard that the equipment is usable by persons with disabilities, particularly persons with hearing, visual, and manual impairments. In addition, a public entity should have policies in place to ensure that its equipment is well maintained and in operable working order.
- Training should be provided so that staff are aware of and understand how to arrange for auxiliary aids and services, such as sign language interpreters, material in Braille and assistive listening systems; to support effective communication with persons with disabilities.

Qualified Interpreter Services

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

Different situations will require different types of interpreters. For example, an oral interpreter who has special skill and training to mouth a speaker's words silently for persons who are deaf or hard

of hearing may be necessary for an individual who was raised orally and taught to read lips or was diagnosed with hearing loss later in life and does not know sign language. An individual who is deaf or hard of hearing may need an oral interpreter if the speaker's voice is unclear, if there is a quick paced exchange of communication, or when the speaker does not directly face the individual.

Video Remote Interpreting is a technology composed of a video phone, video monitors, cameras, a high-speed internet connection, and an interpreter. The video phone provides video transmission to a video monitor that permits the individual who is deaf or hard of hearing to view and sign to a video interpreter who is live in another location and can see and sign to the individual through a camera located on or near the monitor, while others can communicate by speaking. The video monitor can display a split screen of two live images, with the interpreter in one image and the individual who is deaf or hard of hearing in the other image.

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

Findings (Compliant):

- ✓ Citizens of Leesburg may request an accommodation to participate in town meetings, programs, activities, and events by submitting an online form or contacting the Town's ADA Coordinator at ada@leesburgva.gov or 703-771-2700.
- ✓ The Town contracts locally with multiple vendors for sign language interpreter services.
- ✓ The Town currently has a contract Video Remote Interpreting (VRI).

Recommendations (No corrective action needed – Enhancements and review):

- All notices for public input should include information on the availability of interpreter services and other services.
- Sign language interpreters should be provided as determined through the request for accommodation process for qualified persons with disabilities or in circumstances where a sign language interpreter is known to be required.
- Interpreters should be provided as determined through a request for accommodation process or in circumstances where an interpreter is known to be required.
- The Town must ensure that those persons utilizing a language other than English and are

deaf, are also provided interpreter services that specialize in signing for that language.

- The Town may consider the use of a video relay interpreter system to augment contracts and arrangements for interpreters.

Telecommunications Devices for the Deaf and Hard of Hearing

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

Findings (Compliant):

- ✓ TDD/TTY numbers are included on the website, in documents and on brochures.

Recommendations (No corrective action needed):

- When a public entity uses an automated-attendant system, including, but not limited to, voicemail and messaging, or an interactive voice response system, for receiving and directing incoming telephone calls, that system must provide effective real-time communication with persons using auxiliary aids and services, including TDD/TTYs and all forms of FCC approved telecommunications relay systems, including internet-based relay systems.
- Employees who communicate with the public should become familiar with the use of TDD/TTY communications or relay communications, Assistive Listening Systems for the Deaf, and Hard of Hearing or the relay system.
- Assistive listening systems are required in assembly spaces where audible communication is integral to the use of the space. Signs are to be provided informing patrons of the availability of the assistive listening systems.

Assistive Listening Systems

Assistive listening systems should be available for public meetings to ensure effective communication.

Findings (Compliant):

- ✓ Citizens may contact the contact the Town Clerk of Council at 703-771-2733, with three days' advance notice of public meetings or contact the ADA Coordinator at ada@leesburgva.gov or 703-771-2700, to make arrangement to participate.

Recommendations (No corrective action needed – Ongoing maintenance):

- Information regarding assistive listening systems should be readily available.

- Signs should be posted in prominent places at or near the assembly area entrance stating "Assistive-Listening System Available" and include the International Symbol of Access for Hearing Loss.

Alternate Formats

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

Findings (Partial Compliance):

- ✓ Some town agendas do not contain information on how to request documents in alternative formats.
- ✓ The Town does not have an ADA nondiscrimination notice that includes methods to request in alternate formats.

Recommendations (Corrective action needed – Minor modifications):

- The Town should provide notice regarding the method and availability for alternate formats.
- The Town should provide staff training regarding the requirements for accessible alternate formats, what accessible alternate formats are and how to provide accessible alternate formats. Procedures should be put in place for the development of accessible alternate formats.
- The Town should produce accessible alternate formats for high use areas, where the probability for a request for an alternate format is high. Examples include provision of audiocassettes, CDs, large print, information sent via e-mail, screen readers, Braille, and pictograms.
- Online public notices and publications should have a statement of accommodations which includes who to contact for an accommodation.
- A TDD/TTY and/or Relay number should also be included on town notices which allow for public input.

Accessible Fonts and Documents

Some fonts are more accessible for screen readers and for printed documents. Use of an accessible font allows text to be transformed into sound through voice synthesizers when using screen readers. Text can also be enlarged by screen enlargement or magnification without any loss of quality. Use of an accessible font with sufficient contrast between the text and the background makes text easier to read for users with low vision and other disabilities such as dyslexia.

Findings (Partial Compliance):

- ✓ It was noted that non accessible fonts and contrast were used in some town documents and in selected areas of the website.
- ✓ An October 2019 survey afforded citizens an opportunity to discuss areas of improvement needed in the Town; better accessibility for disabled citizens and the need for enhanced Braille signage throughout the town facilities were some needs identified.
- ✓ A policy for accessible fonts and documents, although not required, were not found.

Recommendations (Corrective action needed – Minor modifications):

- The Town should continue to provide information on its website and publications regarding the Town's branding policy, if available.
- The possibility of a central town-wide department or method to provide Braille and other accessible documents should be assessed to assist with providing accessible alternate formats.
- The Town should have an existing contract with one or more firms or organizations to provide accessible documents, such as Braille in a timely manner.

Acceptable Terminology

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

Findings (Partial Compliance):

- ✓ Some documents reviewed contained the word "handicapped" instead of the term "disabled."

Recommendations (Corrective action needed – Minor modifications):

- Town publications should be reviewed to see if the word "handicapped" is used. The words "individuals with disabilities" or "persons with disabilities" should replace "handicapped". The term "disabled person" should also be avoided. Information regarding acceptable terminology in "people first language" should also be provided to town staff. Publications should be updated as they are reprinted.
- It is recommended that the ADA/504 Coordinator disseminate information or provide training regarding acceptable terminology to be utilized by departments and staff.

Website Accessibility

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

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

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

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

An updated version of the guidelines (WCAG 2.1) was published on June 5, 2018. The updates are mainly related to mobile devices, disabilities that affect vision and cognitive function, criteria addressing text spacing, and criteria addressing timeouts and animations from interactions. While public entities are encouraged to begin applying compliance with WCAG 2.1 success criteria into their website design, it is not yet the required standard.

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

Findings (Compliant):

An analysis of the Town of Leesburg's website was completed on January 15, 2020 by DAC and the results are being provided to the Town as a separate report. The review covered the evaluation of 181 individual webpages. Links to external sites and web pages were not evaluated. A summary of the primary findings of the website accessibility review included the following:

- ✓ The most prominent errors identified by the evaluation tool include empty link and empty heading errors. Empty link errors signify that the link contains no text and if the link contains no text, the purpose of the link will not be presented to the user. This can introduce confusion for keyboard and screen reader users. Empty heading errors indicate that a heading contains no content. Some users, especially keyboard and screen reader users, often navigate by heading elements. An empty heading will present no information and may also introduce confusion.
- ✓ Additional errors identified are contrast errors. Contrast errors mean there is very low contrast between foreground and background colors. Larger text does not require as much contrast as smaller text. Adequate contrast is necessary for all users, especially users with low vision.
- ✓ The Town’s website hosts a website accessibility page which specifies accessibility design guidelines, browser accessibility information, browser accessibility, and supported assistive technology.
- ✓ An additional website accessibility review was conducted in January 2020 using a different evaluation tool. The review identified some accessibility errors and alerts.
- ✓ The Town updated its website in May 2020 and launched it in June 2020. The new website should meet the Accessibility Standards of WCAG 2.0 Level AA requirements.

Recommendations (Corrective action needed – Updates are being made):

- Provided to the Town as a separate report from DAC. A copy of the report is available to review on the Town’s Accessibility webpage.

Social Media

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

Findings (Compliant):

- ✓ The Town uses social media as a form of communication (Figure 11).

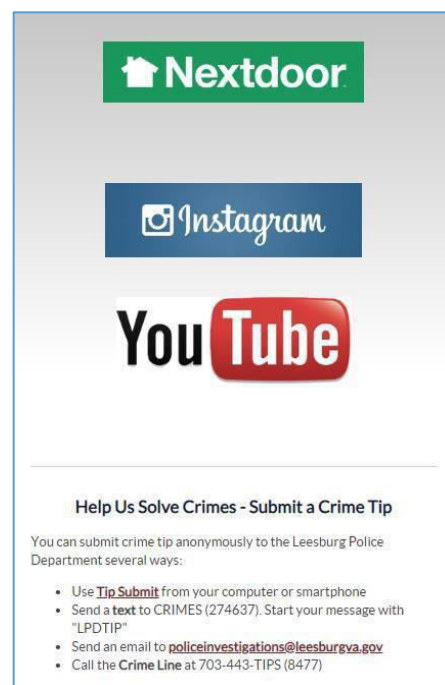


Figure 11: Police Department’s use of social media sources.

Recommendations (No corrective action needed):

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

Staff Training and Staff Resources

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

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

Findings (Compliant - Exceeds Requirements):

- √ The Town has conducted extensive training opportunities for police department staff. The Leesburg Police Department conducted five (5) training session targeted at first responders to provide training regarding disability awareness. The sessions were held on July 24, 2018, July 25, 2018, August 1, 2018, August 2, 2018 and on August 7, 2018. Topics included:
 - Current trends
 - Mental health
 - Attention deficit hyperactivity disorder
 - Tourette syndrome

- Low vision and blind
 - Hard of hearing and deaf
 - Physical disabilities
 - Intellectual disabilities
 - Epilepsy and seizure disorders
 - Autism spectrum disorder
 - Traumatic brain injury
 - Dementia
 - Person first language and communication
- ✓ The Town has also archived training sessions in a shared ADA Resource folder for access by staff, in addition to training manuals and documents.
 - ✓ Leesburg Police Department staff have attended several ADA trainings, including the Virginia Department of Criminal Justice Service's Disability Awareness for Law Enforcement Train-the-Trainer Program, the National ADA Symposium and the Mid-Atlantic ADA Center's ADA Updates.
 - ✓ The content of the Town's shared ADA Resource folder also contains information regarding the ADA, commonly asked questions, and Department of Justice resources for Title II Compliance.
 - ✓ According to the ADA Annual Report, staff also attended:
 - Sidewalks and Paths
 - Title III Barrier Removal
 - Effective Communication in the Criminal Justice System: Lessons from Case Law
 - Autism Safety 101: Autism and the Law Enforcement Response
 - ✓ In addition, the Town's ADA Coordinator has taken several ADA training classes and participated in webinars that are specific to the roles and responsibilities of the ADA Coordinator. Classes, sessions and webinars include:
 - ADA 2018 ADA National Symposium, June 18-20 in Pittsburg, PA
 - 2018 ADA Mid-Atlantic Update, September 5-6 in Tysons, VA
 - ADA Public Right-of-Way Workshop, October 4 at UVA I Charlottesville, VA
 - Coordinator meeting for Maryland, Virginia and DC
 - 2019 Mid-Atlantic ADA Updates

- Webinar: Inclusive Emergency Preparedness, Nov 15 by the ADA Mid-Atlantic Center
 - Webinar: ADA Sidewalks, Shared Use Paths and Street Closings, Feb 7
 - Webinar: Title III Barrier Removal, Feb 29
 - Webinar: Understanding ADA and Service Animals in the Workplace, April 24 by the Virginia Municipal League
- ✓ The Town's ADA Coordinator earned her ADA Coordinator Certification from the University of Missouri and the Great Plains ADA Center.
 - ✓ The Town has an ADA Resources Page on the Town of Leesburg Employee Portal that provides information about the ADA.
 - ✓ The Town has developed an ADA Resource Guide that is available to all staff on the Town's employee portal.

Recommendations (No corrective action needed – Enhancements):

- The Town should continue to provide ongoing training for town staff regarding the ADA/504 for facilities, public rights-of-way, and outdoor recreation standards. It is suggested that additional training topics may include, but are not limited to:
 - Requirements of the ADA/504 for the Town of Leesburg
 - Persons with disabilities
 - Acceptable terminology and expressions
 - Noncompliance consequences
 - Accessible vs. compliant
 - Barriers – programmatic or physical
 - Providing services for persons with disabilities
 - Service animals
 - Leased sites
 - Special events
 - Accessible locations for meetings
 - Events & voting
 - Auxiliary aids and services
 - Construction & remodeling
 - Maintenance of accessible features

- Community donations and construction projects
 - Town of Leesburg responsibilities
 - Notice of the ADA/504 Coordinator
 - Notice and Rights posted for persons with disabilities
 - Assistive listening
 - Grievance complaint procedures
 - Statement of accommodations and reasonable accommodations
 - Outreach activities for the inclusion of persons with disabilities
 - Use of town facilities by organizations and persons with reasonable accommodations
 - Statement of accommodations
 - Effective communication
 - Alternate and accessible formats
 - Accessible websites
 - Volunteers
 - Accessibility standards and regulations for facilities, parks, recreational sites and the public right-of-way
- The ADA/504 Coordinator and designated staff should continue to provide or coordinate additional ADA/504 training to selected staff.

New Employee and Volunteer Orientation

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

Findings (Partial Compliance):

- ✓ The Town has a specific Keep Leesburg Beautiful Volunteer registration form.
- ✓ The volunteer information/application does not include any nondiscrimination statement.
- ✓ There was no evidence of ADA training provided to new employees and volunteers.

- ✓ An Equal Employment Opportunity Employer statement is publicly posted on the Job Opportunities area of the website.
- ✓ The Town also emphasizes ADA compliance for potential and new employees by declaring the following statement: "The Town of Leesburg supports the American with Disabilities Act by making reasonable accommodations for persons with disabilities, so that they may participate in job interviews, services, or employment offered by the Town. Call (703) 777- 2420 or Virginia Relay Center (TDD/TTY 1-800-828-1120/Voice 1-800-828-1140)."
- ✓ No ADA information is referenced in the online Volunteer Opportunities information or the Volunteer application.
- ✓ No discriminatory practices regarding employment, the screening process and volunteering with the Town were identified.

Recommendations (Corrective action needed – Minor modifications):

- The Town should add information as to the identity, title, address, phone number, and e-mail address of the ADA/504 Coordinator to new employee orientation and volunteer information.
- New employees and volunteers should be provided materials and/or training regarding nondiscriminatory practice and the requirements for access to programs, services, and activities of the Town.
- The Town should develop training materials and videos for new employees and volunteers regarding information and requirements of Title I and Title II of the ADA and Section 504. Materials could also be offered on providing accommodations for persons with disabilities.

Distribution and Location of Publications

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

Findings (Partial Compliance):

- ✓ Some publications, brochures, and documents were displayed in departments and areas that are not accessible for persons with disabilities.
- ✓ Displays should also allow for retrieval of the information without utilizing a tight pinching or grasping motion and be within a compliant reach range.

Recommendations (Corrective action needed – Minor modifications):

- The Town should continue to provide information to departments regarding the placement of brochures, pamphlets, and information in accessible locations and in

accessible containers or displays for persons with disabilities. Including requirements for reach ranges and clear floor space to access publications would be beneficial.

- Counters and areas that are lowered for access by persons with disabilities should be maintained and kept clear of display and work items.

Planning, Budgeting, Implementation, and Strategies for Ongoing Compliance

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

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

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

Findings (Compliant):

- ✓ The Town has demonstrated a commitment to provide access to programs, services, activities and facilities throughout the levels of government.
- ✓ As further evidence of its efforts for compliance with the Americans with Disabilities Act and related accessibility legislation, the Town of Leesburg is prioritizing the removal of barriers identified and developing funding projections for the implementation of the ADA Self- evaluation and barrier removal/transition plan. Public and staff input conducted during the project has provided additional information to develop an accessibility plan to serve the members of the community and visitors.
- ✓ The Town of Leesburg issues quarterly and annual ADA reports that include a summary of accessibility compliance activities. The ADA Annual Report for January 1, 2019 to December 31, 2019 provides an overview and highlights of compliance activities. The report also delineates accommodations requested, grievances received, the status of the grievances, inquiries by the public and town, a description of the Town's accessibility

projects, a chart of ADA activity by departments, administrative items completed, and in progress and training activities.

- ✓ In order to enhance compliance for persons with disabilities in an expeditious and cost- effective manner, the Town received input from the community, staff and the Town of Leesburg ADA Committee. The Town has several methods available for ongoing input to continue to develop, maintain and implement the ADA/504 Self-evaluation and Transition Plan.
- ✓ The Town has a history of compliance with the ADA and appointed the current ADA Coordinator, Kate Trask, in March 2016. The ADA Coordinator is knowledgeable and exceeds the requirements for an ADA Coordinator. She also serves as the 504 Coordinator.
- ✓ The ADA Committee was formed and met in April 2016. The ADA Committee members provide oversight and serve as a steering committee to guide and assist the Town with strategies to maintain and enhance accessibility for persons with disabilities to access town programs, services, and activities in a nondiscriminatory manner. The Town has an established ADA Committee that is representative of the Town’s government.

Current ADA Compliance Committee Liaisons membership includes:

- Betsy Arnett, Public Information Officer, Town Manager’s Office
- Josh Didawick, Human Resources Director
- Christopher Kohr, P.E., Operations Manager, Public Works and Capital Projects
- Jon Cleaves, Parks Manager, Parks and Recreation
- Christine Newton, Deputy Town Attorney
- Major Vanessa Grigsby, Deputy Chief of Police
- Sergeant Mike McDonald, Police

Kate Trask, ADA Coordinator for the Town of Leesburg, chairs the ADA Committee. Sgt. Mike McDonald, the ADA Liaison for the Leesburg Police Department, serves on the committee. The ADA/504 Coordinator, or designated staff, is empowered with the authority to make recommendations and monitor the current Town of Leesburg ADA/504 Self-Evaluation and Transition Plan.

- ✓ The Town’s Capital Improvements (CIP) for Fiscal Years 2020-2025 includes funds for ADA improvements. Previous CIP and related funding for ADA projects and improvements has been allocated in previous years and reinforces the Town’s commitment for compliance with the ADA and Section 504 to serve persons with disabilities.

Recommendations (No corrective action needed):

- The Town should continue their commitment for compliance with the ADA and Section 504 to serve persons with disabilities.

Conclusion

The Town of Leesburg has demonstrated a commitment from the highest level of leadership that has permeated throughout the levels of town government to provide equal access to its programs, services and activities for persons with disabilities. This commitment is evident throughout the organizational structure and is demonstrated by its outreach efforts, involvement of the community and stakeholders, development of accessibility policies and practices for effective communication, website accessibility, social media, service animals, staff training, development, and postings of required notices and accommodations to include persons with disabilities along with the construction and remodeling of facilities and public rights-of-way.

The Town continues to embrace a concept of full and equal access for all of the people it serves and recognizes that persons with disabilities are better served and able to participate in the community if the programs, services, activities, facilities, and public rights-of-way are accessible. The Town's willingness to provide accessibility or make modifications to policies, programs, services or events to better ensure that persons with disabilities have equal opportunities to participate is evident.

The 2019-2020 ADA Self-evaluation and Transition Plan provides an updated accessibility framework that can be integrated with other town accessibility compliance activities to develop an ongoing, comprehensive and cost-effective plan to enhance compliance over time. The results from the ADA/504 Self-evaluation and Transition Plan demonstrate that the Town has achieved substantial ADA and Section 504 compliance and identifies a minimal number of areas to improve accessibility.

The Town is currently prioritizing the barriers identified to develop a strategic plan for funding and implementation. Selected town staff received training regarding the use of the DACTrak Accessibility Management online software to assist with the implementation of their plan and documentation of the removal of barriers that may be discriminatory.

The implementation of the recommendations in the Self-evaluation and Transition Plan will continue to require planning, resources, staff training, interdepartmental coordination, and collaboration throughout the organizational structure and the public. Based on past performance of the Town's commitment for accessibility for its citizens, visitors, and staff, and the current planning activities, it is apparent that the accessibility efforts of the Town will continue.

Appendix A- Public Notices and Postings

Public Input Notice posted on the Town website:

Leesburg

Residents Businesses Visitors Government How Do I?

Government + Public Information

News Archive

Font Size: [+](#) [-](#) [Share & Bookmark](#) [Feedback](#) [Print](#)

Town Seeks Public Input on Facility and Program Accessibility

Online survey will be open until Friday, November 1, 2019.
Post Date: 09/13/2019 8:52 AM

Leesburg, VA (September 13, 2019) – Under Title II of the Americans with Disabilities Act (ADA), the Town of Leesburg is required to conduct a self-evaluation regarding the accessibility of Town facilities, programs, and activities. Once the self-evaluation is complete, the Town will prepare an action plan to address any identified barriers to access.

As part of the self-evaluation, the Town of Leesburg is seeking public input. If you would like to provide feedback, please visit www.leesburgva.gov/ADASurvey. The survey takes approximately ten minutes to complete and may be submitted anonymously.

If you require an accommodation to complete the survey, please call 703-777-2420.

For more information about the ADA self-evaluation process, please contact the Town's ADA Coordinator, Kate Trask at ktrask@leesburgva.gov.

Media Contact:
Betsy Arnett
Public Information Officer
barnett@leesburgva.gov
703-771-2734

[Return to full list >>](#)

- ▶ Mayor & Council
- ▶ Town Code
- ▶ Public Hearing Notices
- ▶ Boards & Commissions
- Public Meetings Calendar
- Webcasts
- ▶ Town Manager
- ▶ Departments
- ▶ Accessibility
- ▼ Public Information
 - ▶ **News Archive**
 - Local Government Access Channel
 - Media Relations
 - Public Records (FOIA) Requests
 - Register for Updates
 - Staff Directory
 - Inclement Weather Policy
 - Fraud and Abuse Hotline



News Release: Town Seeks Public Input on Facility and Program Accessibility

Town of Leesburg, Virginia sent this bulletin at 09/13/2019 08:57 AM EDT

Having trouble viewing this email? [View it as a Web page.](#)



Town of Leesburg, Virginia News Release

For Immediate Release
September 13, 2019

Media Contact:

Betsy Arnett, Public Information Officer

barnett@leesburgva.gov

703-771-2734

Town Seeks Public Input on Facility and Program Accessibility

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9/13/2019

News Release: Town Seeks Public Input on Facility and Program Accessibility

For more information about the ADA self-evaluation process, please contact the Town's ADA Coordinator, Kate Trask at ktrask@leesburgva.gov

Appendix B- Grievance Policy and Form

← → ↻ loesburgva.gov/government/accessibility

Leesburg

RESIDENTS BUSINESSSES VISITORS **GOVERNMENT** DEPARTMENTS Q

Filing an ADA Grievance

If you feel that you or someone else has been discriminated against while accessing Town of Leesburg services or facilities, please contact us in writing. The [ADA Grievance form](#) is in a fillable .pdf format. Once completed, save the form and email to the ADA Coordinator at ada@leesburgva.gov. The form may be printed and mailed to the ADA Coordinator at the above address.

The grievance form must be submitted within 60 days of the alleged discrimination incident.

The information requested on this form must be filled in completely to help us process your complaint. If you need assistance completing this form or if you have questions regarding your rights and protections under this complaint procedure, please contact the ADA Coordinator listed above.

If you wish to file an ADA complaint regarding a facility that is more than one year old, complaints should be filed with the [United States Department of Justice](#).



ADA GRIEVANCE FORM

The Town of Leesburg prohibits discrimination against individuals with disabilities in its services, programs, accessibility and activities.

<p>IMPORTANT:</p> <ul style="list-style-type: none"> • A completed form must be submitted within 60 days of incident. • Form must be signed. • Please submit signed and completed form to: ADA COORDINATOR TOWN MANAGER'S OFFICE TOWN OF LEESBURG 25 WEST MARKET STREET LEESBURG, VA 20176
<p>TYPE OF GRIEVANCE:</p> <p> <input type="radio"/> Service/Program <input type="radio"/> Facility Accessibility <input type="radio"/> Communication <input type="radio"/> Employment <input type="radio"/> Other (please explain) _____ </p>
<p>CONTACT INFORMATION:</p> <p>Reporting Individual</p> <p>Name: _____</p> <p>Phone Number: _____ Alternate Phone Number: _____</p> <p>Address: _____</p> <p>City/Town: _____ State: _____ Zip: _____</p> <p>Email Address: _____</p> <p><input type="checkbox"/> By checking this box, you indicate that you do not want your email address disclosed.</p> <p>On Behalf Of (if different than Reporting Individual)</p> <p>Name: _____</p> <p>Phone Number: _____ Alternate Phone Number: _____</p> <p>Address: _____</p> <p>City/Town: _____ State: _____ Zip: _____</p> <p>Email Address: _____</p> <p><input type="checkbox"/> By checking this box, you indicate that you do not want your email address disclosed.</p>



ADA GRIEVANCE FORM (continued)

DETAILED INFORMATION OF GRIEVANCE:

Please specify date time and location of incident/complaint:

Date: _____ Time (if applicable): _____ Specific Location: _____

Please provide a detailed description of the incident/complaint that has prompted you to file this grievance:

If known, please list the names of other persons involved in this incident (if any): _____

Please explain how you would like to see this matter resolved: _____

SIGNATURE: _____ DATE: _____

Please submit the completed and signed form to:
ADA Coordinator, Town Manager's Office, Town of Leesburg, 25 West Market Street, Leesburg, VA 20176

For questions about this form, please contact: ADA Coordinator at ADA@leesburgva.gov or call 703-771-2700.

For Office Use Only:

Date Received: _____ Date of Contact with Complaint: _____ Date of Resolution and Action: _____

Appendix C: General Findings and Highlights from Staff and Administrators' Survey

The Town's staff and administrators' survey resulted in one hundred sixty-one (161) staff survey responses. Respondents were from various town departments included the Police Department (14%), Leesburg Public Library (3%), Parks & Recreation (11%), Finance (8%), Public Works (21%), and Utilities (21%). Comments included:

- 75% of survey respondents stated they have regular interaction with the public.
- 97% of survey respondents stated they knew who the ADA Coordinator was and listed the name Katie Trask.
- 32% indicated they had received training and information regarding the Americans with Disabilities Act, while 34% indicated they had not received training.
- 20% stated they would benefit from training regarding communicating with persons who have speech or hearing difficulties or to participate in training with sign language interpreters.
- Respondents indicated that they would like additional training regarding:
 - 11% developing policies and procedures
 - 16% how to work with persons with disabilities
 - 20% legal requirements
 - 19% how to provide accommodations for persons with disabilities
 - 12% how to provide materials in alternate formats
 - 11% American Sign Language (ASL) training
- 88% of respondents stated they had not received concerns or complaints regarding accessibility, while 12% indicated they had received complaints.
- When asked their opinion of the highest priority to improve accessibility for persons with disabilities, responses included:
 - Meeting all legal requirements
 - Being able to accommodate requests for services for the disabled community in a timely manner
 - Continued repair and upgrades to all town buildings
 - Provide ADA training and awareness for employees that deal directly with the public
 - Making sure to accommodate the needs and requests for a person with a disability
 - Conduct a review of areas where we may be deficient in accommodating those who need accommodations
 - Establishing an environment that is safe (infrastructure), inclusive, and welcoming for all (customer service)
 - Repairs to the public rights-of-way for all of the town buildings
 - Improve pedestrian sidewalks and paths, as well as entrance to existing buildings to be ADA accessible especially in the historic district
 - Have trained staff available for anyone needing accommodations and knowledge of resources available to make these accommodations
- 21% stated that they are familiar with the Town's grievance or complaint procedures for persons with disabilities while 78% stated, "no" they were not familiar.
- 49% stated that their department does charge an additional fee for modifying the program for a person with disabilities that are not charged for a person without a disability and 51% stated, "don't know".
- When asked what types of accessible alternate formats your department makes available for persons with disabilities when requested, responses included:
 - Interpreter and sign language
 - Reading material in different formats
 - Assistive listening devices (like FM transmitters)

- 50% specified that their department does require meetings and conferences be held in accessible locations, while 46% stated they did not know and 4% stated "no".
- 94% of the respondents specified that they had not been trained on how to respond to requests from the general public for alternate document formats, i.e. enlarged print or Braille, of the printed materials that are made available to the public, 6% stated, "yes".
- When asked what type of accommodations does their department provide to the public when requested, responses included:
 - 11% stated sign language interpreters
 - 13 % stated call-in/speakerphone capability during meetings
 - 5% stated assistive listening devices
 - 5% stated large print
 - 3% stated Braille
 - 46% did not know
- 5% of respondents are aware of persons with disabilities currently serving on any of their department's advisory boards or committees, 37% stated "no" they were not aware and 54% stated, "don't know".
- When asked what tools are used by their department to communicate by phone with speech or hearing difficulties, responses included:
 - 10% stated that a third-party "relay" system where a trained operator facilitates a conversation between staff and the caller
 - 10% stated text-telephone (TTY or TTD) are used
 - 14% stated "none"
 - 63% stated, "don't know"
- 4% stated they have received training on how to place a Relay call as well as receive one, whereas 83% had not received training and 13% stated, "don't know".
- 4% of respondents stated that their department staff does have an evacuation plan or procedures in place that describes how to evacuate persons with disabilities from a facility during an emergency, 28% stated "no" and 68% stated, "don't know".
- 15% stated they have been trained to carry out the instructions of the evacuation plan or procedures, 85% stated, "no".
- 25% of staff stated they are aware of any areas or elements of the facilities that their department utilizes which are not accessible to persons with disabilities, 75% stated "no".
- 16% stated their department staff is informed of the department's obligation and policies that enables persons with disabilities to participate in programs and services offered by their department, 13% stated, "no" and 71% stated, "don't know".
- 13% of the responses stated there is no policy in place for other power-driven mobility devices (OPDMD), 2% stated, "yes" and 85% stated, "don't know".
- 12% of respondents stated, "yes" there is a policy in place for service animals, 10% stated, "no" and 78% stated, "don't know".
- 25% of respondents stated they do have responsibilities for creating web page content, and 75% stated, "no".
- 15% of respondents stated that they have received training on website accessibility requirements 74% stated, "no" and 11% stated, "don't know".

Appendix D: General Findings and Highlights from Public and Organizations' Survey

Sixty-six (66) completed surveys were received from community members. Twenty-two of these respondents stated that they are persons with a disability. A complete list of respondents (community and organizations) and the survey is included in Appendix E. It is important to note that some of the comments may not include Town properties or services offered by the Town.

Community members frequently utilized programs and services such as the, public library, library programs, downtown events, town hall events, parades, and parks. Comments included, but are not limited to:

- Twenty-five (25) of the respondents (52%) are not aware of any specific concerns, complaints or problems regarding access for persons with disabilities to any of the programs, services or activities provided by the Town of Leesburg, whereas twenty-three (23) respondents (48%) indicated "yes" they are aware of concerns, complaints or problems. Some of the responses include the following:
 - Many areas of Leesburg need to be redesigned with sidewalks, overpasses and underpasses that allow for pedestrian accessibility on foot, wheelchair and other assertive equipment.
 - Limited close parking makes it difficult for people with disabilities to enjoy special events particularly in the downtown area.
 - I would like for the Leesburg Police Dept. to have more disability training.
 - lack of transportation
 - Access to buildings and stores
 - We need more braille options at town facilities. It would be nice to offer more audio tours, too.
 - Transportation is not the greatest
 - Nothing for Saturday or Sunday. Don't know any of the programs.
 - I and many others need transportation from Pennington to downtown, the town garage is a nightmare for wheelchairs and the elevator is out of order most of the time
 - We've had negative experiences at Ida Lee as other customers do not like people with disabilities in the pool, locker rooms or gym. Staff is generally helpful but it's disheartening.
 - Brick sidewalks uneven; difficult to walk on without tripping. Tables on sidewalks narrow walking space.
 - Crosswalk light timing is terrible. Cars should be stopped as soon as possible to allow pedestrians to cross streets.
 - Example of ramps/entrances noted in a prior response.
 - Trying to get info on certain benefits and unable to receive, transferred, transferred
 - Unable to get proper referrals for specific needs
 - Yes! There are utility poles in the middle (!) of sidewalks all over town! People can't comfortably walk around. No way someone with a disability could commute around on all our sidewalks. In addition to poles many people place their trash cans, Xmas trees, etc, directly in the MIDDLE of the already narrows sidewalk. Instead of placing at the curb
 - Outdoor eating places decrease the area for pedestrians. When using a cane or walker it is difficult to get around them. I appreciate the nearness of handicapped parking places to the stores but would appreciate a cart return nearby the parking places. On

- o too many occasions I've found the parking spots with carts in them
 - o Yes, sidewalks in old town are not passable without going around the light pole in the middle of the sidewalk
 - o As caregiver to my husband, who requires the use of a wheelchair, we are often frustrated that so many businesses and restaurants are either totally inaccessible or not very wheelchair friendly.
 - o Town Hall garage elevator vestibule door impossible to negotiate. New garage access machines at exits are too far in and too high to reach without extending head out the window. In rainy weather this is a problem. Unevenness in brick sidewalks and severe cross slopes downtown pose trip hazards. Outdoor dining areas have constricted the sidewalks to less than widths prior to the widening project. The areas left for pedestrians include light poles and trees. A-frame signs on sidewalks present hazards to pedestrians. Because of these limitations, I avoid coming downtown. This is especially so for events that draw crowds.
 - o No bathrooms to accommodate persons that need changing tables. Not babies or toddlers.
 - o Walking on the sidewalks if you need a walker or other such tool due to height variations from one slab to the next.
- 26% or 12 respondents stated that they do know who the designated ADA Coordinator for the Town of Leesburg, 64% or 30 stated, "no" and 11% or 5 stated the name of the ADA Coordinator as Kate Trask.
- 55% of respondents do participate in programs, services or activities offered by the Town of Leesburg, 34% stated, "no" and 11% stated, "not applicable". Responses included:
 - o Parks
 - o Events
 - o Parades
 - o Town council meetings
 - o Public library
 - o Ida Lee -classes and events
 - o Music on the Green
 - o Visits to Town Hall
 - o Parades
 - o Council meetings
 - o Public transit bus system
 - o Trash pick-up and recycling
 - o Senior Center
- Sixteen (16) or 30 % of respondents indicated they know who to contact if needing assistance, have a concern or complaint, or need accommodation to access a facility, service or event and thirty-two (32) or 59% stated, "no" they don't know who to contact and six (6) or 11% stated "not applicable".
- When asked if the attitude of Town of Leesburg staff towards persons with disabilities is generally helpful, supportive, positive and proactive in solving accessibility issues, 35% responded "yes", 11% said somewhat, 46% said that they did not know and only 7% said "no".
- When asked organizations what general guidance, advice or assistance their organization could provide to the Town of Leesburg to protect against potential discrimination of persons with disabilities in its programs, services and activities, several respondents stated they would like to opportunity to discuss further in greater details the 2-step entrances into buildings and mobility access.
- 20% of the respondents indicated that they have requested an accommodation for a disability from the Town, 78% stated, "no" and 2% stated, "not applicable". When asked if their

accommodation was provided, 18% said it was provided.

- Some comments regarding the highest priority for the Town to improve accessibility include:
 - Please plan and develop a Town of Leesburg for people of all abilities to feel right at home.
 - At the very least keep brick walkways clear, clean and in good repair. Many businesses do not have parking, many times my family has passed up an opportunity to frequent a business downtown because at least one of us had mobility issues at the time. Perhaps par for the course in an old town but disappointing for those that would love to.
 - I am left hemi paretic and Leesburg works well for me
 - Training for all staff on the ADA and interacting with persons with disabilities.
 - More buses
 - Wheelchair accessibility
 - Provide for those who are blind or deaf in the community. We also need a few extra handicap spots or some more education on where you can park and if there is a special limit for those who can't get to and from the vehicles as quickly.
 - Clear access, for example: sidewalks, ramps, parking spaces (enforcement of parking spaces)
 - Improving public transportation, especially on weekends
 - Monitor and appropriately enforce specific codes regarding painted handicap designations painted on parking spaces. Make sure the Town code matches the ADA code (302) indicating that the paint is to be non-slippery and carry out sufficient inspections.
 - The lower income facilities you are planning is wonderful. Went out on Disability in 2011 down from working two jobs for some years since 1991 and graduated from LPN school with honors in 1993 from C.S. Monroe Vo-tech, Leesburg, VA after my ex-husband who was a Virginia State Trooper followed suit with some of his VSP Brothers and added to the 94% divorce rate at the time within the VSP. We were married for 20 years. Would rather be working but at this time unable.
 - To follow the ADA Laws. Several years ago, I asked and they said they did not follow.
 - Accessibility for all disabled persons.
 - Transportation from parking lots and declutter the sidewalks
 - Safe reliable transportation. I also think that the town needs to re-create a mission statement to verify that states inclusion is what we strive for. This includes people with disabilities, people of any race and sexual orientation. I have been encouraged by the rainbow stickers on businesses, but the town needs to come out and take a stand too. When one group of people are marginalized, all the other groups get very scared including people with disabilities. We have hate groups in this town and while we can't totally stop it, I feel it's very important for the town to speak out against it.
 - Easy access to all facilities/events
 - Cross walks and ramps
 - Equitable and affordable accessible housing and transportation options.
 - parking
 - Sidewalks. I walk frequently throughout town and even with a stroller, access to sidewalks is limited and often blocked by light poles. I think that someone with a disability would have a very hard time managing walking around Leesburg.
 - Parking area designated for elderly and disabled closer to the merchant s

- Have better access for parking without long walks, town parking garage is not user friendly for elderly or disabled
- Clear the sidewalks of poles, cans, etc. put in crosswalks on Loudoun and Market. Put in speed bumps to slow people coming in town. No way they are going 45. Please don't wait until there's a tragedy before doing something. Numerous residents have begged for help
- I think you should stop claiming to be supportive to children with disabilities when clearly you are not. You don't provide camps for kids like mine. You don't make exceptions and if you do you shame their brother.
- Could you be more active in informing about services that are available
- Easier to apply for and utilize paratransit throughout town. More wheelchair accessible paths through town parks
- Provide: more transportation; shelters at bus stops; jobs in local government services and schools; outsourcing contracts to vendors who will agree to provide 10% of their employment to people with disabilities; preference to vendors in town who provide services for military under Tricare
- Kill the weeds that have invaded the brick sidewalks in many places in the H-1 district making traversing the already unstable brick sidewalks even worse for people with disabilities. The Town already does a great job with ADA issues, but as a disabled walker of downtown streets I think some improvements could be made.,
- More handicap parking
- I would like to have crosswalks equipped with audible walk/don't walk signals
- Awareness and access.
- To make sure that streets and sidewalks allow for pedestrian and wheelchair access. So many of our roads have sidewalks only on one side, meaning that citizens have to dangerously cross some of the very busy streets found around Leesburg.
- Accessible parking in the garage needs to be 100% accessible; provide automatic doors to the elevator vestibules. The outdoor kiosks at the parking garage entrances need to be moved to make them easier to reach. The blackening of the curbs rear each stands as evidence they are positioned poorly for everyone, let alone those with disabilities. Brick sidewalks need to be better maintained to keep level. A-frame sign and outdoor dining area regulations need to be reconsidered to provide better pedestrian accessibility. The town spent a lot of money to create a better pedestrian experience downtown only to give it up to outdoor dining areas that are unusable most of the year. When those regulations are adopted, they need to be enforced.
- Make sure bathrooms are accessible to people with mobility challenges.
- Transportation for those with disabilities. ADA Ride does not go to certain areas of the county.
- All businesses must have a ramp for wheelchair access. More handicap parking spaces. Have handicap parking spaces monitored for abuse
- Parking and wide enough sidewalks for wheelchairs
- To open their minds and vision to understand the needs of the many citizens who reside in both retirement homes, and private homes. Which based on observations present council and town government do not "SEE" OR LACK THE ABILITY TO UNDERSTAND WHAT THESE FOLKS WOULD LIKE TO ENJOY. How hard and what cost WOULD IT REALLY BE TO MAKE SIMPLE MODIFICATIONS

TO THE PRESENT SYSTEM.

- Pay attention to town-wide issues instead of issues for specific events/meetings.
- MORE ON STREET HANDICAP PARKING SPACES FOR PEOPLE THAT CANNOT WALK EASILY
- Two step entrances
- Far too much to detail here - just one related to mobility access, for instance, is to forego the Downtown Leesburg Historic District's design policies regarding 2-step entrances into buildings.
- Organizations listed the following information and resources that their organization can provide:
 - The Arc of Loudoun welcomes The Town of Leesburg to schedule a conference appointment with The Arc ALLY Advocacy Center of Loudoun. Please visit The Arc of Loudoun official website: www.thearcofloudoun.org to learn about all the programs and services offered, plus educational opportunities for the community and social activities especially designed for people with different abilities. The Arc of Loudoun is also on Facebook.
 - We sponsored the SEAC Awards for Excellence in Service to students of all abilities.
 - Full information re Federal, State, and Local benefits and entitlements for people with intellectual, developmental and/or physical, mental and emotional disabilities.
 - Please contact The Arc ALLY Advocacy Center of Loudoun to arrange an appointment to discuss matters.
 - Two steps are too high for a one-man-carry 4-foot ramp! The Arc would be honored to meet with you and discuss mobility concerns - and so much more - in person.
 - Recently wrote a Letter to the Editor of Loudoun Now addressing that the Town of Leesburg needs to be more inclusive to 'all' people of all abilities, incomes, race and culture.
 - But live in Madison House where we have two elevators and safety bars in the bathroom. If one becomes incapacitated to the point one is unable to fully care of oneself, we need to move on to a full assisted living facility.
 - Yes, cannot push my wheelchair on the sidewalks due to seats and signs. I have stopped going downtown
 - Not directly, as far as I know.
 - Not for a disability, but for safer sidewalks and streets. The sidewalks are so narrow, in places, it forces us into the street on walks. Loudoun Street and Market NEED speed bumps to slow down people that cut through at 45
 - Many times. The worst has been for my family to swim on Christmas Eve. The last few years have been ok but the hard times and harassment have been mind-blowing with regards to the therapeutic pool.
 - ADA transportation
 - Requested wider sidewalk access near Delirium Cafe. GM of restaurant was to call me back about their tables blocking the sidewalk but didn't. When I called the town office I was told that Delirium had the right to have tables on the sidewalk. Wheelchairs and frail walkers have difficulty on that side of the street.
 - To enlarge the town's TV equipment to allow the disabled and shut-in's with the opportunity to view town events, parades, etc. The development of a fishing outlet as originally promised by council, when they wanted us to back and fund IDA Lee.
 - Not directly but reporting sidewalks that prevent people with walkers from using the sidewalks. Reported to group that maintains roads and sidewalks
 - At approximately 12:30 PM on July 8, I parked in the parking lot for Taco Bell

off of Edwards Ferry Rd (in front of the old Walmart). It had been raining for about 24 hours. As I walked towards the side door, as soon as I stepped onto the blue paint of the handicap "decal", both feet immediately slipped and I fell on the pavement, breaking my left wrist. After visiting 2 area paint stores, I found out that there is a grainy substance that should be added to paint before applying in order to make it slip resistant. I also checked with the ADA office in Rockville, MD that oversees this metro area and was told that they have a code (302) specifically stating that applied paint on handicap spaces is to be slip resistant. I want to make sure that the entity that monitors this type of paint application within the Town has an applicable code and enforces adherence to such a code. I want to prevent anyone else from having the same, or worse, accident as I experienced.

- Thank you for creating this survey and best of luck with the Town's projects. Have lived in Loudoun County mostly since 1974. Carol L. Sprowls
- Please call me as I want to know at 703-779-0249
- Thanks to the team for taking this on! Let us know how we can help. Best Regards, Lisa E. Kimball Chief Executive Officer, The Arc of Loudoun Chair, Loudoun County Chamber of Commerce 601 Catocin Circle NE, Leesburg, VA 20176 Office: 703-777-1939 x104 Mobile: 571-435-5023 lkimball@thearcofloudoun.org
- Close parking area designated for elder and disabled close to businesses
- Remove the poles from sidewalks (bury the lines if you can), slow down the daily speeders but enforcing the speed limit in town. Loudoun (buy the firehouse) is ridiculous. People fly through. Same with Market directly across. Put in speed bumps and blinking signs. Take better care of the residents. We worry a tragedy will happen before the town actually listens!! This starts at Dry Mill and goes to Mom's Apple Pie
- Thank you for even considering to put together this survey; it's a demonstration that serving people with disabilities is a priority for you. Employing and housing the disabled (especially empowering independent living) gives them purpose, gets them paying taxes rather than simply receiving benefits at the town's expense, and is the RIGHT thing to do - as everyone benefits. Let's make Leesburg the model town in all America for serving those with disabilities. Thank you
- Make the gate leading into Town garage on a motion sensor for disabled drivers who can't reach the button To Open it
- I would also like to have a more accessible public transportation system that extend into the evenings and weekends. This would benefit for those with and without disabilities and the elderly. As it is now, most of us have to drive in order to access busses.
- Information needs to be provided to the public who to call, or how to file a complaint, when there is a clear violation of ADA standards.
- Please don't build so much housing because the traffic is already horrible and it will only get worse!
- How much training does our Town's qualified ADA representative actual have and how. Often do they actual participate in programs on the town's TV Chanel? Where or how often at present does any town employee with fully qualified ADA training speak to local groups, lions, Kiwanis, Elks, Shriners, woman's group, jr & Senior, etc? If the town really wants to advance its ADA information it needs to get out into the town and meet, it needs to do a show on the town's TV channel.
- Specific barriers - sidewalk slabs that prevent a walker from moving from one to the next impacting any who need to use such a tool to get around town.

Appendix E- Survey Results

Town of Leesburg Public Input Survey September 13, 2019 – November 1, 2019

What role most adequately describes your association with the Town of Leesburg and the representation you are providing?

#	Answer	%	Count
1	Community Member or Visitor with a Disability	33.33%	22
2	Community Member or Visitor without a Disability	46.97%	31
3	Community Organization - Please list the name of the organization:	18.18%	12
4	Town Volunteer	1.52%	1
	Total	100%	66

Community Organization - Please list the name of the organization:

I have a visual impairment and medically defined as legally blind. I really on assistance from family, friends, and public transit to travel. I also have a number of other mental imbalances. I am a member of The Arc of Loudoun, and set on the Loudoun County Disability Service Advisory Board.

Dsb

INMED Partnerships for Children

I shop in Leesburg all the time. Live in Ashburn

Children have disability

NiyamIT

My daughter has a Disability and works with Helen Parker on the Paxton Campus.

I have two children with disabilities and have worked with people with disabilities for 12 years.

The Arc of Loudoun

Parent of children with disabilities

Community member with a child with a disability

leesburg resident

Are you aware of any specific concerns, complaints or problems regarding access for persons with disabilities to any of the programs, services or activities provided by the Town of Leesburg?

#	Answer	%	Count
1	No	52.08%	25
2	Yes, Please describe:	47.92%	23
	Total	100%	48

Yes, Please describe:

Many areas of Leesburg need to be redesigned with sidewalks, overpasses and underpasses that allow for pedestrian accessibility on foot, wheelchair and other assertive equipment.

Limited close parking makes it difficult for people with disabilities to enjoy special events particularly in the downtown area.

I would like for the Leesburg Police Dept. to have more disability training.

lack of transportation

Access to buildings and stores

We need more braille options at town facilities. It would be nice to offer more audio tours, too.

Transportation is not the greatest

Nothing for Saturday or Sunday. Don't know any of the programs.

I and many others need transportation from Pennington to downtown, the town garage is a nightmare for wheelchairs and the elevator is out of order most of the time

We've had negative experiences at Ida Lee as other customers do not like people with disabilities in the pool, locker rooms or gym. Staff is generally helpful but it's disheartening.

Brick sidewalks uneven; difficult to walk on without tripping. Tables on sidewalks narrow walking space.

Crosswalk light timing is terrible. Cars should be stopped as soon as possible to allow pedestrians to cross streets.

Example of ramps/entrances noted in a prior response.

Trying to get info on certain benefits and unable to receive, transferred, transferred

Unable to get proper referrals for specific needs

Yes! There are utility poles in the middle (!) of sidewalks all over town! People can't comfortably walk around. No way someone with a disability could commute around on all our sidewalks. In addition to poles many people place their trash cans, Xmas trees, etc, directly in the MIDDLE of the already narrows sidewalk. Instead of placing at the curb

Only my own personal experience

Outdoor eating places decrease the area for pedestrians. When using a cane or walker it is difficult to get around them. I appreciate the nearness of handicapped parking places to the stores but would appreciate a cart return nearby the parking places. On too many occasions I've found the parking spots with carts in them

Yes sidewalks in old town are not passable without going around the light pole in the middle of the sidewalk

As caregiver to my husband, who requires the use of a wheelchair, we are often frustrated that so many businesses and restaurants are either totally inaccessible or not very wheelchair friendly.

Town Hall garage elevator vestibule door impossible to negotiate. New garage access machines at exits are too far in and too high to reach without extending head out the window. In rainy weather this is a problem. Unevenness in brick sidewalks and severe cross slopes downtown pose trip hazards. Outdoor dining areas have constricted the sidewalks to less than widths prior to the widening project. The areas left for pedestrians include light poles and trees. A-frame signs on sidewalks present hazards to pedestrians. Because of these limitations, I avoid coming downtown. This is especially so for events that draw crowds.

No bathrooms to accommodate persons that need changing tables. Not babies or toddlers.

Walking on the sidewalks if you need a walker or other such tool due to height variations from one slab to the next.

Do you know who the designated ADA Coordinator is for the Town of Leesburg?

#	Answer	%	Count
3	No	63.83%	30
1	No, I have not had a need or reason to seek out this person.	25.53%	12
2	Yes - Please provide the name:	10.64%	5
	Total	100%	47

Yes - Please provide the name:

Jon cleaves

Kate

Kate Trask

Kate Trask

Kate Trask

Do you participate in programs, services or activities offered by the Town of Leesburg?

#	Answer	%	Count
1	No	33.93%	19
2	Yes - Please list:	55.36%	31
3	Not applicable	10.71%	6
	Total	100%	56

Yes - Please list:

Leesburg First Friday. Music On the Green. Dine and Shop Downtown. Special dedications on the Loudoun County Courthouse grounds, and at Town Hall. Visit the Town of Leesburg Town Hall.

Downtown events, parades, library programs

Library Ida Lee

Ida Lee events in downtown Leesburg parades, etc.

Parades Children's Activities Fireworks

parks, events, local shopping, pay taxes

Parades - as spectator Ida Lee Rec Center

Parades, programs at Ida Lee, council meetings, and other events

library parks

Don't have transportation except for the wonderful public transit bus system. Have osteoarthritis in my joints and am going to apply for the ADA for physician appointments in which I have to walk further. The torn meniscus in my left knee with a hairline fracture below that knee and a Baker's cyst that normally forms with a knee injury which causes excess fluid behind the knee. Right knee is starting to have some similar problems. My daughter uses a PT program at Paxton Campus.

most all of them

Ida Lee and downtown events

Too many to list ... Students at Ida Lee and Rust Library, by way of example.

can't remember

Festivals, classes at Ida Lee

view parades, utilize trash and recycling,

We have tried but Leesburg has not been friendly to children like mine.

trash pickup, library, Ida Lee, festivals, senior center, recycling, balls bluff park, red rocks park,

Ida Lee Garden Show First Fridays July 4th Halloween Christmas Bazaar Christmas Parade King Day Almost every event

Ride the fixed route buses occasionally

Acoustic on The Green, Rust library

daytime and evening events downtown. Parades. Ida Lee activities.

Acoustic on the Green, First Fridays, Parades, Festivals, Ida Lee events, restaurants, shopping

Volunteer medical corp League of Women Voters of Loudoun

Do you know who to contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, service or event?

#	Answer	%	Count
1	Yes - Please list who you would contact:	29.63%	16
2	No - I do not know who to contact	59.26%	32
3	Not applicable	11.11%	6
	Total	100%	54

Yes - Please list who you would contact:

I rely much on myself and family. I do have sources to call through my involvement in the community.

Town Manager's Office

Town Manager

Charlie Monger ??

Have an ADA form to send in.

Helen Parker

ADA Coordinator

I know how to look it up.

The director of whatever program I'm having trouble with Public Works or Disability commission

Town of Leesburg

resources are listed on the website

Police department

Main number 777-2420

Town Gov. & Council Members

There is an ADA contact on town website

Was your accommodation provided?

#	Answer	%	Count
2	No	27.27%	3
1	Yes	18.18%	2
3	Yes, but I was unsatisfied with how the accommodation was provided - Please elaborate:	36.36%	4
4	Not applicable	18.18%	2
	Total	100%	11

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

Been here for four and one-half years and feel like it is my home as don't have family able or willing to help out. Thankful to have Madison House. Nice places to walk outside but for the next two to three months, have to try to stay off of my legs. Have a small dog who I plan on walking longer hopefully in the not to distant future.

No. I was told the town wasn't interested

It's given after harassment and being kicked out. Having to provide doctors notes and documents. Leesburg is a great town of you don't have disabilities or anything f your disability isn't cognitive because my family has been treated horribly

No response yet. Was about to send as official ADA complaint. My sister-in-law has balance issues and must use a walker Many sidewalk slabs have either been pushed up by roots or eroded and sunk making a difference in height for the sidewalk causing the walker to stop suddenly (while she is still walking forward). This exists all over town and she has taken to walking in the street where she can safely do so. Reported a short section of Wildman with multiple issues of this type but have seen no action yet. Other areas show some grinding of the higher slab to help with this issue.

What do you feel should be the highest priority of the Town of Leesburg to improve accessibility for persons with disabilities?

Please plan and develop a Town of Leesburg for people of all abilities to feel right at home.

At the very least keep brick walkways clear, clean and in good repair. Many businesses do not have parking, many times my family has passed up an opportunity to frequent a business downtown because at least one of us had mobility issues at the time. Perhaps par for the course in an old town but disappointing for those that would love to.

i im left hemiparetic,and, Leesburg works well for me See comment above

Training for all staff on the ADA and interacting with persons with disabilities.

more buses

Wheelchair accessibility

Provide for those who are blind or deaf in the community. We also need a few extra handicap spots or some more education on where you can park and if there is a special limit for those who can't get to and from the vehicles as quickly.

Clear access IE: sidewalks, ramps, parking spaces (enforcement of parking spaces)

Improving public transportation, especially on weekends

Monitor and appropriately enforce specific codes regarding painted handicap designations painted on parking spaces. Make sure the Town code matches the ADA code (302) indicating that the paint is to be non-slippery and carry out sufficient inspections.

The lower income facilities you are planning is wonderful. Went out on Disability in 2011 down from working two jobs for some years since 1991 and graduated from LPN school with honors in 1993 from C.S. Monroe Vo-tech, Leesburg, VA after my ex-husband who was a Virginia State Trooper followed suit with some of his VSP Brothers and added to the 94% divorce rate at the time within the VSP. We were married for 20 years. Would rather be working but at this time unable.

To follow the ADA Laws. Several years ago, I asked and they said they did not follow.

Accessibility for all disabled persons.

Transportation from parking lots and declutter the sidewalks

Safe reliable transportation. I also think that the town needs to re-create a mission statement to verify that states inclusion is what we strive for. This includes people with disabilities, people of any race and sexual orientation. I have been encouraged by the rainbow stickers on businesses, but the town needs to come out and take a stand too. When one group of people are marginalized, all the other groups get very scared including people with disabilities. We have hate groups in this town and while we can't totally stop it, I feel it's very important for the town to speak out against it.

Easy access to all facilities/events

Cross walks and ramps

Equitable and affordable accessible housing and transportation options.

parking

Sidewalks. I walk frequently throughout town and even with a stroller, access to sidewalks is limited and often blocked by light poles. I think that someone with a disability would have a very hard time managing walking around Leesburg.

Parking area designated for elderly and disabled closer to the merchants

Have better access for parking without long walks, town parking garage is not user friendly for elderly or disabled

Clear the sidewalks of poles, cans, etc. put in crosswalks on Loudoun and Market. Put in speed bumps to slow people coming in town. No way they are going 45. Please don't wait until there's a tragedy before doing something. Numerous residents have begged for help

I think you should stop claiming to be supportive to children with disabilities when clearly your not. You don't provide camps for kids like mine. You don't make exceptions and if you do you shame their brother.

Could you be more active in informing about services that are available

Easier to apply for and utilize paratransit throughout town. More wheelchair accessible paths through town parks

Provide: more transportation; shelters at bus stops; jobs in local government services and schools; outsourcing contracts to vendors who will agree to provide 10% of their employment to people with disabilities; preference to vendors in town who provide services for military under Tricare

Kill the weeds that have invaded the brick sidewalks in many places in the H-1 district making traversing the already unstable brick sidewalks even worse for people with disabilities. The Town already does a great job with ADA issues, but as a disabled walker of downtown streets I think some improvements could be made.,

more handicap parking

I would like to have crosswalks equipped with audible walk/don't walk signals

Awareness and access.

To make sure that streets and sidewalks allow for pedestrian and wheelchair access. So many of our roads have sidewalks only on one side, meaning that citizens have to dangerously cross some of the very busy streets found around Leesburg.

Accessible parking in the garage needs to be 100% accessible; provide automatic doors to the elevator vestibules. The outdoor kiosks at the parking garage entrances need to be moved to make them easier to reach. The blackening of the curbs rear each stands as evidence they are positioned poorly for everyone, let alone those with disabilities. Brick sidewalks need to be better maintained to keep level. A-frame sign and outdoor dining area regulations need to be reconsidered to provide better pedestrian accessibility. The town spent a lot of money to create a better pedestrian experience downtown only to give it up to outdoor dining areas that are unusable most of the year. When those regulations are adopted, they need to be enforced.

Make sure bathrooms are accessible to people with mobility challenges.

Transportation for those with disabilities. ADA Ride does not go to certain areas of the county. All businesses must have a ramp for wheelchair access. More handicap parking spaces. Have handicap parking spaces monitored for abuse

parking and wide enough sidewalks for wheelchairs

To open their minds and vision to understand the needs of the many citizens who reside in both retirement homes, and private homes. Which based on observations present council and town government do not "SEE" OR LACK THE ABILITY TO UNDERSTAND WHAT THESE FOLKS WOULD LIKE TO ENJOY. How hard and what cost WOULD IT REALLY BETO MAKE SIMPLE MODIFICATIONS TO THE PRESENT SYSTEM.

Pay attention to town-wide issues instead of issues for specific events/meetings.

MORE ON STREET HANDICAP PARKING SPACES FOR PEOPLE THAT CANNOT WALK EASILY

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

#	Answer	%	Count
4	No	7.41%	4
1	Yes	35.19%	19
2	Somewhat	11.11%	6

3	Don't know	46.30%	25
	Total	100%	54

This question is for Organizations only: What information or other resources can you supply to help educate or inform the Town of Leesburg about your organization and your services for individuals with disabilities?

The Arc of Loudoun welcomes The Town of Leesburg to schedule a conference appointment with The Arc ALLY Advocacy Center of Loudoun. Please visit The Arc of Loudoun official website: www.thearcofloudoun.org to learn about all the programs and serves offered, plus educational opportunists for the community and social activities especially designed for people with different abilities. The Arc of Loudoun is also on Facebook.

We sponsored the SEAC Awards for Excellence in Service to students of all abilities.

Full information re Federal, State, and Local benefits and entitlements for people with intellectual, developmental and/or physical, mental and emotional disabilities.

This question is for Organizations only: What general guidance, advice or assistance could your organization provide to the Town of Leesburg to protect against potential discrimination of individuals with disabilities in its programs, services and activities?

Please contact The Arc ALLY Advocacy Center of Loudoun to arrange an appointment to discuss matters.

Far too much to detail here - just one related to mobility access, for instance, is to forego the Downtown Leesburg Historic District's design policies regarding 2-step entrances into buildings. Two steps are too high for a one-man-carry 4-foot ramp! The Arc would be honored to meet with you and discuss mobility concerns - and so much more - in person.

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

#	Answer	%	Count
2	No	77.78%	42
1	Yes - Please describe the request	20.37%	11
3	Not applicable	1.85%	1
	Total	100%	54

Yes - Please describe the request

Recently wrote a Letter to The Editor of Loudoun Now addressing that the Town of Leesburg needs to be more inclusive to 'all' people of all abilities, incomes, race and culture.

But live in Madison House where we have two elevators and safety bars in the bathroom. If one becomes incapacitated to the point one is unable to fully care of oneself, we need to move on to a full assisted living facility.

Yes cannot push my wheelchair on the sidewalks due to seats and signs. I have stopped going downtown

Not directly, as far as I know.

Not for a disability, but for safer sidewalks and streets. The sidewalks are so narrow, in places, it forces us into the street on walks. Loudoun Street and market NEED speed bumps to slow down people that cut through at 45

Many times. The worst has been for my family to swim on Christmas Eve. The last few years have been ok but the hard times and harassment have been mind blowing with regards to the therapeutic pool.

ADA transportation

Requested wider sidewalk access near Delirium Cafe. GM of restaurant was to call me back about their tables blocking the sidewalk, but didn't. When I called the town office I was told that Delirium had the right to have tables on the sidewalk. Wheelchairs and frail walkers have difficulty on that side of the street.

To enlarge the town's tv equipment to allow the disable and shut in's with the opportunity to view town events , parades, etc. The development of a fishing outlet as originally promised by council,when they wanted us to back and fund IDA Lee.

not directly but reporting sidewalks that prevent people with walkers from using the sidewalks. Reported to group that maintains roads and sidewalks

Thank you for completing this questionnaire. The information collected will assist the various Town departments, divisions, and the people it serves. If you have any questions regarding the Town of Leesburg's ADA Self-evaluation and Transition Plan, or aware of any specific physical or programmatic barriers, please use the box below for your suggestions or comments.

At approximately 12:30 PM on July 8, I parked in the parking lot for Taco Bell off of Edwards Ferry Rd (in front of the old Walmart). It had been raining for about 24 hours. As I walked towards the side door, as soon as I stepped onto the blue paint of the handicap "decal", both feet immediately slipped and I fell on the pavement, breaking my left wrist. After visiting 2 area paint stores, I found out that there is a grainy substance that should be added to paint before applying in order to make it slip resistant. I also checked with the ADA office in Rockville, MD that oversees this metro area and was told that they have a code (302) specifically stating that applied pain on handicap spaces is to be slip resistant. I want to make sure that the entity that monitors this type of paint application within the Town has an applicable code and enforces adherence to such a code. I want to prevent anyone else from having the same, or worse, accident as I experienced.

Thank you for creating this survey and best of luck with the Town's projects. Have lived in Loudoun County mostly since 1974. Carol L. Sprowls

Please call me as I want to know at 703-779-0249

Thanks to the team for taking this on! Let us know how we can help. Best Regards, Lisa E. Kimball
Chief Executive Officer, The Arc of Loudoun Chair, Loudoun County Chamber of Commerce 601
Catocin Circle NE, Leesburg, VA 20176 Office: 703-777-1939 x104 Mobile: 571-435-5023
lkimball@thearcofloudoun.org

Close parking area designated for elder and disabled close to businesses

Remove the poles from sidewalks (bury the lines if you can), slow down the daily speeders but enforcing the speed limit in town. Loudoun (buy the firehouse) is ridiculous. People fly through. Same with Market directly across. Put in speed bumps and blinking signs. Take better care of the residents. We worry a tragedy will happen before the town actually listens!! This starts at Dry Mill and goes to Mom's Apple Pie

Thank you for even considering to put together this survey; it's a demonstration that serving people with disabilities is a priority for you. Employing and housing the disabled (especially empowering independent living) gives them purpose, gets them paying taxes rather than simply receiving benefits at the town's expense, and is the RIGHT thing to do - as everyone benefits.

Let's make Leesburg the model town in all America for serving those with disabilities. Thank you
Make the gate leading into Town garage on a motion sensor for disabled drivers who can't reach the button To Open it

I would also like to have a more accessible public transportation system that extend into the evenings and weekends. This would benefit those with and without disabilities and the elderly. As it is now, most of us have to drive in order to access busses.

Information needs to be provided to the public who to call, or how to file a complaint, when there is a clear violation of ADA standards.

Please don't build so much housing because the traffic is already horrible and it will only get worse!

How much training does our Town's qualified ADA representative actual have and how. Often do they actual participate in programs on the town's TV Chanel? Where or how often at present does any town employee with fully qualified ADA training speak to local groups, lions, Kiwanis, Elks, Shriners, woman's group, jr & Senior, etc? If the town really wants to advance its ADA information it needs to get out into the town and meet, it needs to do a show on the town's TV channel.

specific barriers - sidewalk slabs that prevent a walker from moving from one to the next impacting any who need to use such a tool to get around town.

Town of Leesburg Staff Input Survey September 13, 2019 – November1 2019

Which department do you work for?

#	Answer	%	Count
1	Airport	1.86%	3
2	Capital Projects	3.11%	5
3	Economic Development	1.24%	2
4	Finance	8.07%	13
5	Human Resources	2.48%	4
6	Information Technology	1.24%	2
7	Parks & Recreation	10.56%	17
8	Plan Review	4.35%	7
9	Planning & Zoning	3.73%	6
10	Police Department	14.29%	23
11	Public Works	21.12%	34
12	Thomas Balch Library	3.11%	5
13	Town Manager's Office	3.11%	5
14	Utilities	21.74%	35
15	Other - Please List:	0.00%	0

	Total	100%	161
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Does your role require regular interaction with the public?

#	Answer	%	Count
1	Yes	75.00%	120
2	No	25.00%	40
	Total	100%	160

Do you know who the designated ADA Coordinator is for the Town of Leesburg?

Yes - Please provide the name:

Kate Trask

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Have you received training or information regarding the requirements of the Americans with Disabilities Act?

#	Answer	%	Count
1	Yes, I have received training only	8.97%	14

2	Yes, I have received information only	24.36%	38
3	Yes, I have received both training and information	32.05%	50
4	No	34.62%	54
	Total	100%	156

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

#	Answer	%	Count
1	Yes	27.74%	43
2	No	72.26%	112
	Total	100%	155

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

#	Answer	%	Count
1	Developing policies and procedures	10.79%	45
2	How to work with persons with disabilities	16.31%	68
3	Legal requirements	19.42%	81
4	How to respond to requests for accommodations (i.e., American Sign Language interpreters, assisted listening devices, etc.)	18.47%	77
5	How to provide materials in alternate formats (i.e., Braille, audio recordings, etc.)	11.75%	49
6	American Sign Language (ASL) training	11.27%	47
7	Other - Please list:	1.92%	8
8	None	10.07%	42
	Total	100%	417

Other - Please list:

coworkers with disabilities and or limitations

I'm good

How to report violations of ADA

Construction Standards for ADA

Don't know - whatever is necessary to comply with law

Getting the 2nd floor counter in compliance with the ADA requirements - we currently have a table at the end of the hallway we do utilize.

ADA Requirements for Proposed Construction Plans

our counter is not handicap accessible

Have you received, or are you aware of any specific concerns, complaints or problems?

regarding access for persons with disabilities to any of the programs, services, or activities provided by the Town of Leesburg?

#	Answer	%	Count
1	Yes - Please describe:	11.61%	18
2	No	88.39%	137
	Total	100%	155

Yes - Please describe:

It has only been a very few amount of times that the zoning counter has had a customer that is in a wheelchair and the counter isn't low enough for them to perform their business however I do accommodate them by going around the counter and assisting them and I do make it work just fine.

I am not disabled however I can see how accessing the Town can be difficult for someone who is. There are a lot of steps, curbs, and levels to cross from the garage to the front doors.

the parking garage

The front door access to the PD is not handicap friendly. By the time the person walks/wheels over to the door access button the door is already starting to close. It needs to be on a pole closer to the door entrance. Like they are at grocery stores.

public sidewalks, ramps and pedestrian routes around Town

Requirements for showers,swimming pools,lifts,walkways,railings

Children with cognitive disabilities (Asperger's, Autism, etc.) are not accommodated for during public town events, such as the Easter Egg Hunt and holiday parties.

It is difficult for a person in a wheelchair to interact with staff at the zoning counter. Also it is difficult that people coming for permits at the zoning counter have to go down to the 1st floor for payment and return to the 2nd floor to provide the receipt. This is challenging for many individuals.

Sidewalk conflicts with tree branches

Interim (early) mitigation of ADA issues with stairs at W. Market St./Ayr St. in advance of upcoming project along W. Market St. (inclusive of the stairs at Ayr St.).

My understanding is that the Town has received a formal complaint. I have no formal details.

Investigative/arrest procedures for persons with disabilities. We now have policies in place.

Already has been dealt with in another venue.

I received a comment regarding the distance from the driver's window for the new parking access points in the garage not being easily accessible by someone handicapped.

Lack of braille in the downtown. Lack of knowledge in sign language.

all doors should have the handicap door access switch; we have customers that often have difficulty pulling the doors and/or are in a wheelchair or are elderly

In your opinion, what do you feel should be the highest priority of the Town of Leesburg to improve accessibility for persons with disabilities?

In your opinion, what do you feel should be the highest priority of the Town of Leesburg to improve

accessibility for persons with disabilities?

Class alternatives for non typical persons

Make clear that if someone has accessibility, that staff knows where to find the proper information so the citizen can be accommodated.

listen to voiced concerns/ take effective steps in voluntary action

Unaware of the towns responsibility in this area

Providing private one on one assistance

Training

legal compliance

yes

leveling walk ways and ramps

be more open about it

I have no suggestions

Not aware of any concerns

n/a

front counters. finance window isn't friendly for someone in a wheel chair. they cant reach the counter. We make accommodations by going out and assisting them but have to keep going back and forth to the computer and through the doors.

ADA compliant sidewalks where possible

Improve pedestrian sidewalks and paths, as well as entrances to existing buildings to be ADA accessible, especially in the historic district.

Awareness for staff

N/A

At the utilities building there are no accessibility for persons with disabilities

AWARENESS

don't know

Bringing the oldest facilities up-to-date.

Their safety

Mobility issues

Town vehicles should be made ADA compliant in my opinion. We have a gentleman that isn't allowed to receive his CDL because we don't have anything that the DMV deems compliant. So he will never be allowed to receive a promotion, according to the way our policies are written.

Make sure access to public buildings and services meet ADA standards.

Training

Sidewalks/Ramps

accessibility for all

n/a

n/a

town employees need training on sign language

Free and equal access to all activities and services provided by and for the Town of Leesburg

Employee awareness and training.

Ensure access to all Town services. Assist in working with local businesses, particularly in historic areas, to better provide for persons with disabilities.

use ramps instead of stairs

Program opportunities

Staff training and knowledge

I have noticed that the Ida Lee Rec Center parking lot does not appear to be ADA compliant. Bollards are set in front of at least one accessible space's access aisle. Also, the accessible parking spaces/access aisles appears in excess of 2.08% slope in any direction. The TOL should assess its liability in this high traffic area and examine the feasibility of bringing ADA deficiencies up to code.

Have trained staff available to handle the at least the basic assistance for any and all disabilities, whether physical or mental.

Training

More Training and Discussion of interactions the one faces when with the public
Proper Access to people with disabilities so they can visit TOL Buildings.

LEGAL REQUIREMENTS

Town Hall access. Town Hall garage access. Ida Lee access.

Build and upgrade compliant pedestrian facilities

Clear obstructions within sidewalks, i.e. utility poles.

No opinion.

I think we as staff need better tools to accommodate persons with disabilities. The ability to serve zoning and plan review customers on one floor and the ability to accommodate persons in wheelchairs or those with difficulty standing for long periods at the zoning counter.

Making sure information about available services for those with disabilities is easy for both members of the public and town employees to locate and access.

federal guidelines

Sidewalks, Crosswalks

Anticipating the needs of persons with disabilities, by taking a forward thinking approach.

Ensuring we continue to repair and provide ADA accessible side walks for persons with disabilities.

physical access

Insure that all legally mandated accessibility requirements are met for all Town buildings such as Town Hall, Town Garage, Ida Lee and the Police Department.

Staff training with interactive training modules

More information on what we currently have available.

Highest priority should be given to those areas or services used by the highest volume on a daily basis.

Continued education of TOL employees and continued evaluation existing facilities and programs

Staff understanding of accessibility needs and how to respond

N/A

Crosswalks across 15 Bypass

Yes, especially if they are Town Residence.

More ADA spots on the first level of the parking lot? Maybe more ADA features at Parks around Town? Anything that gets more use than normal should be upgraded to be ADA compliant.

adhere to the ADA laws

Continue on with knowledge gathering and implementation of practices, procedures, and property improvements where needed. Listen to citizen concerns and act on them as appropriate.

I believe that much of the (old) infrastructure within the Town's Down Town Historic District does not meet current ADA standards. Based on my quick assessment, this may represent the Town's highest priority for improved accessibility for persons with disabilities.

Yearly/ monthly improvements and updating all services and amenities offered to the public to be inclusive to all patrons.

WHEELCHAIR ACCESSIBILITY

Finding out the needs and prioritizing improvements

Knowledge of resources available and how to access them when needed to assist someone.

Make it free

Recreational and other core government services access; and town sidewalks accessibility.

Determine their needs.

ability to pay bills/taxes

Removal of physical barriers and training staff

Start by looking at the needs of Town employees and making sure they are assisted to the best of the Town's ability. Then look at showing Town staff how to reach outward to the public.

Prioritize the areas where the public has identified a need for accessibility and where you can get the best "bang for the buck"

Providing a dedicated staff member for persons' needing assistance. Do we need to train 370 employees to deal with the number of accessibility requests the Town receives?

I don't really know.

Not sure at this point.

Guidance to supervisors and managers about how to respond to incoming ADA requests for accommodation from their employees.

Education on what all ADA entails.

Include audio and braille for those in need. Train staff in ASL.

handicap ramps

Sidewalks/accessible routes

Unsure.

Are you familiar with the Town's grievance or complaint procedures for persons with disabilities?

#	Answer	%	Count
1	Yes	21.71%	33
2	No	78.29%	119
	Total	100%	152

Does your department charge an additional fee for modifying the program for a person with disabilities that is not charged for a person without a disability?

#	Answer	%	Count
1	Yes - Please describe:	0.00%	0
2	No	49.33%	74
3	Don't know	50.67%	76
	Total	100%	150

What types of accessible alternate formats does your department make available for persons with disabilities when requested?

Other media type - Please list:

We assist any way that we can.

Interpreter for deaf person. lang

line

Unknown but I'm sure the PD would do whatever would be necessary

Its more on a case by case basis but no set policy that I am aware of

Sign language

Reading materials to customers

Never had a request

Have hearing assistance devices for public programs

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

#	Answer	%	Count
1	Yes	49.66%	74
2	No	4.70%	7
3	Don't know	45.64%	68
	Total	100%	149

Have you been trained on how to respond to requests from the general public for alternate document formats, i.e. enlarged print or Braille, of the printed materials that are made to the public?

#	Answer	%	Count
1	Yes	6.16%	9
2	No	93.84%	137
	Total	100%	146

What types of accommodations does your department provide to the public when requested?

#	Answer	%	Count
1	American Sign Language interpreters	11.28%	22
2	Assistive listening devices (like FM transmitters)	5.13%	10
3	Real-time open captioning	1.54%	3
4	Electronic/computer-based document readers	1.54%	3
5	Call-in/speakerphone capability during meetings	12.82%	25
6	Large print	4.62%	9
7	Braille	3.08%	6
8	Other - Please list:	3.59%	7
9	Don't know	46.15%	90
10	Not applicable	10.26%	20
	Total	100%	195

Other - Please list:

LANGUAGE LINE FOR INTERPRETERS

Our Dispatch Center probably has more.....

I have not received such a request but we can provide assisted listening devices in Council Chamber and I am aware of services that can be provided to accommodate other needs during public meetings by contacting Kate Trask

Sign Language USA services

Never had a request

ramp

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

#	Answer	%	Count
1	Yes	4.76%	7
2	No	36.73%	54
3	Don't know	54.42%	80
4	Not applicable	4.08%	6
	Total	100%	147

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

#	Answer	%	Count
1	Text-telephone (TTY or TTD)	9.59%	14
2	Third-party "relay" system where a trained operator facilitates a conversation between staff and the caller	10.27%	15
3	Other - Please list:	3.42%	5
4	None	13.70%	20
5	Don't know	63.01%	92
	Total	100%	146

Other - Please list:

Same. LPDECC has something for this
SEVERAL TO INCLUDE FACETIME CALLS

TTY, TTD and Third-party relay.

TTY, and VRI services via Sign Language USA

It has not been an issue

Have you received training on how to place a Relay call as well as receive one?

#	Answer	%	Count
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1	Yes - Please describe the training:	4.14%	6
2	No	83.45%	121
3	Don't know	12.41%	18
	Total	100%	145

Yes - Please describe the training:

LPD trains calltakers, dispatchers, and police officers in use of this technology

Administrative Assoc. Meeting training. Have never put into use.

There is a cheat sheet on contacting the third party service

I have received training and have used relay calling for many years but leesburg has never offered training

Does your department staff have an evacuation plan or procedures in place that describes how to evacuate persons with disabilities from a facility during an emergency?

#	Answer	%	Count
1	Yes - Please describe the procedures:	4.14%	6
2	No	28.28%	41
3	Don't know	67.59%	98
	Total	100%	145

Yes - Please describe the procedures:

Daily visitor log is reviewed during evacuation to determine if a visitor is presently in the building.

lockerrooms downstairs lowerlevel

Placards on the walls.

Yes, we have an evacuation plan that is inclusive of all persons in the building

Have you been trained to carry out the instructions of the evacuation plan or procedures?

#	Answer	%	Count
1	Yes - Please describe the training:	15.38%	22
2	No	84.62%	121
	Total	100%	143

Yes - Please describe the training:

EVACUATION MEETING LOCATION AND ON SITE PERSONNEL CHECKLIST REVIEW

Training annually

Clear all rooms and meet at a designated location on the property.

storms lockerrooms lowerlevel

We have in place an evacuation plan for our department in case of an emergency.

BASIC EVACUATION PROCEDURES.

Periodic evacuation drills to designated outside locations.

follow exit signs

HAD TRAINING TO DISCUSS MULTIPLE THINGS FOR OVER 8 HRS

Yes, but nothing related to ADA specifically.

We have occasional evacuation drills

PD provided training at Town Shop

Brief discussion of where to meet. EM training that it is not far enough from the building but nothing specific on where else.

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

#	Answer	%	Count
1	Yes - Please describe:	24.48%	35
2	No	75.52%	108
	Total	100%	143

Yes - Please describe:

our offices are only accessible by a staircase

In our department we have someone that has some disabilities and I think eventually they may be in a wheelchair. I don't think that the spaces between the cubicles are wide enough for someone in a wheelchair.

Second Floor of Public Works Building (only has stairs)

Multiple buildings around the facility with no wheelchair access

MULTIPLE

the doors to the finance department.

The access doors to the department with the exception of the front door at not handicap accessible.

Employee areas within Town Hall. Some entries and hallways are narrow and would be hard to maneuver in a wheelchair.

the basement and third floor

No automatic door openers for doors leading into the Emergency Communications Center.

Some areas of facility would be difficult and unsafe to navigate if mobility or visually impaired

People can get into the front office of the Public Works building< but they can't get anywhere else without assistance. And there is no access to the upstairs portion of the building. So if we had an employee that has difficulty going up stairs or opening heavy doors, they're completely restricted as to where they can go in our building.

farmhouse

wheelchairs

Our offices are located in a loft, only accessible via stairs.

top of water storage tanks????

stairs and ladders

MANY - WPCD

To my knowledge there are no assisted listening devices available in meeting rooms outside of the council chamber

Secured areas.

There is a loft above one of the maintenance bays only accessible by staircase.

THE ENTIRE FACILITY EXCEPT FOR MAIN ADMINISTRATION BLDG.

Many utility facilities are not for public access

Areas within office not wheelchair accessible.

Entry doors to department; possibly vault

We are in an access controlled facility

Network switches are elevated in the kitchen areas.

second floor offices

There are catwalks and storage areas that require a ladder to reach.

Loudoun Museum has some issues with accessibility

the counter at planning and zoning

Stairs without elevator. Not used by general public.

Are department staff informed of your department's obligations and policies that enables persons with disabilities to participate in programs and services offered by your department?

#	Answer	%	Count
1	Yes - Please explain:	15.86%	23

2	No	13.10%	19
3	Don't know	71.03%	103
	Total	100%	145

Yes - Please explain:

This mostly applies to public meetings with the EDC. There is a statement at the bottom of the agenda for these meetings.

It was provided during our ADA training.

All staff are aware of our obligations and responsibilities regarding information facilitation for persons with disabilities

Would seek supervisor out for additional information if needed in order to provide services.

They understand that we provide accommodations to persons with disabilities and note that is requested during the class registration process.

Police Officers are tasked with accommodating individuals with various needs everyday

WE HAVE A POLICY ON THIS

Via email. We have staff assigned as ADA representatives.

Our programming is inclusive. If someone is in need of an accommodation we know to reach out to Kate for direction if we don't know how to accomodate them on our own.

We have ADA related policies/practices in place

This has been discussed at departmental meetings.

Staff has been advised - but with turn over it requires constant training and everyone may not be up to speed

See Josh for details

Some staff are aware due to certain tasks assigned by manager concerning ADA compliance within town parks

Is there a policy in place for other power-driven mobility devices (OPDMD)?

#	Answer	%	Count
1	Yes - Please explain:	2.10%	3
2	No	12.59%	18
3	Don't know	85.31%	122
	Total	100%	143

Yes - Please explain:

restrooms

WE HAVE A GO ON THIS ENTIRE CATEGORY

We have polices in place for interacting with persons with limited mobility

Is there a policy in place for service animals?

#	Answer	%	Count
1	Yes - Please explain:	11.89%	17
2	No	9.79%	14
3	Don't know	78.32%	112
	Total	100%	143

Yes - Please explain:

Service animals welcome within facilities

Only bona fide service animals are allowed to enter this facility. Pets and emotional support animals are not allowed.

Service animals are allowed in Town Hall

Trained Service animals are accommodated.

Service animals are allowed in all places

GO IN PLACE FOR ADA COMPLIANCE

We allow service animals. Do not know of a written policy.

Service dogs are permitted in the facility. They should be wearing their vest but not required. If unsure, they can be asked for confirmation.

Of course they are welcomed into our facility.

Service animals are allowed; comfort animals not. No other animals are allowed

See Josh for details

Service animals are permitted.

Questions 24-25 to be answered only by staff who handle website content. Do you have responsibility for creating web page content?

#	Answer	%	Count
1	Yes	24.51%	25
2	No	75.49%	77
	Total	100%	102

Have you received training on website accessibility requirements?

#	Answer	%	Count
1	Yes	15.22%	14
2	No	73.91%	68
3	Don't know	10.87%	10
	Total	100%	92

If you have any questions regarding the Town of Leesburg's ADA Self-evaluation and Transition Plan, or aware of any specific physical or programmatic barriers, please use the space below for your suggestions or comments.

Is the Public Works Division going to receive any of this important training for the public, as well as coworkers with disabilities?

no

n/a

n/a

As staff, we have not had training on ADA. If I recall, years ago, Managers and Supervisors attending a training session on ADA, but staff was not included. In the past, I have had calls from ADA Translation centers to communicate with our customers, but very rare.

My primary suggestion would be to provide accommodation to serve all customers at the zoning counter without having to send them to another floor for payment and then back upstairs to provide a copy of the receipt. It seems that there should be an alternate technological solution to address this issue. Also, there should be space for staff to interact with individuals in a wheelchair at the counter. Further, I would like training on how to provide electronic and paper forms/information in accessible formats. This is not something that we currently do to my knowledge.

I am not aware of most items pertaining to ADA so if asked, I would be in a great bind trying to find a quick answer/solution to a situation. I believe some training, although program specific, should be implemented; especially for Commission Liaisons.

N/A

I have received a lot of training in ADA compliance, but nothing since coming to the Town and am unaware of any staff training that has taken place in the Town.

I am a fairly new employee to the Town. Maybe I answered "don't know" to a lot of stuff because I haven't been through the orientation process yet?

Appendix F- Inspected by DAC

Facilities and Parking Lots

A.V. Symington Aquatics Center
80 Ida Lee Drive NW
Leesburg, VA 20175

Church Street Parking Lot
Church Street
Leesburg, VA 20175

George Mason Enterprise Center 202 Church Street SE
Leesburg, VA 20175

Ida Lee Park Recreation
Center 60 Ida Lee Drive NW Leesburg, VA 20176

Leesburg Executive Airport
1001 Sycolin Road SE
Leesburg, VA 20175

Liberty Street Parking
204 Liberty Street SW
Leesburg, VA 20175

Loudoun Museum
16 Loudoun Street SW
Leesburg, VA 20175

Madison Parking Lot
Harrison Street
Leesburg, VA 20175

Police Department
65 Plaza Street NE
Leesburg, VA 20176

Sycolin Community Cemetery Sycolin Road
Leesburg, VA 20175

Thomas Balch Library
208 West Market Street
Leesburg, VA 20176

Town Equipment Maintenance Facility
1393 Russel Branch Parkway SE
Leesburg, VA 20175

Town Garage Parking
25 West Market Street Leesburg, VA 20175

Town Hall
25 West Market Street Leesburg, VA 20176

Utility Lines Maintenance Facility
1385 Russel Branch Parkway SE Leesburg, VA 20175

Utility Pump Station, Route 643 301 Sycolin Road
Leesburg, VA 20175

Water Pollution Control
1391 Russel Branch Parkway SE Leesburg, VA 20175

Water Treatment Plant
43234 Edwards Ferry Road NE Leesburg, VA 20176

Parks

Brandon Park
878 Harrison Street NE Leesburg, VA 20176

Carrvale Park
919 Marshall Drive NE Leesburg, VA 20176

Catoctin Park
141 Catoctin Circle SE Leesburg, VA 20175

Edwards Landing Park
901 Powhatan Court NE Leesburg, VA 20176

Foxridge Park
525 Catoctin Circle SW Leesburg, VA 20175

Freedom Park
101 Colonel Grenata Circle SE Leesburg, VA 20175

Georgetown Park
221 South King Street, Leesburg, VA 20175

Greenway Park
103 Shade Tree Way SW, Leesburg, VA 20175

Mervin Jackson Park
6 Loudoun Street, Leesburg, VA 20175

Olde Izaak Walton Park
850 Davis Court SE Leesburg, VA 20175

Potomac Crossing Park
508 Shanks Evan Road NE Leesburg, VA 20176

Raflo Park
245 Harrison Street SE Leesburg, VA 20175

Robinson Park
345 Plaza Street NE Leesburg, VA 20176

Rose Garden
6 Loudoun Street
Leesburg, VA 20175

Rotary Park
22 North Street NE Leesburg, VA 20176

Tuscarora Park
425 Solitude Court SE Leesburg, VA 20175

Veterans Park
42314 Balls Bluff Road Leesburg, VA 20176

Sidewalks and Curb Ramps

Akan Street - Coubertin Drive to Athena Drive
Akan Street - Coubertin Drive to Marathon Drive
Allman Way SW - Greenway Drive SW to Lawford Drive
Alpine Drive SE - Dalhart Drive SE to Evergreen Mills Road SE
Alpine Drive SE - Elia Court SE to Alpine Drive SE
Alpine Drive SE - Elia Court SE to Max Court SE
Alpine Drive SE - Max Court SE to Muffin Court SE
Alpine Drive SE - Muffin Court SE to Dalhart Drive SE
Amber Court NE - Stoneledge Place NE to Cul-De-Sac
Andover Court NE - Harrison Street NE to Cul-De-Sac
Anne Street SW - Dry Mill Road SW to Cul-De-Sac - North
Anne Street SW - Dry Mill Road SW to Cul-De-Sac - South
Appletree Drive NE - Birch Street NE to Marshall Drive NE
Appletree Drive NE - Plaza Street NE to Birch Street NE
Archon Alley - Coubertin Drive to Marathon Drive
Ariel Drive NE - Oakcrest Manor Drive NE to Cul-De-Sac
Artaine Court - Menlow Drive NE to Cul-De-Sac
Ashford Court NE - Southview Place NE to Cul-De-Sac
Ashton Drive SW - Catoctin Circle SW to Newhall Place SW
Athena Drive - Akan Street to Akan Street
Athena Drive - Akan Street to Laconian Street
Athena Drive - Akan Street to Themis Street Athena
Drive - Themis Street to Odyssey Park Drive
Aurora Court NE - Bonnie Ridge Drive NE to Cul-De-Sac
Autumn Willow Way - Marshall Drive NE to Newington Place NE
Ayr Street NW - Old Waterford Road NW to End
Ayr Street NW - W Market Street to Cornwall Street NW
Ayr Street SW - Loudoun Street SW to W Market Street
Ayrlee Avenue NW - Fairview Street NW to Morven Park Road
Ayrlee Avenue NW - Morvan Park Road NW to Old Waterford Road NW
Babson Circle SW - Bradfield Drive SW to Cul-De-Sac
Balch Springs Circle SE - Alpine Drive SE to Alpine Drive SE
Balderstone Court NE - Menlow Drive NE to Cul-De-Sac
Balls Bluff Road NE - Battlefield Parkway NE to Cannon Court NE
Balls Bluff Road NE - Battlefield Parkway NE to Featherstone Lane NE
Balls Bluff Road NE - Cannon Court NE to Musket Court NE
Balls Bluff Road NE - Featherstone Lane NE to Cul-De-Sac
Balls Bluff Road NE - Musket Court NE to Cul-De-Sac
Barbara Court NE - Ariel Drive NE to Cul-De-Sac Barksdale
Drive NE - Balls Bluff Road NE to Duff Road NE
Barksdale Drive NE - Balls Bluff Road NE to Jennifer Court NE
Barksdale Drive NE - Duff Road NE to Candlewood Place NE
Barksdale Drive NE - Jennifer Court NE to Cul-De-Sac
Barnwick Court NE - Menlow Drive NE to Cul-De-Sac
Battlefield Parkway NE - Balls Bluff Road NE to Route 15
Battlefield Parkway NE - Edwards Ferry Road NE to Smarrts Lane NE
Battlefield Parkway NE - Fieldstone Drive to N King Street
Battlefield Parkway NE - Fieldstone Drive to Route 15
Battlefield Parkway NE - Smarrts Lane NE to Balls Bluff Road NE

Battlefield Parkway SE - Evergreen Mill Road SE to 262 Masons Lane SE - North Side
Battlefield Parkway SE - Evergreen Mill Road SE to Dulles Greenway Highway Entrance
Battlefield Parkway SE - Oaklawn Drive SE to Sycolin Road SE
Battlefield Parkway SE - S King Street to 262 Masons Lane SE
Battlefield Parkway SE - Trimble Plaza SE to Dulles Highway
Battlefield Parkway SE - Trimble Plaza SE to Oaklawn Drive SE
Belleville Drive NE - Menlow Drive NE to River Creek Parkway
Bellview Court NE - Cul-De-Sac to Cul-De-Sac
Belmont Drive SW - Catoctin Circle SW to Cul-De-Sac
Belmont Drive SW - Catoctin Circle SW to Valley View Avenue SW
Belmont Drive SW - Valley View Avenue SW to Prospect Drive SW
Belmont Place SW - Belmont Drive SW to Cul-De-Sac
Bethal Court SW - Lawford Drive SW to Cul-De-Sac
Binns Court SW - Meade Drive SW to Cul-De-Sac
Birch Street NE - Marshall Drive NE to Appletree Drive NE
Blue Ridge Avenue NE - Prince Street NE to Washington Street NE
Blue Seal Drive SE - Miller Drive SE to Cul-De-Sac
Bluff Court NE - Barksdale Drive NE to Cul-De-Sac
Bonnie Ridge Drive NE - Potomac Station Drive to Harper Park Middle School
Bonnie Ridge Drive NE - Potomac Station Drive to Tonquin Place NE
Bonnie Ridge Drive NE - Tonquin Place NE to Cul-De-Sac
Tonquin Place NE to Cul-De-Sac
Bournville Court SE - Alpine Drive SE to Cul-De-Sac
Bow Lake Place NE - Bonnie Ridge Drive NE to Cul-De-Sac
Bradfield Drive SW - Country Club Drive SW to Nickels Place SW
Bradfield Drive SW - Nickels Place SW to Hawling Place SW
Bridgette Place NE - N King Street to Whitney Place NE
Brindley Place SW - Moore Place SW to Cul-De-Sac
Brown Roan Drive SE - Miller Drive SE to Oaklawn Drive SE
Browns Meadow Court NE - North Street NE to Cul-De-Sac
Brumsey Court SW - Harle Place SW to Cul-De-Sac
Bulge Court NE - Featherstone Lane NE to Cul-De-Sac
Burrows Court NE - Longfellow Drive NE to Cul-De-Sac
Burt Court NE - Featherstone Lane NE to Cul-De-Sac
Campbell Court NE - Cul-De-Sac to Cul-De-Sac
Candlewood Place NE - Skanks Evans Road NE to Cul-De-Sac
Cannon Court NE - Balls Bluff Road NE to Cul-De-Sac
Carlton Street SW - Catoctin Street SW to Cul-De-Sac
Catesby Court SW - Meade Drive SW to Cul-De-Sac
Catoctin Circle NE - Battlefield Parkway NE to Blue Ridge Avenue NE
Catoctin Circle NE - Battlefield Parkway NE to Cul-De-Sac
Catoctin Circle NE - Blue Ridge Avenue NE to Edwards Ferry Road NE
Catoctin Circle SW - Childrens Center Road to W Market Street
Catoctin Circle SW - Rosemeade Place SW to Childrens Center Road SW
Catoctin Circle SW - Rosemeade Place SW to Dry Mill Road SW
Catoctin Circle SW - S King Street to Dry Mill Road SW
Catskill Court NE - Wood Edge Drive NE to Cul-De-Sac
Cattail Lane NE - Plaza Street NE to Cul-De-Sac
Cedargrove Place SW - Deermeadow Place SW to Cul-De-Sac
Chadfield Way NE - Battlefield Parkway NE to Stoneledge Place NE
Chadfield Way NE - Battlefield Parkway NE to Whitney Place NE

Chancellor Street SW - Country Club Drive SW to Cul-De-Sac
Chatfield Court NE - Wildman Street NE to Cul-De-Sac
Chaucer Place NE - Oakcrest Manor Drive NE to Cul-De-Sac
Cherry Lane NE - Edwards Ferry Road NE to End
Chickasaw Place NE - Woods Edge Drive NE to Cul-De-Sac
Childrens Center Road SW - Catoctin Circle SW to Harry Byrd Highway
Chimney Court NE - Stoneledge Place NE to Cul-De-Sac
Church Street NE - Edwards Ferry Road NE to North Street NE
Church Street NE - North Street NE to End
Church Street SE - Loudoun Street SE to E Market Street
Church Street SE - Loudoun Street SE to South Street SE
Church Street SE - South Street SE to End
Clagett Street SW - Norris Court SW to Cul-De-Sac
Clagett Street SW - Norris Court SW to Lantern Hill Lane
Clairmont Court NE - Stoneledge Place NE to Cul-De-Sac
Claude Court SE - Shana Drive SE to Cul-De-Sac
Clubhouse Drive SW - S King Street to Cul-De-Sac
Clymer Court NE - Heritage Way NE to Cul-De-Sac
Colleen Court NE - Cul-De-Sac to Cul-De-Sac
Compass Creek Parkway SE - Battlefield Parkway SE to North of 19360 Compass Creek
Parkway Cornwall Street NE - North King Street to Slack Lane NE
Cornwall Street NW - Ayr Street NW to Liberty Street NW
Cornwall Street NW - Liberty Street NW to N King Street
Coubertin Drive - Laconian Street to Athena Drive
Coubertin Drive - Laconian Street to Odyssey Park Drive
Country Club Drive SW - Bradfield Drive SW to Janney Street SW
Country Club Drive SW - Bradfield Drive SW to Maryanne Avenue SW
Country Club Drive SW - Janney Street SW to Cul-De-Sac
Country Club Drive SW - Maryanne Avenue SW to S King Street
Courier Court NE - Barksdale Drive NE to Cul-De-Sac
Cranbrook Drive NE - Chaucer Place NE to Wildman Street NE
Cranwell Place SW - Hague Drive SW to Cul-De-Sac
Crestwood Street SW - Catoctin Circle SW to Carlton Street SW
Crestwood Street SW - Valley View Avenue to Catoctin Circle SW
Dailey Place SW - Country Club Drive SW to Cul-De-Sac
Dalhart Drive SE - Alpine Drive SE to Alpine Drive SE
Daniels Street NW - Ayr Street NW to Cul-De-Sac
Davis Avenue SW - S King Street to Valley View Avenue SW
Davis Avenue SW - Valley View Avenue SW to Lee Avenue SW
Deer Path Avenue SW - Foxridge Drive SW to Cul-De-Sac
Deermeadow Drive SW - Meade Drive SW to Cul-De-Sac
Depot Court - Harrison Street SE to Cul-De-Sac
Diskin Place SW - Meade Drive SW to Cul-De-Sac
Dodd Court NW - Dodd Drive NW to Cul-De-Sac
Dodd Drive NW - Wilson Avenue NW to Ayrlee Avenue NW
Donaldson Lane SW - Dry Mill Road SW to Cul-De-Sac
Dry Hollow Road - N King Street to End
Dry Mill Drive SW - Rock Spring Drive SW to Catoctin Circle SW
Dry Mill Road SW - Donaldson Lane SW to Harry Byrd Highway
Dry Mill Road SW - Donaldson Lane SW to Wage Drive SW

Dry Mill Road SW - Lee Avenue SW to Catocton Circle SW
Dry Mill Road SW - Rock Spring Drive SW to Loudoun Street SW
Dry Mill Road SW - Wage Drive SW to Lee Avenue SW
Duff Road NE - Balls Bluff Road NE to Campbell Court NE
E Market Street - N King Street to Church Street NE
Edward Ferry Road NE - Plaza Street NE to Heritage Way NE
Edwards Ferry Road NE - Battlefield Parkway NE to Howitzer Terrace NE
Edwards Ferry Road NE - Church Street NE to Harrison Street NE
Edwards Ferry Road NE - Harrison Street NE to Plaza Street NE
Edwards Ferry Road NE - Heritage Way NE to Route 15
Edwards Ferry Road NE - Howitzer Terrace NE to Route 15
Elia Court SE - Alpine Drive SE to Cul-De-Sac
Elkridge Way NE - Whitney Place NE to Colleen Court NE
Emerald Hill Drive NE - Vista Ridge Drive NE to Sentinel Drive NE
Emmet Court SW - Wagann Street SW to Cul-De-Sac
English Court SW - Lawford Drive SW to Cul-De-Sac
Evard Court SW - Donaldson Lane SW to Cul-De-Sac
Evergreen Mill Road SE - Battlefield Parkway SE to Heritage High School - East Side
Evergreen Mill Road SE - Wallace Drive SE to Alpine Drive SE
Evergreen Mill Road SE - Wallace Drive SE to S King Street
Evergreen Mills Road SE - Alpine Drive SE to Battlefield Parkway SE
Exmoor Court NW - Ayrlee Avenue NW to Cul-De-Sac
Fairfield Way SW - Meade Drive SW to Cedargrove Place SW
Fairleigh Court NE - Shanks Evans Road NE to Cul-De-Sac
Fairview Street NW - W Market Street to Old Waterford Road
Featherstone Lane NE - Balls Bluff Road NE to Cul-De-Sac
Featherstone Lane NE - Barksdale Drive NE to Balls Bluff Road NE
Fenland Place NE - Sentinel Drive NE to Revelstore Terrace NE
Field Court NE - Barksdale Drive NE to Cul-De-Sac
First Street SW - S King Street to Wirt Street SW
Flag Court NE - Hunton Place NE to Cul-De-Sac
Forbes Court NE - Heritage Way NE to Cul-De-Sac
Fort Macleod Terrace NE - Fenland Place NE to End
Foster Place SW - Country Club Drive SW to Cul-De-Sac
Fountain Hall Court NE - Larch Valley Court NE to Cul-De-Sac
Fox Trot Way NW - Lake View Way NW to Cul-De-Sac
Foxborough Drive SW - Catoctin Circle SW to River Fays Drive SW
Foxridge Drive SW - Catoctin Circle SW to Deer Path Avenue SW
Foxtail Circle NE - Catoctin Circle NE to Catocitin Circle NE
Franklin Court SW - Clagett Street SW to Cul-De-Sac
Gaines Court SW - Moore Place SW to Cul-De-Sac
Garrison Court NE - Cul-De-Sac to Cul-De-Sac
Georgetown Court NE - Oakcrest Manor Drive NE to Cul-De-Sac
Governors Drive SW - S King Street to Tuscarora Drive SW
Governors Drive SW - Tuscarora Drive SW to Country Club Drive SW
Grafton Way NE - Stoneledge Place NE to Catoctin Circle NE
Graywood Way NE - Shanks Evans Road NE to Hunton Place NE
Greenmont Way NE - Bridgette Place NE to Elkridge Way NE
Greenway Drive SW - S King Street to Sheridan Way SW
Greenway Drive SW - Sheridan Way SW to Meade Drive SW

Hague Drive SW - Meade Drive SW to Hawling Place SW
Hanberry Court NE - Marshall Drive NE to Cul-De-Sac
Hardy Court NE - Tonquin Place NE to Cul-De-Sac
Harle Place SW - Brumsey Court SW to Cul-De-Sac
Harle Place SW - Meade Drive SW to Brumsey Court SW
Harrison Street NE - North Street NE to Edwards Ferry Road NE
Harrison Street SE - Catocin Circle SE to Loudoun Street SE
Harrison Street SE - E Market Street to Loudoun Street SE
Hartford Court - Tennessee Drive NE to Cul-De-Sac
Haversack Court NE - Featherstone Lane NE to Cul-De-Sac
Hawling Place SW - Bradfield Drive SW to 1202 Hawling Place
Hawling Place SW - Bradfield Drive SW to Cul-De-Sac
Heritage Way NE - Edwards Ferry Road NE to Cul-De-Sac
Higham Court NE - Marshall Drive NE to Cul-De-Sac
Hillview Place SW - Meade Drive SW to 621 Meade Drive SW
Hope Parkway SE - Miller Drive SE to Baish Drive SE
Hume Court SW - Brindley Place SW to Cul-De-Sac
Huntfield Court NE - Longfellow Drive NE to Cul-De-Sac
Hunton Place NE - Battlefield Parkway NE to Cul-De-Sac
Ida Lee Drive NW - N King Street to Recreation Center
Invermere Drive NE - Mt Holly Place NE to Sentinel Drive NE
Itasca Way NE - Chicksaw Place NE to Battlefield Parkway NE
Jacob Court SW - Woodlea Drive SW to Cul-De-Sac
James Rifle Court NE - Balls Bluff Road NE to Cul-De-Sac
Janney Street SW - Country Club Drive SW to Clagett Street SW
Jennifer Court NE - Barksdale Drive NE to Cul-De-Sac
Kellys Ford Plaza SE - Miller Drive SE to Battlefield Parkway SE
Kendra Terrace NE - Valemount Terrace NE to Revelstore Terrace NE
Kinnaird Terrace NE - Tenaya Way NE to Belleville Drive NE
Lacey Court SW - Moore Place SW to Cul-De-Sac
Lackawanna Way NE - Woods Edge Drive NE to Tinsman Drive NE
Laconian Street - Coubertin Drive to Athena Drive
Laconian Street - Coubertin Drive to Marathon Drive
Lafayette Terrace SW - Dry Mill Road SW to Cul-De-Sac
Lake View Way NW - Fairview Street NW to Locust Knoll Drive
Lake View Way NW - Ayrlee Avenue NW to Cul-De-Sac
Lake View Way NW - Fairview Street NW to Ayrlee Avenue NW
Lake View Way NW - Locust Knoll Drive NW to Cul-De-Sac
Larch Valley Court NE - Cul-De-Sac to Cul-De-Sac
Lasswell Court - Hawling Place SW to Cul-De-Sac
Lawford Drive SW - Allman Way SW to Cul-De-Sac
Lawford Drive SW - Meade Drive SW to Allman Way SW
Lawnhill Court SW - Meade Drive SW to Cul-De-Sac
Lee Avenue SW - Dry Mill Road SW to Davis Avenue SW
Lester Court NE - Cattail Lane NE to Cul-De-Sac
Liberty Street NW - Cornwall Street NW to North Street NW
Liberty Street NW - W Market Street to Cornwall Street NW
Liberty Street SW - W Market Street to Past Royal Street SW
Lismore Terrace NE - Moultrie Terrace NE to End
Locust Knoll Drive NW - Fairview Street NW to Lake View Way

Longfellow Drive NE - Catoctin Circle NE to Bellview Court NE
Loudoun Street SE - S King Street to E Market Street
Loudoun Street SW - Ayr Street SW to S King Street
Loudoun Street SW - Morven Park Road SW to Ayr Street SW
Loudoun Street SW - W Market Street to Morven Park Road SW Lounsbury
Court NE - Woodberry Road NE to Cul-De-Sac
Madison Court SE - Monroe Street SE to Cul-De-Sac
Marathon Drive - Akan Street to Kalaris Place
Marathon Drive - Akan Street to S King Street
Marlow Street SW - Crestwood Street SW to Crestwood Street SW
Marshall Drive NE - Plaza Street NE to End
Marshall Drive NE - Wildman Street NE to Cul-De-Sac
Marshall Drive NE - Wildman Street NE to Plaza Street NE
Maryanne Avenue SW - Country Club Drive SW to Tuscarora Drive SW
Masons Lane SE - Battlefield Parkway SE to Masons Lane SE
Masons Lane SE - Masons Lane SE to Cul-De-Sac
Masons Lane SE - Masons Lane SE to S King Street - North Side
Max Court SE - Alpine Drive SE to Cul-De-Sac
Maximillian Court SW - End to End
Mayfair Drive NE - Marshall Drive NE to Edwards Ferry Road NE
Meade Drive SW - Hague Drive SW to Lawnhill Court SW
Meade Drive SW - Hillview Place SW to Cranwell Place SW
Meade Drive SW - Hillview Place SW to Hague Drive SW
Meade Drive SW - Lawnhill Court SW to S King Street
Meadowbrook Court SW - Fairfield Way SW to Cul-De-Sac
Meherrin Terrace SW - Town Branch Terrace SW to Loudoun Street SW
Memorial Drive NW - W Market Street to Gibson Street NW
Menlow Drive NE - Fort Evans Road NE to River Creek Parkway
Miller Drive SE - Blue Seal Drive SE to Sycolin Road SE
Miller Drive SE - Hope Parkway SE to Battlefield Parkway SE
Miller Drive SE - Hope Parkway SE to Battlefield Parkway SE
Miller Drive SE - Tolbert Lane SE to Battlefield Parkway SE
Miller Drive SE - Tolbert Lane SE to Blue Seal Drive SE
Mindy Court SE - Alpine Drive SE to Cul-De-Sac
Monroe Street SE - S King Street to Cul-De-Sac
Montauk Court NE - Tennessee Drive NE to Cul-De-Sac
Moore Place SW - Salyor Way SW to Cul-De-Sac
Moore Place SW - Warner Court SW to Salyor Way SW
Moore Place SW - Woodlea Drive SW to Warner Court SW
Morvan Park Court NW - Morvan Park Road NW to Cul-De-Sac
Morvan Park Road NW - Ayrlee Avenue NW to Morvan Park Court NW
Morvan Park Road NW - Morvan Park Court NW to Old Waterford Road NW
Morvan Park Road NW - William Street NW to Ayrlee Avenue NW
Morven Park Road NW - W Market Street to William Street NW
Morven Park Road SW - Loudoun Street SW to End
Mosby Drive SW - Morven Park Road SW to Cul-De-Sac
Moultrie Terrace NE - Kinnaird Terrace NE to Cul-De-Sac
Mount Holly Place NE - Emerald Hill Drive NE to Cul-De-Sac
Moxley Drive NE - Vista Ridge Drive NE to Tonquin Place NE
Muffin Court SE - Alpine Drive SE to Cul-De-Sac

Musket Court NE - Balls Bluff Road NE to Cul-De-Sac
N King Street - Dry Hollow Road to Route 15
N King Street - Oakcrest Manor Drive to Dry Hollow Road
N King Street - Union Street NW to E Market Street
N King Street - Union Street NW to Oakcrest Manor Drive NE
Nashville Place - Tennessee Drive NE to Petrel Terrace
Nathan Place NE - Mayfair Drive NE to Cul-De-Sac
Natural Terrace - Pastoral Place to Pastoral Place
Nelson Court NE - Heritage Way NE to Cul-De-Sac
Newhall Place SW - Wingate Place SW to Cul-De-Sac
Newington Place NE - Mayfair Drive NE to Cul-De-Sac
Nickels Drive SW - Bradfield Drive SW to Cul-De-Sac
Nickels Place SW - Bradfield Drive SW to Cul-De-Sac
Niven Court SW - Sheridan Way SW to Cul-De-Sac
Normandy Drive NW - Fairview Street NW to Phillips Drive
Norris Court SW - Clagett Street SW to Cul-De-Sac
North Street NE - N King Street to Wildman Street NE
North Street NE - Wildman Street NE to Cherry Lane NE
North Street NW - North King Street to Wirt Street NW
North Street NW - Wirt Street NW to Liberty Street NW
Oakcrest Manor Drive NE - N King Street to Catoctin Circle NE
Oaklawn Drive SE - Brown Roan Drive SE to Great Laurel Square SE
Oaklawn Drive SE - Brown Roan Drive SE to Hope Parkway SE
Oaklawn Drive SE - Great Laurel Square SE to Battlefield Parkway SE
Occoquan Terrace SW - Meherrin Terrace SW to Cul-De-Sac Octorora
Place NE - Cul-De-Sac to Cul-De-Sac
Odyssey Park Drive - Marathon Drive to Coubertin Drive
Old English Court SW - S King Street to Cul-De-Sac
Old Waterford Road NW - Ayr Street NW to Morven Park Road
Old Waterford Road NW - Morven Park Road NW to Fairview Street
Old Waterford Road NW - North Street NW to Ayr Street NW
Orr Circle SW - Country Club Drive SW to Cul-De-Sac
Paddock Court NW - Locust Knoll Drive NW to Cul-De-Sac
Pastoral Place - Valley View Avenue SW to Cul-De-Sac
Pathway Place SW - Allman Way SW to Cul-De-Sac
Patterson Court NW - Old Waterford Road NW to Cul-De-Sac
Periwinkle Way SW - Clagett Street SW to Clagett Street SW
Pershing Avenue NW - W Market Street to Cul-De-Sac
Pheasant Place SW - Greenway Drive SW to Cul-De-Sac
Phillips Court - Phillips Drive to End
Phillips Drive - Fairview Street NW to Fairview Street NW Plaza
Street NE - Battlefield Parkway NE to Marshall Drive NE
Plaza Street NE - Marshall Drive NE to Edwards Ferry Road NE
Potomac Station Drive - River Creek Parkway to Valemount Terrace NE
Potomac Station Drive - Tonquin Place NE to Battlefield Parkway NE
Potomac Station Drive - Valemount Terrace NE to Tonquin Place NE
Powhatan Court NE - Woods Edge Drive NE to Cul-De-Sac
Primrose Court SW - Tearose Place SW to Cul-De-Sac
Prince Street NE - Blue Ridge Avenue NE to Edwards Ferry Road NE
Prince Street NE - North Street NE to Blue Ridge Avenue NE

Princeton Court NE - Tennessee Drive NE to Cul-De-Sac
Prospect Drive SW - Belmont Drive SW to Belmont Drive SW
Prospect Place SW - Prospect Drive SW to Catoctin Circle SW
Queen Street NE - Blue Ridge Avenue NE to Edwards Ferry Road NE
Queen Street NE - North Street NE to Blue Ridge Avenue NE
Redbud Lane NE - Appletree Drive NE to Cherry Lane NE
Revelstore Terrace NE - End to End
Revere Court NE - Huton Place NE to Cul-De-Sac
Richard Drive SE - Alpine Drive SE to Alpine Drive SE
Riding Trail Court NW - Fairview Street NW to Cul-De-Sac
Rivanna Terrace SW - Town Branch Terrace to End
River Frays Drive SW - Wingate Place SW to Newhall Place SW
Rock Spring Drive SW - Dry Mill Road SW to Cul-De-Sac
Rollins Drive SW - Country Club Drive SW to Ward Circle SW
Rollins Drive SW - Ward Circle SW to Country Club Drive SW
Rollins Place SW - Country Club Drive SW to Cul-De-Sac
Rosebrook Court NW - Fairview Street NW to Cul-De-Sac
Rosemeade Place SW - Catoctin Circle SW to Cul-De-Sac
Roy Court SE - Shana Drive SE to Cul-De-Sac
Royal Street SE - Harrison Street SE to End
Royal Street SE - S King Street to Church Street
Royal Street SW - S King Street to Wirt Street SW
Royal Street SW - Wirt Street SW to Liberty Street SW
Rozier Court SW - Shadetree Way SW to Cul-De-Sac
Rust Drive NE - Plaza Street NE to Cattail Lane NE
S King Street - Catoctin Circle SW to Harry Byrd Highway
S King Street - Catoctin Circle SW to Old English Court
S King Street - Country Club Drive SW to Governors Drive SW
S King Street - Country Club Drive SW to Meade Drive SW
S King Street - Governors Drive SW to Clubhouse Drive SW
S King Street - Meade Drive SW to 1405 S King Street
S King Street - Old English Court SW to W Market Street
Saddleback Place NE - Potomac Station Drive to Bow Lake Place NE
Salyor Way SW - Harle Place SW to Moore Place SW
Sandpoint Court NE - Bow Lake Place NE to Cul-De-Sac
Second Street SW - S King Street to Wirt Street SW
Sentinel Drive NE - Fort Evans Road NE to Vermillion Drive NE
Shadetree Way SW - Lawford Drive SW to Greenway Drive SW
Shana Drive SE - Alpine Drive SE to Alpine Drive SE
Shanks Evans Road NE - Battlefield Parkway NE to Potomac Crossing Park
Sheridan Way SW - Lawford Drive SW to Greenway Drive SW
Slack Lane NE - North Street NE to Cornwall Street NE
Smartts Lane NE - Battlefield Parkway NE to Cul-De-Sac
Smartts Lane NE - Battlefield Parkway NE to End
Snowden Court SW - Foxborough Drive SW to Cul-De-Sac
South Street SE - Church Street SE to Catoctin Circle SE
South Street SW - S King Street to Wirt Street SW
Southview Place NE - Catoctin Place NE to Cul-De-Sac
Spirit Court NE - Sundrum Place NE to Cul-De-Sac
Stone Court NE - Barksdale Drive NE to Cul-De-Sac

Stoneledge Place NE - Cul-De-Sac to Cul-De-Sac
Stowers Lane SE - Wallace Drive SE to Cul-De-Sac
Stratford Place SW - Valley View Avenue SW to Crestwood Street SW
Stratford Place SW - Valley View Avenue SW to Cul-De-Sac
Stribling Court SW - Diskin Place SW to Cul-De-Sac
Sundrum Place NE - Menlow Drive NE to Cul-De-Sac
Sycolin Road SE - Loudoun Center Place to 20028 VA-643 - West Side
Sycolin Road SE - Miller Drive SE to 1002 Sycolin Road SE
Sycolin Road SE - Tavistock Drive SE to Miller Drive SE
Tavistock Drive SE - Sycolin Drive SE to Tall Oaks Square SE
Taymount Terrace NE - Moultrie Terrace NE to Lismore Terrace NE
Tearose Place SW - Rosemeade Place SW to Cul-De-Sac
Tenaya Way NE - Menlow Drive NE to Belleville Drive NE
Tennessee Drive NE - Battlefield Parkway NE to Montauk Court
Themis Street - Athena Drive to Athena Drive
Thistle Way NE - Whitney Place NE to Greenmont Way NE
Tinsman Drive NE - Woods Edge Drive NE to Octorora Place NE
Tolbert Lane SE - Evergreen Mill Road SE to Cul-De-Sac
Tomworth Court NE - Skanks Evans Road NE to Cul-De-Sac
Tonquin Place NE - Potomac Station Drive to Cul-De-Sac
Town Branch Terrace SW - Dry Mill Road SW to Maximillion Court SW
Tracey Court NE - Oakcrest Manor Drive NE to Cul-De-Sac
Trimble Plaza SE - Battlefield Parkway SE to Miller Drive SE
Tudor Court NE - Oakcrest Manor Drive NE to Cul-De-Sac
Tuscarora Drive SW - Cul-De-Sac to Cul-De-Sac
Union Street NW - N King Street to Wirt Street NW
Valemount Terrace NE - Fenland Place NE to Kendra Terrace NE
Valemount Terrace NE - Kendra Terrace NE to Potomac Station Drive
Valley View Avenue SW - Catoctin Circle SW to End
Valley View Avenue SW - Davis Avenue SW to End
Valley View Avenue SW - Davis Avenue SW to End
Valley View Avenue SW - Dry Mill Road SW to Prospect Drive SW
Vermillion Drive NE - Bonnie Ridge Drive NE to Tonquin Place NE
Vista Ridge Drive NE - Fort Evans Road NE to Bonnie Ridge Drive NE
W Market Street - Ayr Street NW to N King Street
W Market Street - Catoctin Circle SW to Harry Byrd Highway
W Market Street - Fairfax Street NW to Morven Park Road NW
W Market Street - Morven Park Road NW to Ayr Street NW
Wagann Street - Wage Drive SW to Anne Street SW
Wage Drive SW - Dry Mill Road SW to Cul-De-Sac
Wage Drive SW - Dry Mill Road SW to Wagann Street
Wallace Drive SE - Evergreen Mill Road SE to Alpine Drive SE
Ward Circle SW - Rollins Drive SW to Cul-De-Sac
Warner Court SW - Moore Place SW to Cul-De-Sac
Washington Street NE - Blue Ridge Avenue NE to Edwards Ferry Road NE
Washington Street NE - Nathan Place NE to Blue Ridge Avenue NE
White Place SW - Country Club Drive SW to Cul-De-Sac
Whitehorse Court SW - Cul-De-Sac to Cul-De-Sac
Whitney Place NE - Cul-De-Sac to Cul-De-Sac
Wild Turkey Way SW - Childrens Center Way SW to Whitehorse Court SW

Wildman Street NE - North Street NE to End
William Street NW - Morven Park Road NW to Cul-De-Sac
Wilson Avenue NW - W Market Street to End
Wingate Place SW - Cul-De-Sac to Cul-De-Sac
Wingtip Court SW - Pheasant Place SW to Cul-De-Sac
Wirt Street NW - Union Street NW to W Market Street
Wirt Street SW - Davis Street SW to First Street SW
Wirt Street SW - W Market Street to South Street SW
Wolfe Court SW - Diskin Place SW to Cul-De-Sac
Woodberry Road NE - Marshall Drive NE to Edwards Ferry Road NE
Woodbridge Court NE - Shanks Evans Road NE to Cul-De-Sac Woodfield
Terrace NE - Battlefield Parkway NE to End
Woodlea Drive SW - Meade Drive SW to 1516 Woodlea Drive SW Woods
Edge Drive NE - Battlefield Parkway NE to Hunton Place NE Wythe Court
NE - Heritage Way NE to Cul-De-Sac

Bus Stops

Battlefield Parkway NE & East Market Street - Northbound
Catocin Circle NE & Coltsridge Terrace NE - Southbound
Catocin Circle NE & E Market Street - Southbound
Catocin Circle NE & E Market Street NE - Northbound
Catocin Circle NE & Edwards Ferry Road NE - Northbound
Catocin Circle NE & Edwards Ferry Road NE - Southbound
Catocin Circle NE & Oakcrest Manor Drive NE - Northbound
Catocin Circle SE & Harrison Street SE - Westbound
Catocin Circle SE & Industrial Court SE - Eastbound
Catocin Circle SE & Parker Court SE - Northbound
Clubhouse Drive SW at 125 Clubhouse Drive SW
Clubhouse Drive SW at Tuscarora Apartments
E Market Street & Catocin Circle NE - Westbound E Market Street &
Harrison Street SE - Eastbound E Market Street & Loudoun Street SE -
Eastbound
E Market Street & Plaza Street NE - Westbound
E Market Street & Plaza Street SE - Eastbound
E Market Street & Sycolin Road SE - Eastbound - East
E Market Street & Sycolin Road SE - Eastbound - West
E Market Street & Sycolin Road SE - Westbound
Edwards Ferry Road NE & Heritage Way NE - Eastbound Edwards Ferry
Road NE & Heritage Way NE - Westbound Fort Evans Road NE & Evans
Ridge Terrace - Eastbound Fort Evans Road NE & Forest Spring Drive -
Eastbound Fort Evans Road NE & Golden Larch Terrace NE - Westbound
Fort Evans Road NE & Orchild Drive - Westbound
Fort Evans Road NE & Potomac Station Drive - Westbound Fort Evans
Road NE & Sycamore Hill Drive - Eastbound Fort Evans Road NE &
Tuliptree Square NE - Westbound Harrison Street SE & Catocin Circle
SE - Northbound Harrison Street SE & Crescent Station Terrace - South
Bound Harrison Street SE & Depot Court SE - South Bound Harrison
Street SE & E Market Street - Southbound Harrison Street SE & South
Street SE - South Bound

Marshall Drive NE & Mayfair Drive NE - Eastbound
Marshall Drive NE & Mayfair Drive NE - Westbound
Miller Drive SE & Pink Azalea Terrace - Northbound
Miller Drive SE & Pink Azalea Terrace - Southbound
Miller Drive SE at Loudoun County Transportation Building
Miller Drive SE at Virginia Probation & Parole Building (District 25)
N King Street & Oakcrest Manor Drive - Southbound
Old Waterford Road NW & North Street NW - Northbound
Plaza Street NE & Appletree Drive NE - Northbound
Plaza Street NE & Appletree Drive NE - Southbound
Plaza Street NE & E Market Street - Northbound
Plaza Street NE & E Market Street - Southbound
Plaza Street NE & Edwards Ferry Road NE - Northbound
Plaza Street NE & Edwards Ferry Road NE - Southbound
Plaza Street NE & North Street NE - Northbound
Potomac Station Drive & Battlefield Parkway NE - Eastbound
Potomac Station Drive & Fort Evans Road NE - Northbound
Potomac Station Drive & Planters Grove Court NE - Westbound
S King Street & Davis Avenue SE - Northbound
S King Street & Fairfax Street SE - Northbound
S King Street & Harry Byrd Highway - Northbound
S King Street & Harry Byrd Highway - Southbound
Wert Street NW & North Street NW - Southbound

Signalized Intersections

Battlefield Parkway NE & 605 Potomac Station Drive
Battlefield Parkway NE & Edward Ferry Road NE
Battlefield Parkway NE & Fort Evans Road NE
Battlefield Parkway NE & Plaza Street NE
Battlefield Parkway NE & Potomac Station Drive
Battlefield Parkway NE & Shanks Evans Road NE
Battlefield Parkway NE & Tennessee Drive NE
Battlefield Parkway SE & Compass Creek Parkway SE
Battlefield Parkway SE & Evergreen Mill Road SE
Battlefield Parkway SE & Kincaid Boulevard SE
Battlefield Parkway SE & Miller Drive SE
Battlefield Parkway SE & Russell Branch Parkway SE
Battlefield Parkway SE & Tavistock Drive SE
Catocin Circle & Harris Street SE
Catocin Circle SW & Dry Mill Road SW
Crosstrail Boulevard & East Market Street North Entrance
Crosstrail Boulevard & East Market Street South Entrance
Crosstrail Boulevard & Russell Branch Parkway
E Market Street & Catocin Circle NE
E Market Street & Fort Evans Road SE
E Market Street & Plaza Street NE
Edwards Ferry Road NE & 1008 Edwards Ferry Road NE
Edwards Ferry Road NE & 1085 Edwards Ferry Road NE
Edwards Ferry Road NE & Heritage Way NE
Edwards Ferry Road NE & Plaza Street NE
Evergreen Mill Road SE & Tolbert Lane SE

Fort Evans Road NE & Potomac Station Drive
Fort Evans Road NE & Sycamore Hill Drive
Hope Parkway SE & Miller Drive SE
Kincaid Boulevard SE & Patrice Drive SE - North
N King Street & Battlefield Parkway NE
N King Street & Dry Hollow Road
N King Street & W Market Street
Potomac Station Drive & 667 Potomac Station Drive
River Creek Parkway & Potomac Station Drive
Russell Branch Parkway & Balch Drive SE
Russell Branch Parkway & Lowes Entrance
Russell Branch Parkway & Village Market Boulevard
S King Street & Catoctin Circle SW
S King Street & Clubhouse Drive SW
S King Street & Country Club Drive SW
S King Street & Davis Avenue SW
S King Street & Fairfax Street SE
S King Street & Governors Drive SW
S King Street & Greenway Drive SW
S King Street & Loudoun Street SE
S King Street & Meade Drive SW
Sycolin Road & Battlefield Parkway
Sycolin Road & Hope Parkway
Sycolin Road & Tavistock Drive
Sycolin Road & Tolbert Lane
Sycolin Road SE & Loudoun Center Place
Tolbert Lane SE & Cornerstone Church
W Market Street & Catoctin Circle SW
West Market Street & Memorial Drive NW

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TOWN OF LEESBURG EXECUTIVE SUMMARY

2019-2020



For questions or comments regarding the ADA/504 Self-evaluation and Transition Plan, please contact the Town of Leesburg's ADA/504 Coordinator.

Contact Information:

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Disability Access
Consultants, LLC (DAC)
