



AMERICANS WITH DISABILITIES ACT SELF-EVALUATION AND TRANSITION PLAN UPDATE May 2019



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The Town of Dennis ADA/504 Self-evaluation and Transition Plan 2019 update was conducted by Disability Access Consultants, LLC (DAC) in collaboration with The Town of Dennis.

I. Purpose

The purpose of the Town of Dennis Americans with Disabilities Act (ADA) Self-evaluation and Transition Plan 2019 Update is to document the results of the Town of Dennis' review of access to programs, services, activities, events, facilities, parks, beaches, trails and public rights-of-way by individuals with disabilities in order to determine if any discriminatory or potentially discriminatory practices, policies or procedures exist in accordance with the ADA. Title II of the ADA requires that public entities identify and evaluate any barriers or potential barriers that may deny individuals with disabilities access to the Town of Dennis programs, services and activities. Identified barriers are to be remediated with projected dates for the removal of barriers identified in the plan.

The ADA Self-evaluation and Transition Plan Update serves as framework to develop a road map to enhance access for individuals with disabilities regarding the Town of Dennis facilities, programs, services and activities. The ADA Self-evaluation is one tool that can guide the Town of Dennis through the barrier removal and implementation of the plan. This report contains findings and recommendations regarding the removal of potentially discriminatory barriers for individuals with disabilities.

The development, implementation and the update of the ADA Self-evaluation and Transition Plan is required by the ADA and related accessibility standards for compliance for individuals with disabilities. This report describes the overall process and reports findings and recommendations to enhance the Town's compliance.

II. Background and Overview of Requirements

The Americans with Disabilities Act (ADA) is a comprehensive civil rights law enacted to protect persons with disabilities from discrimination and to assure equality of opportunity. The passage of the ADA in 1990 produced comprehensive civil rights protections for individuals with disabilities.

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

Title II of the ADA provides that "no qualified individual with a disability shall, by reason of such disability, 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 such entity." The Town of Dennis is a public entity under Title II of the ADA as it is publicly owned and open to the public.

III. Section 504 Requirements and Integration with the ADA Plan

The Town of Dennis ADA Self-evaluation and Transition Plan (ADA/504 Plan) focused on Title II of the ADA that is required by state and local governments which are publicly owned and open to the public. A Title III public accommodation, on the other hand, pertains to privately owned business and services that are open to the public. Portions of the ADA/504 plan reference some employment practices under Title I of the ADA. However, the primary focus of the ADA/504 Plan is Title II of the ADA.

Section 504 of the Rehabilitation Act of 1973 (Section 504) preceded the ADA which was passed by Congress on July 26, 1990. Title II of the ADA pertains to state and local governments, such as the Town of Dennis. Section 504 applies to the Town of Dennis as a recipient of federal and state funding.

Section 504 is similar to the ADA and required the development of a self-evaluation and a transition plan. Section 504 states that no otherwise qualified individual with a disability in the United States shall, solely by reason of disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The Department of Justice's Title II regulation adopts the general prohibitions of discrimination established under Section 504 and incorporates specific prohibitions for the ADA. As such, Title II provides protections for individuals with disabilities that are equal to those provided by Section 504. Public entities, such as the Town of Dennis, are required to have an ADA Self-evaluation and a Section 504 evaluation. As such, portions of the study are referred to as the Town of Dennis ADA/504 Self-evaluation and Transition Plan update.

The ADA and Section 504 of the Rehabilitation Act require state and local governments, such as city, town and county governments (referred to as public entities in this document) to ensure that their facilities, public rights-of-ways, programs, services, activities are accessible and do not discriminate in regard to programs, services and activities of the Town of Dennis.

As the ADA Self-evaluation and Transition Plan 2019 update was comprehensive and included all areas required in Section 504 of the Rehabilitation Act of 1973 (Section 504), the current plan incorporates the requirements of Section 504 and as such there is not a need to complete a separate Section 504 study. The 2019 ADA/504 Self-evaluation and Transition Plan Update will meet requests of other regulatory agencies such as the Department of Housing and Urban Development (HUD).

IV. Updates to Accessibility Requirements, Codes and Standards

A federal update to the ADA Standards occurred in 2010 and included areas that previously did not have requirements for accessibility. As changes were made to the Title II regulations and the ADA Standards for Accessible Design in 2010, the 2019 Town of Dennis ADA/504 Plan needed to incorporate the updates. The Title II regulations and ADA Standards were changed to include recreation areas from play areas to swimming pools, residential facilities, event ticketing policies, policies concerning other-power-driven mobility devices, miniature horses as service animals and specifications for video-remote-interpreting. Since information technology barely existed when the ADA was passed in 1990, and all state and local governments now have websites that need to be accessible to individuals with disabilities, websites need to be evaluated. The self-evaluation identifies and recommends updates to those policies and practices that are inconsistent with Title II's requirements.

In addition to the ADA 2010 Standards and Section 504, other standards and regulations apply to the Town of Dennis and include, but are not limited to:

- The Rules and Regulations of the Massachusetts Architectural Access Board, Code of Massachusetts Regulations Title 521
- The Massachusetts Public Accommodation Law
- Massachusetts State Building Code – 780 CMR

Accessibility requirements for the public rights-of-way are required to provide the public with an accessible pedestrian route. The primary accessibility standards include the Massachusetts Department of Transportation (MassDOT), Massachusetts Manual for Uniform Traffic Control Devices and Amendments and the Proposed Right-of-Way Accessibility Guidelines known as PROWAG.

The standard that provides the greatest level of accessibility would apply, but in no way can a lesser standard less than that required by the ADA be used. For example, in cases where a Massachusetts requirement requires scoping to a standard that provides a greater level of accessibility than that required by the ADA, the Massachusetts standard would apply.

V. Audits by Regulatory Authorities and Agencies

Audits being conducted by the Massachusetts Department of Transportation (MassDOT) and other governmental authorities require the completion of an ADA Self-evaluation and Transition Plan in addition to a Section 504 plan. Due to the similar requirements, the current 2019 ADA study incorporates the requirements of Section 504 and as such updates both plans to meet the requirements of the ADA and Section 504 and results in a more seamless document and a cost savings to the Town.

In addition to the Department of Justice (DOJ), the Department of Transportation, the Federal Highway Administration's (FHWA) Americans with Disabilities Act (ADA) and Section 504 program plays an important role to ensure that pedestrians with disabilities have an equal opportunity to use the pedestrian public rights-of-way 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 (PROW) 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 MassDOT is a recipient of federal funds and towns, cities, counties and other public entities are subrecipients 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 requests is the development of a comprehensive ADA/504 Self-evaluation and Transition Plan. In addition, the DOJ has determined that findings from public rights-of-way need to be included in the ADA/504 Self-evaluation and Transition Plan. The courts have determined that noncompliant findings from the PROW are programs and services of the public entity that are required to be incorporated into the plan. Findings include items such as sidewalks, curb ramps, intersections, crosswalks and street furniture.

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 U.S. Department of Transportation (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.

In order to ensure compliance, MassDOT conducts reviews to ensure that:

- FHWA recipients and subrecipients are informed of their responsibilities to provide accessibility in their programs, activities, facilities and public rights-of-way.
- Recipients and subrecipients are in compliance with the ADA and Section 504.
- Recipients and subrecipients 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.

Another regulatory agency audit that requires an ADA/504 Self-evaluation and Transition Plan includes the United States Department of Housing and Urban Development and their oversight of the use of Community Development Block Grant Funds.

VI. Classification of Town of Dennis

The Town of Dennis 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 is owned by the public and is open to the public. A public entity covered by Title II is defined as:

- 1) Any State or local government;
- 2) Any department, agency, special purpose district, or other instrumentality of a State or local government; or
- 3) Certain commuter authorities as well as AMTRAK.

Public accommodations, on the other hand, are covered by Title III of the ADA as they are privately owned and open to the public. There are occasions that the Town as a Title II entity may have contractual arrangements with a Title III entity and as such the Title III entity is responsible in selected situations to provide access to programs, services and activities of the Town in a nondiscriminatory manner.

VII. About the Town of Dennis

The Town of Dennis was first settled in 1639 by John Crowe (later Crowell) and Thomas Howes. The Town was part of the Town of Yarmouth. The town officially separated and incorporated in 1793. The town was named after resident minister, Josiah Dennis. Since there was not enough land for farming, seafaring became the town's major industry, centered around the Shiverick Shipyard. Presently, Dennis is a popular seaside resort town, famous for its stately colonial mansions along the northern Cape Cod Bay coastline and its picturesque warm water beaches along the southern Nantucket Sound.

According to the website and other published information, Dennis is considered the "Heart of Cape Cod" with beautiful beaches, rivers, ponds, hiking and biking trails, and bucolic vistas. Framed by Nantucket Sound and Cape Cod Bay, Dennis is comprised of five distinct villages: Dennis Village, East Dennis, South Dennis, Dennisport and West Dennis. The arts and culture environment are world renowned and includes the famed Cape Playhouse, Cape Cod Museum of Art and the beautiful Cape Cinema. The Cape Playhouse is the oldest summer theater in America and has attracted top Hollywood and Broadway talent such as Julie Harris, Humphrey Bogart, Betty Davis, Art Carney, Hume Cronyn and others. Located on beautiful Cape Cod, MA, Dennis is one of New England's most sparkling coastal communities. Located smack in the middle of Cape Cod, Dennis is less than a two-hour drive to international airports in Boston, Massachusetts and Providence, Rhode Island. The Town of Dennis is blessed with a wide range of seascapes, landscapes, streetscapes, buildings and character for a variety of film genres.

The Town's coastal climate tends to be more moderate than inland locations with extreme heat or cold being rare. In the winter, the first freezing temperatures usually occur in early December, but the temperature is modified considerably by the nearness of the relatively warm ocean. Colder weather usually fades out by early March. Although it can get quite warm in the summer, the hot afternoons frequently are tempered by the ocean breezes from the waters surrounding Dennis. September and October are simply glorious.

VIII. Organizational Structure

Town of Dennis departments include:

Accounting
Animal Control
Assessing
Beach Department
Board of Selectmen/Administration
Building Department
Council on Aging
Dennis Housing Authority
Dennis Police
Department of Public Works
Engineering Department
Finance Department
Fire/Rescue
GIS Department
Golf Department
Harbormaster
Health Department
Historic District
Human Resources
Information System
Libraries
Licensing
Natural Resources
Planning Department
Procurement Department
Recreation
Town Clerk
Treasurer/Collector
Water District
Weights & Measures

IX. Self-Evaluation Plan

Prior ADA Self-Evaluation and Transition Plans

The Town of Dennis conducted a sidewalk survey in 2015 demonstrating an ongoing commitment to make sidewalk and curb ramps accessible to all pedestrians including those with disabilities.

Updated ADA Self-Evaluation and Transition Plan

The Town of Dennis ADA Title II Self-evaluation 2019 Update has been prepared by DAC, with the collaboration and assistance of Town of Dennis staff and input by other interested individuals and community members. This 2019 study, completed by Disability Access Consultants, LLC (DAC), updates any Town of Dennis ADA Self-evaluation for facilities, parks and schools.

DAC was contracted to conduct a comprehensive survey of Town buildings, parks, beaches, and other sites and policies and procedures that govern the administration of programs, services and activities of Town of Dennis. The goal of the Town is that all potential physical and programmatic

barriers for accessibility are identified and removed. A list of the sites that were inspected for accessibility compliance are contained in the Appendix of this report.

The updated 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 updates in the ADA and other accessibility related standards and regulations.

Regular Self-Evaluation Updates

The ADA/504 Self-evaluation and Transition Plan is a living, on-going document and requires regular updates to keep it current. As the Town understands the commitment for regular updates and annual reports, the Town will continue to update its plan on an annual or more frequent basis. In its continuing efforts to maintain compliance, the Town has several mechanisms in place to provide for the ongoing update of the self-evaluation. The Town's designated ADA Coordinator is empowered with oversight responsibility for implementation of the requirements of the ADA, 504 and related accessibility standards and regulation. The Town has formed an ADA Implementation Committee that is a working group of Town staff to assist with the prioritization for the removal of barriers to be phased in over time.

The Town has licensure for the use of a secure, online accessibility management software called DACTrak, to document and track the findings and the implementation of the plan, including progress reports. DACTrak will afford the Town the opportunity to maintain an updated plan.

As public input is required to develop and prioritize the plan, the Town conducted public outreach activities as described in the public outreach portion of this document. It is recognized that input from stakeholders is a valuable component of an updated, usable and realistic plan. The Town welcomes ongoing input from members of the public and stakeholders to assist with regular self-evaluation updates.

Several factors may necessitate updates in the Town of Dennis ADA/504 Self-evaluation and Transition Plan. Factors such as the purchase or lease of additional sites that were not included in the 2019 study, change of building use, major remodeling or renovation, availability of additional funding or the Town selling or no longer leasing a facility. Future updates may also be necessitated by changes in the ADA, Public Right-of-Way Accessibility Guidelines (PROWAG), or the Manual on Uniform Traffic Control Devices (MUTCD), or other accessibility codes, standards or regulations.

Self-Evaluation Methodology and Format

As part of the self-evaluation, a public entity should:

1. Identify all the public entity's facilities, programs, activities, services and their locations
2. Review all the policies and practices that govern the administration of the public entity's programs, activities and services.

In addition, public entities are required to provide opportunities for public input regarding the self-evaluation and are strongly encouraged to consult with individuals with disabilities and organizations that represent them to assist in the self-evaluation process. Many individuals with disabilities have unique perspectives on a public entity's programs, activities, and services. For example, individuals with mobility impairments can readily identify barriers preventing their full enjoyment of the public entity's programs, activities, and services. Similarly, individuals with hearing impairments can identify the communication barriers that hamper participation in a public entity's programs, activities, and services.

Information collected during the self-evaluation process is reported by areas and categories, not individually by departments. The self-evaluation provides an overall summary and profile of findings and recommendations. Specific findings and recommendations for potential physical barriers are found in the online DACTrak accessibility management software program. DACTrak contains actual

measurements of each noncompliant barrier, photographs of barriers, findings, recommendations, code references, estimated costs and other information. Estimated costs are derived using a combination of factors including industry standards, regional adjustments and values reported by DAC clients. The costs entered into the DACTrak program are estimated construction costs and are not fixed total project costs. Custom reports and transition plan information can be generated from DACTrak to monitor and manage the implementation of the plan.

X. Surveys for Public and Staff Input

To enhance its public input efforts, the Town distributed surveys to various stakeholders. Surveys targeted towards community members, organizations representing individuals with disabilities, as well as Town staff were made available to enhance public input efforts to identify any programmatic barriers that may impact accessibility of Town programs, services, and activities. Surveys were provided in multiple formats and made available in alternate formats as requested. Survey formats included:

- Online word documents
- Hard copy printed versions in high traffic areas such as public service counters
- An electronic survey via an online link

Announcements were posted and distributed to solicit input from the public. Samples are included in the Appendix.

Also, community organizations representing individuals with disabilities and other interested community members were provided opportunities for input via in-person, open houses, by phone, email, in writing, or online. Surveys were made available online and in written format. The surveys included questions regarding access to Town programs, if there were any current complaints or problems, what information or resources organizations could provide that would assist the Town, and what general guidance or assistance organizations and community members could provide or suggest.

Responses provided the Town and DAC with insights into internal program operations. This report contains findings based on a review of responses and provides recommendations to ensure compliance. Actual survey comments and documents can be found in Appendix of this report.

XI. TRANSITION PLAN

The ADA requires state and local governments to develop and implement a Transition Plan to achieve program accessibility. After conducting a self-evaluation of facilities, programs, services and activities, a public entity is required to develop a transition plan with estimated timeframes and/or dates for the removal of physical barriers that may deny access for individuals with disabilities.

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 physical/structural barriers in detail that may deny access to facilities, programs, services, the proposed method to remove the barrier, the identity of the responsible person to oversee the implementation of the plan and the projected schedule for barrier removal of "structural" barriers. The projected schedule is an "estimated" date for barrier removal that may change over time. The self-evaluation, on the other hand focuses on the identification of barriers that may deny access to facilities, programs, services and activities. The two plans work congruently to remove the structural and programmatic barriers as identified in the overall Town plan.

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 individuals with disabilities are not excluded from programs, activities and services because of inaccessible facilities. Each facility is not necessarily required to be accessible. A public entity's services, programs, or activities, when "viewed in their entirety," must be accessible. This standard is known as "program accessibility" and is a key requirement under Title II of the ADA.

A comprehensive transition plan should contain the following:

1. A list of the physical barriers in a public entity's facilities (includes the Town's public rights-of-way) that limit the accessibility of its programs, activities, or services to individuals with disabilities;
2. A detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible;
3. The schedule for taking the necessary steps to achieve compliance with Title II of the ADA. If the time period for achieving compliance is longer than one year, the plan should identify the interim steps that will be taken during each year of the transition period; and,
4. The name of the official responsible for the plan's implementation. (Usually the ADA/504 Coordinator).

If the facility is existing construction that was completed on or before July 26, 1992 and major remodeling or renovation has not taken place, structural changes are not required where there are other feasible solutions such as moving the Town program to an accessible location. However, structural changes leading to increased integration and should be considered where feasible or if major remodeling or renovation has taken place at the facility. Structural changes can include modifications to facilities and public rights-of way.

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.

In addition to physical barriers of facilities (i.e. buildings, parks, beaches), the ADA of 1990, Section 35.150, Existing Facilities, requires that the transition plan include a schedule for providing curb ramps or other sloped area at existing pedestrian walkways, which applies to all facilities constructed prior to 1992.

For any sidewalk installations constructed from 1992 to March 15, 2012, the curb ramps should have been installed as part of the sidewalk construction project per the 1991 Standards for Accessible Design, Section 4.7 Curb Ramp, which states, "curb ramps complying with Section 4.7 shall be provided wherever an accessible route crosses a curb." For sidewalk installations constructed on or after March 15, 2012, similar guidance is provided in the 2010 Standards for Accessible Design, Section 35.151 of 28 CFR Part 35, New Construction and Alterations, which states, "newly constructed or altered street level pedestrian walkways must contain curb ramps or other sloped area at any intersection having curb or other sloped area at intersections to streets, roads, or highways."

Structural barriers of facilities and public rights-of-way are referenced in the transition plan by site and are contained in detail in individualized transition/barrier removal reports of sites inspected and are available from the ADA Coordinator and in the online DACTrak Accessibility Management System. It is important to note that some structural barriers may be addressed by using a programmatic methodology if they did not involve new construction or new remodeling and renovation.

A list of sites inspected is contained in the Appendix. DAC did not survey Town of Dennis public rights-of-ways.

XII. Designated ADA Coordinator

As required by the ADA, public entities with 50 or more employees must designate at least one responsible employee to coordinate ADA compliance and investigate complaints. The public entity should provide the name, office address, email address and phone number of the ADA Coordinator.

Brenda Vazquez is designated as the ADA/504 Coordinator for the Town of Dennis. The ADA Coordinator provides centralized oversight and coordination of ADA compliance efforts with Town departments. The address and contact information for the ADA/504 Coordinator is:

Brenda Vazquez, ADA/504 Coordinator
Dennis Council on Aging and Senior Center
1045 Route 134
South Dennis, MA 02660
Email: bvazquez@town.dennis.ma.us
(508) 385-5067
TTY: by state relay at 7-1-1

Requests for information from the ADA Coordinator can be sent by email, phone, and/or mail. Information is available in alternate formats upon request.

Requests for copies or information about the Town of Dennis ADA/504 Self-evaluation and Transition Plan can be obtained from the ADA Coordinator. In addition, the Town offers alternate methods and accommodations (e.g., enlarged print, Braille) to provide access to review or provide input into the Town's plan.

XIII. Public Facilities

The Town contracted with DAC to complete accessibility inspections of their facilities, parks, beaches in accordance with the applicable accessibility standards and regulations. During 2019, DAC completed inspections of facilities, parks, beaches, and other sites. A complete list of sites inspected are included in Appendix of this report.

Surveys include detailed measurements and photographs of actual conditions to determine compliance with federal and state accessibility codes and standards. Structural barriers of facilities are referenced in the transition plan by site and are contained in detail in individualized Transition/Barrier Removal reports of sites inspected and are available from the ADA Coordinator and in the DACTrak Accessibility Management System.

The inspection process was accomplished using a team of DAC accessibility specialists. DAC's staff were equipped with a variety of task specific measuring tools including but not limited to; tablets with camera and GIS capabilities, tape measures, smart levels, door pressure gauges and profile gauges. DAC recorded the actual "as-is" field conditions and input the data into the DACTrak intake software and forms using a PC tablet. The capturing of the actual measurement provides the Town with detailed measurements in order to make informed decisions regarding the severity of noncompliance or deviation from the code. A minor deviation vs. a more significant deviation from the code is an important factor for prioritizing barrier removal.

Detailed measurements of the existing conditions, planning-level recommendations for removing the physical barriers, and photos of each facility were recorded during the evaluation process and were included in the facility reports.

The findings and recommendations for the Town buildings, parks, parking lots and other sites that were inspected have been exported into the DACTrak Accessibility Management Software. Different report formats can be printed from the DACTrak Accessibility Management Software provided by

DAC. The DACTrak software program provides the Town with an on-line, web-based tool to update its plan, document progress, estimate costs and schedule barrier removal. DACTrak allows the user to prioritize using a variety of methods.

Recognizing that it is not feasible to immediately correct all accessibility deficiencies, the Town of Dennis is prioritizing its transition/barrier removal plan. As an example, considerations are given to facilities and PROW which are of high public use and/or of high use by individuals with disabilities. Additional considerations are given to planned renovations and the severity of the barriers.

As intended by the ADA, the Town of Dennis will update their barrier removal priorities and projected timelines to allow flexibility in accommodating changes in programs, requests for reasonable accommodations, community requests and fluctuations in funding resources.

XIV. Location of the Self-Evaluation and Transition Plan

The Town of Dennis ADA/504 Self-evaluation and Transition Plan is maintained and made available for public inspection by the Town's ADA Coordinator, Brenda Vazquez. The ADA/504 Self-evaluation and Transition Plan is available in alternate formats, if requested.

XV. Findings, Survey Comments, and Recommendations

This section of the self-evaluation contains findings and recommendations by DAC about the extent to which the Town of Dennis' policies and practices provide access to the Town's programs, services and activities. The results from the ADA self-evaluation will demonstrate not only the commitment by the Town to provide access to Town programs, services and activities, but the overall compliance by the Town.

Noncompliant findings regarding physical barriers that may deny access for individuals with disabilities are documented in the Town of Dennis Transition/Barrier Removal Plan that is detailed in the DACTrak Accessibility Management Program.

Policies and Procedures

A review of the Town's policies, procedures, practices along with programs, services and activities was completed to search for apparent and perceived discriminatory practices.

Under the ADA, the Town of Dennis 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 of Dennis is required to do so in every situation, unless it can demonstrate "that making the modifications would fundamentally alter the nature of the service, program, or activity" [28 CFR § 35.130 (7)]. The Town is currently undergoing a departmental reorganization, which is anticipated to be complete at the end of 2019.

Designation of ADA Coordinator

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

Findings

1. The Town has a designated ADA Coordinator to oversee the development, implementation and monitoring of the ADA/504 Self-evaluation and Transition Plan.
2. The identity of the ADA Coordinator as well as the address, phone number, and email address were noticed and posted.

Survey Comments

1. Town staff who responded to a survey question asking: "Do you know who the designated ADA Coordinator is for the Town of Dennis?" resulted in 50% of the respondents now knowing the identity of the ADA Coordinator.

Recommendations

1. Information regarding the identity of the Town's ADA Coordinator should continue to be provided to staff, posted at all Town locations, incorporated into new employee orientation packets, and placed in frequently used publications, on the website and in staff and public directories.
2. It is recommended that the Town continue to publish the name, address, e-mail address and phone numbers of the ADA Coordinator in appropriate public notices, brochures, pamphlets and other documents frequently distributed to the general public. Publications should also include a TDD/TYY and/or the relay phone number.
3. Publications should be updated if the identity of the ADA Coordinator changes or if more than one ADA Coordinator is designated.

Posting and Dissemination of Rights

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

Findings

1. A notice of the rights afforded individuals with disabilities and nondiscrimination statement, along with the method to request an accommodation and/or to file a complaint were not available and are not posted on the Town's website.

Recommendations

1. Statements of nondiscrimination and the notice of rights should be included on selected publications, brochures describing programs, requests for proposals/qualifications, facility use agreements, contracts, services and activities offered by the Town, new employee materials, recruitment materials; publications and frequently used forms and documents.
2. The notice should include the name, title, address and phone numbers of the ADA Coordinator. The notice should include a TDD/TTY number and/or Massachusetts Relay number to ensure equally effective communication. Although not required, it is recommended that the notice include the e-mail address for the ADA Coordinator.

Statement of Accommodations on Public Notices

Statements of accommodations should be available on agendas, public notices, and brochures about events provided by and/or sponsored by the Town. The Town is required to provide ADA information in alternative formats to ensure that that information is accessible to individuals with disabilities. A statement of accommodations that may be requested provides a member of the public with the opportunity to provide the Town of Dennis with a notice of the accommodations or modifications that are needed to participate in the program, service or activity of the Town. The statement should include a minimum timeframe needed for the Town to provide an appropriate accommodation, if possible, and the contact information to request the accommodation or modification.

Findings

1. Statements of accommodation were not found on Town of Dennis public notices, agendas and information about public events and activities.

Recommendations

1. It is recommended that a statement of accommodation be included on all postings of

- meetings, events and activities that are open to the public.
2. The Town should consider a consistent accommodation statement with language that includes a minimum timeframe to request an accommodation prior to the Town event, the contact person, address or location, phone number and email address.
 3. 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.
 4. Requests for vendor timelines to comply with requests for accommodations should be specified in the contract during the procurement process.
 5. 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 in order to allow time for the Town to accommodate requests.
 6. 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 and captioning.

Accommodations to Access Programs, Services and Activities

The ADA/504 prohibits public entities from excluding individuals with disabilities from programs, activities or services offered by the public entity. The law allows a public entity to use both structural and nonstructural methods to achieve accessibility to programs, services and activities (28 CFR §35.150(a)(1); (b)(1)). Review policies and procedures to ensure that individuals with disabilities are provided access to public meetings. One method of accommodating qualified individuals with disabilities is to post a statement of accommodations for all public meetings, activities and special events of the Town and to provide information regarding how an accommodation can be requested.

Findings

1. Evidence of statements of accommodations for members of the public were not found on public notices, agenda, meeting announcements and other documents regarding activities of the Town.
2. The Town's ADA notice of accommodations should state 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. For example, individuals with service animals are welcomed in Town offices, even where pets are generally prohibited.
3. The Town recently provided training regarding service animals to the community and businesses with the assistance of the Town of Dennis Animal Control Officer Lori Miranda and Moss Lynch, a training specialist with the Massachusetts Office on Disability. The training provided information on service animals to assist businesses to understand that service animals must be allowed access. The training also provided information regarding what a service animal does and its behavior.

Recommendations

1. Information about how to request accommodations should appear on all public notices and announcements including special events. Information should be disseminated to all departments and divisions regarding the statement for accommodations requirement.
2. The Town should continue to provide training for new staff and volunteers regarding accommodations for individuals with disabilities. All staff, and in particular frontline staff such as receptionists and staff with high public contact, should continue to receive training on interacting and accommodating individuals with disabilities.
3. Additional options, such as emailing the requesting accommodations, should be added. A form for requesting accommodations for members of the public on the Town website would be helpful and should be available in hard copy and on the website. Such a form should also be available in alternate formats. The ADA Coordinator should maintain records of requests, concern and comments and the status and method to resolve the concerns.

4. If a conclusion is reached that any particular accommodation would result in undue burden for the Town, that decision must be made, and the reasons documented by a person of authority of the Town. The test for being unduly burdensome is the proportion of the cost for accessibility improvements compared to the Town's overall budget, and not simply the project cost. If a conclusion of undue burden is reached and documented, the Town will need to take alternate actions to ensure that persons with disabilities receive the benefits or services provided.
5. A process for requests for accommodations by the public should be developed and information disseminated to Town staff.
6. Requests for accommodations should be tracked and should include information such as:
 - a. Date of the accommodation request
 - b. Accommodation requested
 - c. Denial or approval of the accommodation
 - d. Denials of an accommodation should provide the reason for denial of the accommodation
 - e. Denials of an accommodation should include a second review by a Town person in authority
 - f. Accommodation provided
 - g. Date accommodation was provided
 - h. Resolution and success of the accommodation documented
 - i. Documents should be maintained by the ADA Coordinator

Other Power-Driven Mobility Devices

The Department of Justice (DOJ) rules requires an entity open to the public to make reasonable modifications in its policies, practices, or procedures to allow the use of other power-driven mobility devices by individuals with mobility disabilities, 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(h). The regulatory framework provided by 35.137 for mobility devices as provided by the federal government addresses personal assistive mobility devices.

Findings

1. The Town does not have a policy for other power-driven mobility devices (OPDMD).

Recommendations

1. It is recommended that the Town develop written policies specifying which kinds of OPDMD's are permitted and where they are permitted based on several assessment factors. The following factors for use of an OPDMD include:
 - The type, size, weight, dimensions and speed of the device;
 - The facility's volume of pedestrian traffic;
 - The facility's design and operational characteristics;
 - Legitimate safety requirements; and
 - Whether the use of the OPDMD creates a substantial risk of serious harm to the immediate environment or natural or cultural resources or poses a conflict with Federal land management laws and regulations.

Access to Programs, Services and Activities

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)). All Title II of the ADA entities must ensure that all public meetings and events sponsored are readily accessible to persons

with disabilities. Policies and procedures need to ensure that individuals with mobility and other impairments are provided access to public meetings.

Findings

1. No discriminatory policies were found.

Survey Comments

1. Public input was sought regarding access to programs, services and activities to help identify any perceived discrimination. A survey question asking staff if their department/division included information about the accessibility of its programs, services, and activities. Some staff responded that they did not provide information and some did not know who to contact or how to request a reasonable accommodation.

Recommendations

1. The ADA/504 does not specifically state how a public entity provides for accessibility to 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.
2. The 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.
3. Methods for submitting information should also be expanded to include a method for online input in addition to appearing in person and submitting written comments.
4. The Town should continue to provide programs, services and activities that include individuals with disabilities.
5. 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 meeting, 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.
6. The Town should review its license fee requirement for dogs to ensure persons with disabilities who utilize service animals are not disadvantaged and update their web page and Animal License Application accordingly.
7. 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.
8. Meetings and events open to the public should continue to be held in buildings that meet accessibility requirements, or in the accessible portion of the building with accessible elements that serve the area where the meeting or event is held. For example, parking, restrooms and drinking fountains that serve the area where the meeting and event is held should also be accessible.
9. Information regarding the facility should include information regarding accessible features and elements of the site. For example, accessible parking, accessible restrooms and other items and elements should be indicated on documents and on the website. Indicating accessible paths of travel and accessible entrances also provides valuable information for individuals with disabilities. A contact number and email address should be provided for additional assistance.
10. When transportation is provided, procedures for assuring the availability of accessible means of transportation should be in place.

Grievance/Uniform Complaint Procedures

A public entity that employs 50 or more persons 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 procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II of the ADA.

Findings

1. A grievance procedure and form were not found.

Recommendations

1. Grievance procedures and forms that comply with the Department of Justice (DOJ) requirements should be developed and disseminated.
2. Grievance procedures and forms should be available in hard copy and on the Town's website.
3. Grievance procedures should be a part of the new employee orientation packet. Grievance procedures should be distributed to all Department heads. Complaint procedures should be readily available to members of the public as well as employees.
4. A method to collect data and collect a profile of complaints should be established. The status of the complaint and the time from complaint to resolution should be documented to assist with interventions and staff development to reduce or eliminate repeated complaints. DAC will collaborate with the Town to enhance this process.

Eligibility Criteria

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

Findings

1. No discriminatory practices were found regarding eligibility criteria for program access.

Recommendations

1. Program eligibility criteria should be periodically reviewed as policies are drafted or modified to ensure that eligibility criteria do not put additional burdens or requirements on individuals with disabilities.
2. The Town should continue to ensure that all eligibility criteria allow for accommodations for individuals with disabilities.

Fees and Surcharges

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

Findings

1. No surcharges were noted for persons with disabilities that are not charged for persons without disabilities.

Recommendations

1. The ADA Coordinator should randomly review policies and practices for consistency and to ensure that fees and surcharges are not charged to individuals with disabilities that are not charged to individuals without disabilities.

Emergency Evacuation Procedures

One of the important responsibilities of state and local government entities is to protect residents and visitors from harm, including assistance in preparing for, responding to, and recovering from emergencies and disasters. This requirement applies to programs, services, and activities provided directly by state and local governments as well as those provided through third parties. The Town is required to plan to meet the needs of individuals with disabilities in an emergency and provide access to emergency shelter services. This may require the installation of visual and audible warning signals and special procedures for assisting individuals with disabilities from a facility during an emergency.

Findings

1. The Town of Dennis has instituted a rapid emergency notification service called CodeRED®. The system distributes emergency messages via telephone to targeted areas in Dennis or the entire town. CodeRED® employs a one-of-a-kind internet mapping capability for geographic targeting of calls, coupled with a high-speed telephone calling system capable of delivering customized prerecorded emergency messages directly to homes, businesses, cell phones and answering machines.
2. The CodeRed system would allow persons with disabilities to register and indicate any special accommodations that would be needed.

Recommendations

1. The Town should consider the development of a voluntary registry for individuals whom may need additional evacuation assistance due to a disability or medical need. The Town website should designate locations to be used as shelter in emergencies. A provision should be noted to allow service animals and training should be provided to shelter staff to understand the difference between pets and service animals. The Town's website should include locations and contact information for persons with disabilities, who do not have their own means of transportation to evacuate during an emergency, can access transportation which will take them to shelters. Persons with disabilities who need assistance should be instructed to call a designated number for help to evacuate.
2. If not currently doing so already, the Town should provide training and information regarding emergency evacuation procedures specific to persons with disabilities.
3. The Town should make sure that evacuation routes and procedures continue to be posted at all Town sites in accordance with ADA/504 regulations. All staff should be made aware of the location of the posted evacuation routes within their facilities. The Town should develop procedures and a mechanism to monitor the posting of emergency evacuation routes and procedures.
4. Shelters should be surveyed to determine that they are accessible for individuals with disabilities prior to being designated as an evacuation shelter. Noncompliant findings for any designated shelters will be found in the Town of Dennis ADA/504 Transition/Barrier Removal Plan. Designated evacuation shelter sites should also be inspected on a regular basis to determine that the shelter continues to be accessible for persons with disabilities.
5. Specific guidance for complying with Title II of the ADA in the preparation of evacuation plans and procedures may be found in Chapter VII of the ADA Best Practices Tool Kit for State and Local Governments <https://www.ada.gov/pcatoolkit/toolkitmain.htm>.

Policies for the Use of Facilities

Review policies and procedures to ensure that individuals with disabilities are not discriminated against during the process to apply and get approval to use a Town owned site for a program or a special event. In addition, the Town should ensure that the use of the facilities abide by all Town policies and procedures, including such items as discrimination. 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.

Findings

1. No discriminatory policies were found.

Recommendations

1. The Town should consider the development of a facility rental policy which includes a nondiscrimination clause. The inclusion of nondiscriminatory language in policy and on forms would help ensure that outside groups and organizations would agree to abide by all applicable local, state and federal laws and Town policy regarding nondiscriminatory practices during the utilization of Town facilities.
 - a. As an example, such policies should also mention that service dogs are allowed in parks and facilities where pets are prohibited, as appropriate.
 - b. Another example would be language stating the facility user may not discriminate based on disability.
2. Application forms should be available in alternate formats and online.
3. 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.

Leased Facilities

Facilities that are owned by the Town may be leased to others. In addition, facilities that are not owned by the Town may be leased from private owners or firms in order to provide Town programs, services and activities.

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.

Findings

1. A pre-lease inspection process of buildings not owned by the Town but are potentially being leased by the Town were not evident.
2. 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.

Recommendations

1. Language in lease agreements should be reviewed for compliance standards.
2. The Town should review the accessibility of sites that may be leased in the future prior to engaging in a lease and establish a procedure for a pre-lease inspection to ensure that's the facility or space meets the accessibility requirements.
3. If the Town decides to lease space, the ADA Coordinator or other designated Town staff 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 Coordinator could utilize an abbreviated checklist to determine general accessibility of facilities that the Town is considering to lease. A more comprehensive inspection could be conducted if the initial review appears to be favorable.

Selection of Contractors and 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 public entity employees.

Findings

1. No lease agreements were available for review.

Recommendations

1. 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 nondiscrimination requirements in new requests for proposals.
 - Review and update ADA/504 requirements when contracts and or leases when they are negotiated, revised or renewed and incorporate nondiscrimination clauses as necessary.
2. Town purchasing policies should include provisions for accessibility compliance for Contractors and Vendors.
3. The Town should consider adding ADA/accessibility language into pre-proposal conference directions/information.

Building and Construction

Review building and construction policies to ensure 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 requirements at the time of construction.

Existing buildings are defined as those buildings or sites that were constructed prior to 1992 and that not have 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.

Findings

1. Some new buildings and remodeled buildings were found to have noncompliant construction or remodeling that did not meet the accessibility codes, standards or regulations. A significant number of the findings were minor and not a major deviation from the code.
2. The amount of oversight for new construction and remodeling was not evident.

Recommendations

1. The construction oversight process should be reviewed to provide plan and specification reviews for compliance throughout the planning and construction process. The oversight process should apply for all departments that are in charge of remodeling or construction.
2. Contracts with outside vendors and contractors should include language regarding work being performed must comply with all applicable federal, state and local building codes.
3. 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 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.
4. Work performed by contractors should receive a final validation by Town staff that the work performed is compliant and meets code.

5. Publications regarding the requirements of the ADA and Massachusetts codes should be updated on an ongoing basis to include not only federal but state accessibility standards.

Maintenance of Accessible Features

The ADA requires (35.133) public entities to maintain their accessible features and elements. 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.

Findings

1. Although there is not a formal procedure or policy, there is evidence of ongoing maintenance practices.

Recommendations

1. 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.
2. The Town should interface with other local jurisdictions to coordinate ADA efforts.

Planning and Budgeting for Accessibility

There is not a specific requirement in the ADA/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. The projected schedule is an estimate or planned date for barrier removal and projected dates may change due to a variety of factors.

A public entity that is budgeting or seeking funds to use for ADA/504 barrier removal and to improve access to programs, services and activities shows intent to implement the barrier removal/transition plan. 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.

Findings

1. A presentation was made by Town staff to the Town of Dennis Board of Selectmen by Town staff on June 25, 2019 to provide an overview of the ADA Transition Plan findings in order to plan and budget for the implementation of the ADA plan.

Recommendations

1. The Town should develop methods and procedures to update and maintain a current plan, budget funds, schedule, implement, document, and monitor barrier removal activities. Funds should be allocated for ADA projects and removal of barriers to accessibility.
2. The Town should develop a method to maintain an ongoing barrier removal implementation plan and document the Town's progress, initiatives and funds expended.
3. The ADA Coordinator, or designated staff, should be empowered with the authority to make recommendations and monitor the current Town ADA/504 Self-Evaluation and Transition Plan.
4. In addition to the removal of structural barriers, departments should consider budgeting for accessibility items, especially in the area of communication, such as TTY/TDD's and alternate formats. The Town should assist departments with planning and budgeting for selected accommodations, such as large print, cassettes, CD-ROMs, Braille materials, etc.

Staff Training

Although training is not required by the ADA and Section 504, training regarding the requirements of the ADA and Section 504 is strongly recommended. Staff that understand the requirements of the ADA and how to assist individuals 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 individuals 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

1. The Town has provided training and collaborates with the Massachusetts Office on Disabilities.
2. Selected Town staff received training regarding the use of the DACTrak Accessibility Management online software to assist with the implementation of their plan.
3. The Town may want to provide staff training to include, but not limited to the following:
 - Requirements of the ADA and Section 504
 - Requirements for facilities and parks
 - Requirements for the public right-of-way (PROW)
 - Individuals with Disabilities
 - Acceptable Terminology and Expressions
 - Noncompliance Consequences
 - Accessible vs. Compliant features
 - Barriers – Programmatic or Physical
 - Providing Services for Individuals with Disabilities
 - 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 ADA Responsibilities
 - Notice of the ADA/Section 504 Coordinator
 - Notice and Rights Posted for Individuals with Disabilities
 - TDD/TTY
 - Assistive Listening
 - Grievance Complaint Procedures
 - Statement of Accommodations
 - Individuals with Disabilities Participation
 - Use of Town Facilities by Organizations and Individuals
 - Reasonable Accommodations
 - Statement of Accommodations
 - Effective Communication
 - Alternate and Accessible Formats
 - Accessible Websites
 - Volunteers

Recommendations

1. The Town should continue to provide ongoing training regarding the ADA, Section 504 and related accessibility regulations and standards.
2. Additional training videos should be purchased and maintained for checkout, or borrowed from a variety of agencies, such as the Department of Rehabilitation. The US Access Board also has training materials available in addition to the Pacific ADA Center.
3. Handouts and training materials should be prepared, if needed, in alternate accessible formats.
4. The ADA/Section 504 Coordinator should continue to provide or coordinate additional ADA/Section 504 training to all management and staff who have regular contact with the public.

New Employee and Volunteer Orientation

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: application, interviewing, testing, hiring, evaluation, compensation, benefits, promotion, discipline, and termination.

Recommendations

1. The Town should include and maintain information as to the identity, title, address, phone number and e-mail address of the ADA Coordinator in new employee orientation and volunteer information. The Town should be consistent with including a statement of accommodation and nondiscrimination in its information, applications and policies.
2. 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 504. Materials could also be offered on providing accommodations for individuals with disabilities.
3. The Town's new hire packet should describe the general procedure for filing a grievance of any kind.

Appropriate Terminology

Review of public entity's written and audio-visual materials to ensure that individuals with disabilities are not portrayed in an offensive or demeaning manner.

Findings

1. There was not any evidence found of the Town portraying persons with disabilities in an offensive or demeaning manner or inappropriate terminology.

Recommendations

1. The words "individuals with disabilities" or "persons with disabilities" should replace "handicapped". The term "disabled person" should also be avoided.
2. Information regarding acceptable terminology in "people first language" should also be provided to staff. Publications should be updated as they are reprinted. All departments should review all audio, visual, and print materials to ensure demeaning stereotypes and outdated language are not contained in publications.
3. A training session or guide on disability etiquette to be distributed to staff is suggested.

Ticketing

Ticketing policies and practices of public entities for events that have seating are subject to Title II of the ADA nondiscrimination provisions. A public entity that sells tickets for events shall modify its policies, practices, or procedures to ensure that individuals with disabilities have an equal opportunity to purchase tickets for accessible seating.

Findings

1. No ticketing policies and procedures were found.

Recommendations

1. The Town ADA Coordinator should assure that Town sponsored events which include the purchase of tickets for seating continue to allow for accessible seating for the person with the disability and for companions.
2. Facilities with seating areas located on nonaccessible circulation pathways should be given extra attention to assure that the public is aware that alternative accessible seating. When using venues not owned by the Town, the Town should verify accessibility prior to leasing or renting such facilities.

Equally Effective Communication

Public entities must ensure that applicants, participants and members of the public with disabilities have communication access that is equally effective as that provided to persons without disabilities (28 CFR §35.160(a)). The following is a review of policies to ensure communication with applicants, participants, and members of the public with disabilities is in a manner that is as effective as its communications with others.

Auxiliary Aids and Services

Policies should ensure that they include provisions for readers for individuals with visual impairments; interpreters or other alternative communication measures, as appropriate, for individuals with hearing impairments; and amanuenses (e.g., note takers) for individuals with manual impairments.

Findings

1. The Town's does not have a ADA nondiscrimination notice posted that 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 the Town's programs, services, and activities, include the aid and services of 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.
2. Public meeting agendas did not contain an accommodations statement that would have included the provision for auxiliary aids and services.

Recommendations

1. Persons with disabilities may not participate or not participate as frequently in Town sponsored programs, services, or activities if they don't understand what is being communicated. Information on the availability of auxiliary aids and services should be included in departmental, e.g. Library; policies, procedures, and guidelines.
2. Where equipment is used as part of a public entity's program, activity, or service, an assessment should be made to ensure that the equipment is usable by individuals with disabilities, particularly individuals with hearing, visual, and manual impairments. In addition, a public entity should have policies in place to ensure that its equipment is maintained in operable working order.

3. Determine whether employees and officials know how to arrange for auxiliary aids and services, such as sign language interpreters, material in Braille and assistive listening systems; to ensure that communication with people with disabilities is as effective as others.

Sign Language Interpreter 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.

Findings

1. A request for accommodation form or procedure was not found.

Recommendations

1. All notices for public input should include information on the availability of interpreter services.
2. Interpreters should be provided as determined through a request for accommodation process or in circumstances where an interpreter is known to be required.
3. The Town must ensure that those individuals utilizing a language other than English and are deaf, are also provided interpreter services that specialize in signing for that language.
4. 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 TDD's or equally effective telecommunication systems are used to communicate with individuals with impaired hearing or speech. If a public entity provides telephone emergency services, it should review its policies to ensure direct access to individuals who use TDD's/TTY's and computer modems.

Findings

1. The Town utilizes the relay system for communication in cases where a TDD/TTY is not available.

Recommendations

1. 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 individuals using auxiliary aids and services, including TTYs and all forms of FCC-approved telecommunications relay systems, including Internet-based relay systems.
2. 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.
3. 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.

Findings

1. Public meeting agendas do not have statement of accommodation and therefore do not provide notice as to the availability of listening devices.

Recommendations

1. Assistive listening systems should be readily available.
2. Signs should be posted in a prominent place at or near the assembly area entrance stating "Assistive-Listening System Available" and include the International Symbol of Access for Hearing Loss.
3. A nondiscrimination notice or request for accommodation should be available to the public to provide for requests for assistive listening devices.

Website Accessibility

Persons with disabilities frequently use the internet to access information about the Town of Dennis. 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. W3C created the Web Content Accessibility Guidelines (WCAG 2.0) which require specific techniques for compliance. Websites for Title II of the ADA public entities such as the Town of Dennis are currently required to comply with WCAG 2.0 Level AA.

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

Findings

A comprehensive analysis of the Town's website was completed in December 2018 and the results are being provided to the Town as a separate report. The comprehensive review covered the evaluation of forty-five (45) individual web pages. Links to external sites and web pages were not evaluated. The report indicates the following:

- The most prominent error identified by the evaluation tool include missing form label error. This means a form control does not have a corresponding label. If a form control does not have a properly associated text label, the function or purpose of that form control may not be presented to screen reader users. Form labels also provide visible descriptions and larger clickable targets for form controls.
- Additional errors identified are contrast errors. Contrast errors indicate 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.

Recommendations

1. As many people have turned to the internet as a primary source of information on programs, services, activities, and events, the Town's website has increased importance as a communications tool. It is important the Town's website be as accessible as it can be for all community members and visitors. The Town should initiate the development of procedures for increasing accessibility to their website in order that people with low vision or whom are blind (and use screen readers) have access to Town information. Adding alternative text to images, buttons, and links, and correcting heading errors would address initial concerns. Establishing accessibility requirements and training opportunities for those responsible for creating and editing Town web pages will mitigate future concerns.
2. A written plan establishing procedures and timeframes for making all website content accessible should be developed. Procedures should be developed to ensure that content is not added to the Town's website until it has been made accessible.
3. It is recommended that progress and efforts made towards increased accessibility of the Town's website continue to be documented by logging significant improvements made and when they were accomplished.
4. Efforts should be made to encourage the public to submit feedback and suggestions on how to improve the structure and organization of the Town's website to make it easier to navigate and more intuitive. Such concerns can be directed either to the ADA Coordinator or to both the Website and ADA Coordinators.
5. Contact information for reporting accessibility concerns should be posted on the website. Procedures should be developed to assure a quick response to website visitors with disabilities who are having difficulty accessing information or services available via the website.
6. In-house and contractor staff who create web content or post it on the Town's website should be provided with copies of the Department of Justice's technical assistance document "Accessibility of State and Local Government Websites to People with Disabilities" (<https://www.ada.gov/websites2.htm>).

Alternate Formats

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

Findings

1. Town meeting agendas do not contain information about requests for alternative formats to persons with disabilities.
2. The Town does not have an ADA Nondiscrimination Notice.

Recommendations

1. The Town should provide notice regarding the method and availability for alternate formats.
2. 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 to constituents.
3. The Town should produce accessible alternate formats for high use areas, such as libraries, where the probability for a request for an alternate format is high. Examples include provision of audiocassettes, large print, information sent via e-mail, screen readers, Braille, and pictograms.
4. Online public notices informing of Town events and information should have a statement of

accommodations which includes who to contact for an accommodation.

5. A TTY/TDD 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

1. It was noted that accessible fonts and contrast were used in the majority of the documents.
2. A policy for accessible fonts and documents, although not required, were not found.

Recommendations

1. The Town should continue to provide information on its website and publications regarding the Town's branding policy, if available.
2. The possibility of Central Services to provide Braille and other accessible documents should be assessed to assist with providing accessible alternate formats.
3. 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.

Public Outreach and Public Input

Title II of the ADA/504 requires opportunity for input into the ADA self-evaluation process by individuals with disabilities, organizations representing individuals with disabilities and other interested individuals.

Findings

1. The Town began advertising for public input on its self-evaluation process in April 2019 and continued through June 22, 2019. Notices were posted on the Town website informing of the availability of surveys online or in print form. Alternate formats were made available by contacting the Town's ADA Coordinator. Documents and notices regarding the public outreach process are in the Appendix.
2. The Town targeted three (3) groups, along with the general public to provide their public input:
 - a. Program and Facility users of the Town's program, services and facilities
 - b. Community organizations that represent persons with disabilities that may use the Town facilities and services
 - c. Town staff

Recommendations

1. As the Town recognizes, it will always benefit from ongoing interaction with the public regarding accessibility, organizations representing individuals with disabilities and areas with an increased population of individuals with disabilities could be targeted for input regarding additional methods to disseminate information regarding programs, services and activities of the Town.
2. It is recommended the Town consider developing and publishing accessibility progress reports on its website. Such reports could include information on the number of newly constructed curb ramps, funding sources and the amount of funding expended towards accessibility improvements, efforts to obtain external funding, a summary of requests/complaints received and resolved, targeted goals, efforts towards community

outreach, facility improvement projects large and small, and other information relative to the long-term progress of the ADA Self-evaluation and Transition Plan.

3. Another recommendation is that the Town utilize their website to create a one-stop portal for accessibility by expanding their current ADA web page to host all accessibility related information. Suggestions include information related to pedestrian accessibility, Transition Plan status, links to relative policies and procedures, means to file a complaint or submit suggestions, links to ADA laws and regulations, Town design standards and procedures for accessibility, information on facility accessibility, accessible routes and maps, accessible parking locations, wayfinding, emergency evacuation plans and procedures for persons with disabilities, etc. Compiling this information into a centralized location allows for undemanding education of the public and employees and facilitates the communication of information with persons in the disability community.
4. The Town should consider including additional pictures and references to individuals with disabilities in publications, brochures and materials.
5. In Town publications and on the Town website, areas or services that are accessible should be indicated with descriptive text and the International Symbol of Accessibility (ISA). For example, accessible restrooms and routes can be designated on the website, on maps and in publications.
6. The ADA/504 does not require staff or teams to directly participate with organizations representing persons with disabilities, however, opportunities to network and develop collaborative partnerships with individuals and organizations representing persons with disabilities are available to ensure that current and future programs, services and activities are accessible. The Town may want to enhance public engagement opportunities by inviting persons with disabilities to serve on committees and advisory boards.
7. It is recommended that the Town maintain a continuing outreach component to obtain input and inform the public on the progress made under the ADA transition plan.

XVI. Planning and Strategies for Ongoing Compliance

The Town of Dennis has demonstrated its core commitment to enhance its accessibility to Town programs, services and activities as evidenced by the results of the updated 2019 ADA/504 Self-evaluation and Transition/barrier removal plan. As 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 to maintain and enhance compliance with the requirements of the ADA, the Town has established an ADA Implementation Committee. The Town of Dennis' commitment is evident throughout the organization and is demonstrated by the results of the Town of Dennis ADA/504 Self-evaluation and Transition Plan 2019 update.

In order to enhance compliance for individuals with disabilities in an expeditious and cost-effective manner, the Town receives ongoing input from the Advisory Committee on Disabilities and the Commission on Disability in addition to Town staff and Town Selectmen. The Town and selected committees, as appropriate, can review the findings from the Town of Dennis ADA Self-evaluation 2019 Update in order to develop an ongoing, comprehensive and cost-effective plan to enhance compliance over time. The Town is currently prioritizing the barriers identified to develop a strategic plan for implementation. The presentation to 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.

The Town recognizes that individuals with disabilities are better served and able to participate in the community if the facilities and public rights-of-way are accessible because it is easier for them to gain access to the programs and services of the Town.

The updated Self-Evaluation and Transition plan is meant to be a self-regulated plan and by definition is meant to be a “living” and planning document for the Town to manage its long-term commitment to serving individuals with disabilities. As evidenced by the initiatives and accomplishments of the Town to provide access for “all” persons in the Town of Dennis, the Town of Dennis understands that the ADA/Section 504 Compliance Plan is not a static document, and requires ongoing evaluation, implementation, updates and documentation. Selected Town staff received training regarding the use of the DACTrak Accessibility Management online software to assist with the implementation of their plan.

As evidenced by this study and update, the Town of Dennis is committed to complying with the tenets of Title II of the ADA, Section 504, and other federal, state statutes and regulations to provide access for individuals with disabilities. The update further serves to demonstrate the ongoing compliance efforts by the Town. The Town of Dennis has demonstrated a commitment from the highest level of leadership with coordination of compliance activities and involvement of individuals with disabilities and methodologies for compliance procedures.

XVII. Conclusion

As evidenced by this study and update, the Town is committed to complying with the tenets of Title II of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973 (504), and other federal, state statutes and regulations to provide accessible for individuals with disabilities. The 2019 update further serves to demonstrate the ongoing compliance efforts by the Town.

The Town of Dennis 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 ADA/504 Report, the Town of Dennis understands that the ADA/504 Compliance Plan is not a static document and requires ongoing implementation and periodic updates.

XVIII. Appendix

The Appendix includes documents and supplemental material referenced in the 2019 Town of Dennis ADA/504 Self-evaluation and Transition.

Public Notice and Posting

TOWN OF DENNIS

The Town of Dennis, in keeping with its ongoing efforts to serve all members of the community, is updating its Americans with Disabilities Act (ADA) self-evaluation and transition plan. The accessibility plan provides a comprehensive plan for access for individuals with disabilities to Dennis facilities, parks, programs, services, activities and events.

The Town of Dennis is seeking input from agencies, organizations and individuals with disabilities. As an agency, organization or individual, the value of stakeholder guidance will help to address and prioritize current and future needs. Individuals who would like to provide input are invited to complete a survey, call or email the ADA Coordinator. Surveys are available for organizations that represent individuals with disabilities, patrons, community members, employees, and other interested individuals who wish to participate in the evaluation.

Your comments and opinions are important to us and will provide valuable information regarding how the Town of Dennis can better serve individuals with disabilities. Surveys are available from the Town of Dennis Planning Department, Council on Aging and Senior Center, and Dennis Public Library.

Completed surveys are requested to be returned by June 22, 2019.

Brenda Vazquez, ADA/504 Coordinator
Dennis Council on Aging and Senior Center
1045 Route 134
South Dennis, MA 02660
Email: bvazquez@town.dennis.ma.us
(508)385-5067
TTY: by state relay at 7-1-1

Daniel Fortier, Town Planner
Town Hall, 685 Route 134
South Dennis, MA 02660
Email: dfortier@town.dennis.ma.us
(508) 760-6119

Please contact Brenda Vazquez, ADA Coordinator, if you have questions or comments or would like to request a survey in an alternate format.

Information regarding the Americans with Disabilities Act can be obtained from the ADA Coordinator.

The Town of Dennis complies with the Americans with Disabilities Act of 1990, Public Law 101-336, which prohibits discrimination on the basis of disability.

FOR IMMEDIATE RELEASE

HELP DENNIS EVALUATE ITS ACCESSIBILITY

The Town of Dennis needs your help!

In keeping with our ongoing efforts to serve all members of the community, we are updating our Americans with Disabilities Act (ADA) self-evaluation and transition plan. The accessibility plan provides a comprehensive plan for access for individuals with disabilities to Dennis facilities, parks, programs, services, activities and events.

The Town of Dennis is seeking your input as well as input from agencies and organizations serving the public. Your input will help to address and prioritize current and future needs. Individuals who would like to provide input are invited to complete a survey, call or email Brenda Vazquez, Dennis ADA Coordinator or Daniel Fortier, Dennis Town Planner. Surveys are available for organizations that represent individuals with disabilities, patrons, community members, employees, and other interested individuals who wish to participate in the evaluation.

Your comments and opinions are important to us and will provide valuable information regarding how the Town of Dennis can better serve individuals with disabilities. Surveys are available from the Town of Dennis Planning Department, Council on Aging and Senior Center, and Dennis Public Library. Surveys are also available on-line at:

Surveys are being collected through June 22, 2019.

Please contact Brenda Vazquez, ADA Coordinator, if you have questions or comments or would like to request a survey in an alternate format.

Information regarding the Americans with Disabilities Act can be obtained from the ADA Coordinator.

The Town of Dennis complies with the Americans with Disabilities Act of 1990, Public Law 101-336, which prohibits discrimination on the basis of disability.

Brenda Vazquez, ADA/504 Coordinator
Dennis Council on Aging and Senior Center
1045 Route 134
South Dennis, MA 02660
Email: bvazquez@town.dennis.ma.us
(508) 385-5067
TTY: by state relay at 7-1-1

Daniel Fortier, Town Planner
Town Hall, 685 Route 134
South Dennis, MA 02660
Email: dfortier@town.dennis.ma.us
(508) 760-6119

Survey for Town of Dennis Program and Facility Users

The Town of Dennis is seeking input from agencies, organizations and individuals with disabilities to help the Town of Dennis enhance accessibility to its facilities, programs, services and events.

First Name (Optional)

Last Name (Optional)

Date (Optional)

Address (Optional)

Phone (Optional)

E-mail address (Optional)

Name of Dennis facility or location, or type of program or service for which you are providing input

1. What is your relationship to the Town of Dennis? (check all that apply)

- Resident
- Visitor
- Contractor
- Employee
- Participant of a Program, Service or Activity
- Other

If other, please describe.

2. Check all programs, service or activities in which you participate at the facility, site or location.

- | | |
|--|---|
| <input type="checkbox"/> Classes | <input type="checkbox"/> Seminars |
| <input type="checkbox"/> Recreation | <input type="checkbox"/> Work (Volunteer) |
| <input type="checkbox"/> Meetings | <input type="checkbox"/> Work (Employee) |
| <input type="checkbox"/> Sporting Events | <input type="checkbox"/> Other |

If other, please describe.

3. 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?

Yes

No

If yes, who would you contact?

4. Have you ever requested an accommodation for a disability from the Town of Dennis?

Yes

No

Not applicable

Don't know

5. If an accommodation was requested, was your accommodation made by the [ENTITY]?

Yes

No

Not applicable

Don't know

If yes, what accommodations were made? If no, were you given a reason why it was not provided?

6. Have you experienced any barriers, nonaccessible areas, or nonaccessible programs?
(Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, need for assistive listening device, large print, etc.)

Yes

No

Not applicable

Don't know

If yes, please describe.

7. Have you attended any special events in the Town of Dennis?

Yes

No

If yes, did you encounter any barriers to accessibility?

8. Is accessible seating provided for individuals with disabilities at meetings, classes, programs, etc. held at the facility?

Yes

No

Not applicable

Don't know

If no, please describe.

9. Are you aware of any programs, service or activities that are not accessible to individuals with disabilities?

Yes

No

Not applicable

Don't know

If yes, please describe.

10. Are you aware of any areas or elements of the facility that are not accessible to individuals with disabilities?

- Yes
- No
- Not applicable
- Don't know

If yes, please describe.

11. Is information provided regarding accommodations, auxiliary aids (such as assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.?)

- Yes
- No
- Not applicable
- Don't know

Please describe.

12. Is there adequate directional and informational signage provided at the facility?

- Yes
- No
- Not applicable
- Don't know

If no, please describe.

13. If you have requested auxiliary aids, an interpreter or specialized equipment, was your request accommodated?

- Yes
- No
- Not applicable
- Don't know

If no, please describe.

14. Has the attitude of the staff of the Town of Dennis towards you or someone you know with a disability been generally helpful, supportive, positive and proactive in solving accessibility issues?

- Yes
- No
- Not applicable
- Don't know

Please describe.

15. Other comments:

16. What do you feel is the highest priority for accessibility in the Dennis Accessibility Plan?

Additional copies of the survey, in hard copy or electronic format, can be obtained from:

Dennis Planning Department
508-760-6119
Email: dfortier@town.dennis.ma.us

Dennis Council on Aging
(508)385-5067
Email: bvazquez@town.dennis.ma.us

Disability Access Consultants, LLC (DAC)
(800) 743-7067
Email: bthorpe@dac-corp.com.

Please return this survey by June 22, 2019 to:

Brenda Vazquez, ADA/504 Coordinator
Dennis Council on Aging and Senior Center
1045 Route 134
South Dennis, MA 02660
Email: bvazquez@town.dennis.ma.us

Daniel Fortier, Town Planner
Town Hall, 685 Route 134
South Dennis, MA 02660
Email: dfortier@town.dennis.ma.us

You may also return the completed survey to:
Barbara Thorpe
Disability Access Consultants. LLC
1655 N Arlington Heights Road, Suite #305 E
Arlington Heights, IL 60004
Email: bthorpe@dac-corp.com

Thank you for your input!

Survey for Program and Site Administrators

The Town of Dennis is in the process of updating an Americans with Disabilities Act Self-evaluation and Transition Plan. This survey has been developed to gather input regarding the Town of Dennis's provision of programs, services and activities for individuals with disabilities. Your assistance in completing this survey is appreciated. If needed, please fill out a separate survey for each program and facility or attach information as needed.

Name of person completing this form and title:

Date

A. Please list the programs, services, activities and special events for which you are responsible:

B. Are the events, programs or activities for which you are responsible provided at one location or at multiple locations in the Town of Dennis? For example, swimming lessons at several pools:

C. List the location where your office is located:

D. How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)?

E. Hours of operation by program (if applicable):

F. What organizations or groups utilize all or part of your site? (Describe use and location):

G. Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals with disabilities at your site? (If so, please describe):

H. Are you aware of any barriers to program accessibility? Please describe:

I. What would you consider to be the highest priority to make programs, services, activities or events offered by the Town of Dennis more accessible for individuals with disabilities?

Please respond to the following questions as it relates to you, or your program or administration.

DK = Don't Know NA = Not Applicable

QUESTION	YES	NO	DK	NA	COMMENTS
1. Do you know who the designated ADA Coordinator is for the Town of Dennis?					If yes, name person:
2. Have you posted and noticed the name and address of the ADA Coordinator?					If yes, where:
3. Have you posted and noticed the rights afforded individuals with disabilities?					If yes, where:
4. Do you have access to current Town of Dennis policies, procedures or practices?					
5. Are grievance procedures or uniform complaint procedures noticed and posted at your site?					If yes, where:
6. Are accessibility grievance procedures available for employees and members of the public?					
7. Do you have emergency evacuation plans posted at your site that includes procedures for individuals with disabilities?					If yes, where:
8. Are assistive listening devices available for individuals with hearing impairments at your site?					If yes, state location, number fixed or portable, and if they are operable:
9. Do you have a Telecommunications Device for the Deaf (TDD/TTY) at your site?					If yes, state location, number, and if they are operable:

QUESTION	YES	NO	DK	NA	COMMENTS
10. Is your staff trained regarding the use of a TDD/TTY?					If yes, state when and how:
11. Have you reviewed your website for accessibility for persons with vision impairments?					If yes, when:
12. Do you have a statement of accommodations in your literature or on public notices?					
13. Are individuals with disabilities included in, or have an opportunity to participate in, all programs, activities, and services provided by your site?					
14. Are individuals with disabilities served or located in segregated areas of your facility?					
15. Do you require persons with disabilities to receive or participate in services at an alternate location?					If yes, describe:
16. Do you provide public transportation for your programs, services or activities?					If yes, describe transportation and its accessibility:

QUESTION	YES	NO	DK	NA	COMMENTS
17. Do you offer programs at your site that are not offered at other sites in the Town of Dennis?					If yes, describe:
18. Do you follow a specific procedure or policy for use of the facility by organizations or members of the public?					If yes, describe:
19. Are you aware of any community members or recipients of services with disabilities who utilize your site?					
20. Have you made accommodations for individuals with disabilities (employees, patrons, members of the public, etc.)?					If yes, describe:

QUESTION	YES	NO	DK	NA	COMMENTS
21. Do you have any employees, volunteer or interns with disabilities at your site (if known)?					
22. Have you provided training or information to your staff regarding the requirements of the Americans with Disabilities Act?					If yes, describe:
23. Do you have any volunteers or interns?					
24. If you have volunteers or interns, have they received training on providing services or activities for individuals with disabilities?					
25. Would you like additional training regarding the Americans with Disabilities Act?					
26. Does your site offer any exemplary programs or services for individuals with disabilities?					If yes, describe:
27. Have you received any awards or special recognitions regarding programs or services for individuals with disabilities?					If yes, describe:

QUESTION	YES	NO	DK	NA	COMMENTS
28. Do you have any construction or remodeling projects currently underway or planned for the next 5 years?					If yes, describe:
29. Do you already have an Accessibility Survey or report for your site or the sites for which you are responsible?					If yes, please attach to the survey.
30. Other Comments (if more space is needed, please write on the back of the survey or attach additional sheets):					

Additional copies of the survey, in hard copy or electronic format, can be obtained from Disability Access Consultants, LLC (DAC) by calling (800) 743-7067 or by sending an email request to bthorpe@dac-corp.com.

Please return this survey by June 22, 2019 to:

Brenda Vazquez, ADA/504 Coordinator
Dennis Council on Aging and Senior Center
1045 Route 134
South Dennis, MA 02660
Email: bvazquez@town.dennis.ma.us
(508) 385-5067

You may also return the survey to:

Barbara Thorpe
Disability Access Consultants, LLC
1655 N Arlington Heights Road, Suite #305 E
Arlington Heights, IL 60004
Email: bthorpe@dac-corp.com

Thank you for your input!

Survey for Organizations Representing Individuals with Disabilities

Name of organization: _____

Address: _____

Contact person: _____

Position: _____

Phone: _____

Today's date: _____

Name of person completing this form:

Name of the ADA Coordinator(s) for your organization: _____

The following questions have been developed to determine how organizations and advocacy agencies perceive the Town of Dennis' ability to provide services and accommodations for individuals with disabilities and to ask for input regarding how programs, services and activities can be more accessible for individuals with disabilities.

1. What direct communications have you had with the Town of Dennis to facilitate services and accommodations for individuals with disabilities?
2. Are there any specific complaints or problems regarding access for individuals with disabilities to any of the programs, services or activities provided by the Town of Dennis?
3. What information or other resources can you supply to help educate or inform the Town of Dennis about your organization and your services for individuals with disabilities?
4. What general guidance, advice or assistance could your organization provide to the Town of Dennis to protect against potential discrimination of individuals with disabilities in its programs, services and activities?
5. What do you feel is the highest priority for the Town of Dennis to improve accessibility for individuals with disabilities?

Please add any additional comments on the back of this survey or attach any additional documents.

Thank you for your input.

Please return this survey by June 22, 2019 to: Brenda Vazquez, ADA/504 Coordinator, Dennis Council on Aging and Senior Center, 1045 Route 134, South Dennis, MA 02660. Comments can also be made by calling 508-385-5067 or by email at bvazquez@town.dennis.ma.us.

Surveys can also be returned to Disability Access Consultants, LLC, 1655 N Arlington Heights Road, Suite #305 E, Arlington Heights, IL 60004. Comments can also be emailed to bthorpe@dac-corp.com, faxed to (530) 533-3001 or made by phone to (800) 743-7067.

Letter to Organizations

[PRINT ON ENTITY LETTERHEAD]

MONTH DAY, YEAR
Organization/Agency
Address
City, State Zip

Dear Organization/Agency:

In keeping with its ongoing efforts to serve all community members, the Town of Dennis is updating its Americans with Disabilities Act (ADA) self-evaluation and transition plan. The process will provide a comprehensive plan to ensure access for individuals with disabilities to Town buildings, sidewalks, programs, services, activities and events.

The Town of Dennis is seeking public input on the update process from stakeholders whose guidance will help identify, prioritize and address needs.

Two surveys are included for your input. One is for organizations and agencies. The other is for users of programs and facilities. One or both surveys can be completed as appropriate. We realize your time is valuable and the surveys were designed to be completed quickly and easily. Surveys are also available in alternate formats by request. A self-addressed and stamped envelope is enclosed for your convenience (attachments may necessitate additional postage).

Questions and comments can be addressed to the Town of Dennis or Disability Access Consultants, LLC. Please return surveys in the enclosed envelope to the Town of Dennis by June 22, 2019. Comments can be e-mailed to ADA Coordinator Brenda Vazquez at bvazquez@town.dennis.ma.us and made by phone to (508) 385-5067. A public notice is also enclosed if you would like to post one to help solicit additional public input.

Surveys may also be returned to Disability Access Consultants, LLC, 1655 N Arlington Heights Road, Suite #305 E, Arlington Heights, IL 60004, by email at bthorpe@dac-corp.com, or by fax to (530) 533-3001. Input can also be provided by calling (800) 743-7067.

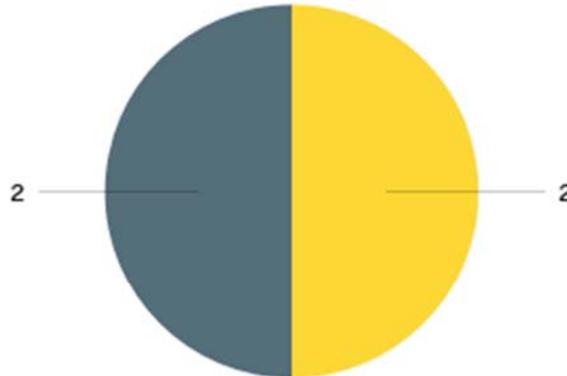
Thank you very much for your time and assistance.

Sincerely,

Brenda Vazquez, ADA/504 Coordinator
Dennis Council on Aging and Senior Center
1045 Route 134
South Dennis, MA 02660
Email: bvazquez@town.dennis.ma.us
(508) 385-5067
TTY: by state relay at 7-1-1

Town of Dennis Public Input Survey

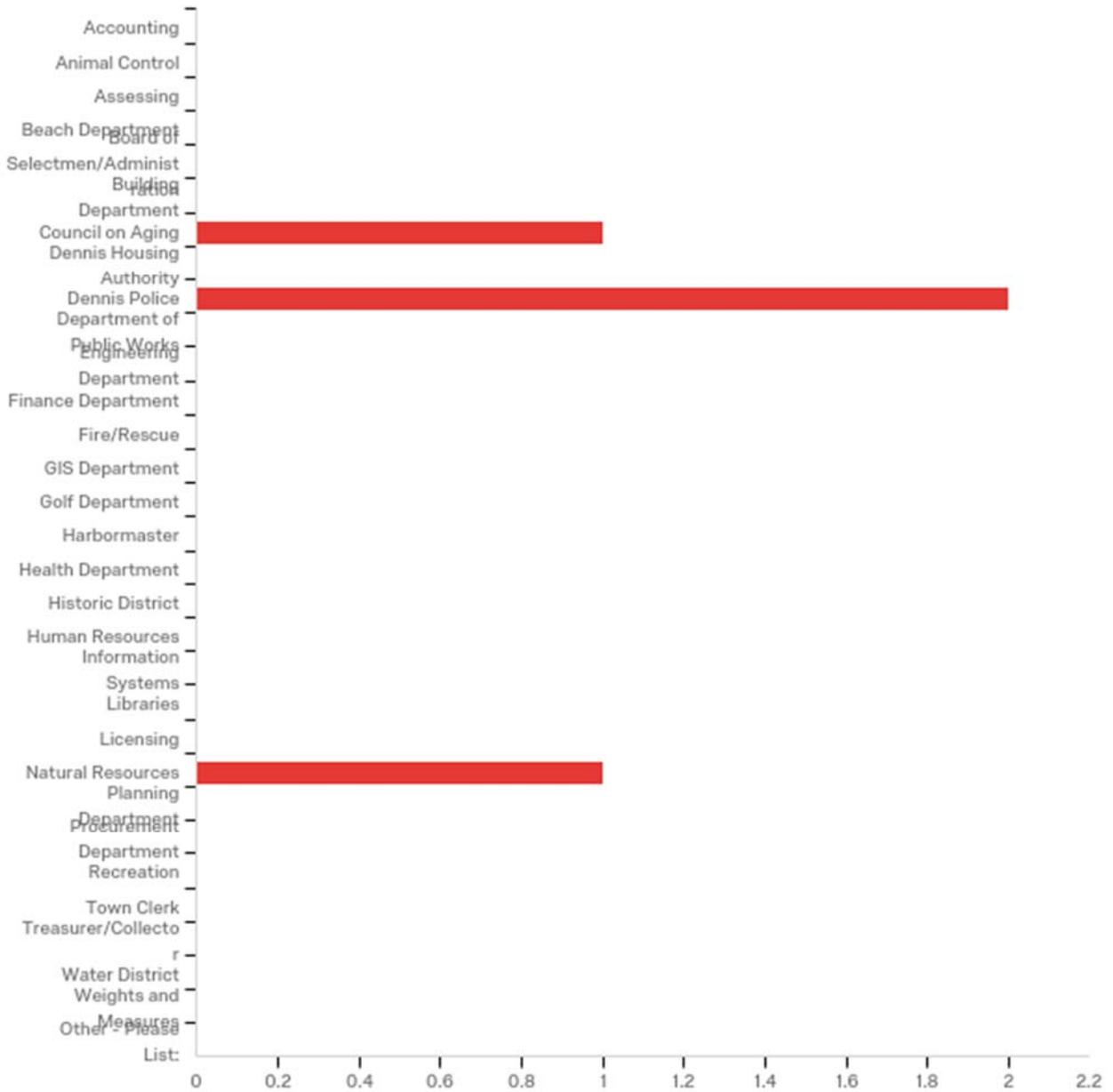
Question - What role most adequately describes your association with the Town of Dennis and the representation you are providing?



- Community Member or Visitor with a Disability
- Community Member or Visitor without a Disability
- Community Organization - Please list the name of the organization:
- Town Volunteer
- Town Employee - Responsible for administering a program, service or activity
- Town Employee - Not responsible for administering programs, services or activities
- Department/Division Head, Director, Manager, Chief Officer

#	Answer	%	Count
1	Community Member or Visitor with a Disability	0.00%	0
2	Community Member or Visitor without a Disability	0.00%	0
3	Community Organization - Please list the name of the organization:	0.00%	0
8	Department/Division Head, Director, Manager, Chief Officer	50.00%	2
6	Town Employee - Not responsible for administering programs, services or activities	0.00%	0
5	Town Employee - Responsible for administering a program, service or activity	50.00%	2
4	Town Volunteer	0.00%	0
	Total	100%	4

Question - The following departments/divisions within the Town of Dennis have been identified. Please check which department or division you primarily work or volunteer for.



#	Answer	%	Count
1	Accounting	0.00%	0
2	Animal Control	0.00%	0
3	Assessing	0.00%	0
5	Beach Department	0.00%	0
25	Board of Selectmen/Administration	0.00%	0

7	Building Department	0.00%	0
8	Council on Aging	25.00%	1
22	Dennis Housing Authority	0.00%	0
23	Dennis Police	50.00%	2
24	Department of Public Works	0.00%	0
32	Engineering Department	0.00%	0
33	Finance Department	0.00%	0
34	Fire/Rescue	0.00%	0
35	GIS Department	0.00%	0
36	Golf Department	0.00%	0
37	Harbormaster	0.00%	0
38	Health Department	0.00%	0
39	Historic District	0.00%	0
40	Human Resources	0.00%	0
41	Information Systems	0.00%	0
42	Libraries	0.00%	0
43	Licensing	0.00%	0
44	Natural Resources	25.00%	1
45	Planning Department	0.00%	0
46	Procurement Department	0.00%	0
47	Recreation	0.00%	0
48	Town Clerk	0.00%	0
49	Treasurer/Collector	0.00%	0
50	Water District	0.00%	0
51	Weights and Measures	0.00%	0
15	Other - Please List:	0.00%	0
	Total	100%	4

Question - Please describe the services, programs, events or activities your department/division offers including those provided to the public. (i.e. Human Resources provides employment support to all Town departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to employees. The office works to promote positive employee and labor relations, competitive salary and benefits, to maximize potential losses through a comprehensive risk management program)

The Dennis Senior Center provides wellness and life enrichment programs that support the quality of life and wellbeing of Dennis residents 60 and older, their families, caregivers and visitors. The Senior Center staff coordinates and schedules a broad variety of dance and exercise classes, arts and crafts clubs; evidence based health promotion and self management workshops; health screenings, foot and dental hygiene care, adult day supportive services, field trips, community group meetings, film screenings, art exhibits, movie matinees, a film school, a computer lab with instructional assistance, lectures, chorale, and special events, among others. The Dennis Senior Center works to provide the most vulnerable older persons in the community with outreach support services, and opportunities for service and socialization.

Public safety

Manages and maintains conservation areas, shellfishing, ORV beaches, two public blueberry patches and three community gardens.

Question - Does your role require interaction with the public?

No responses.

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

No responses.

Question - Have you received training on providing services or activities for individuals with disabilities?

No responses.

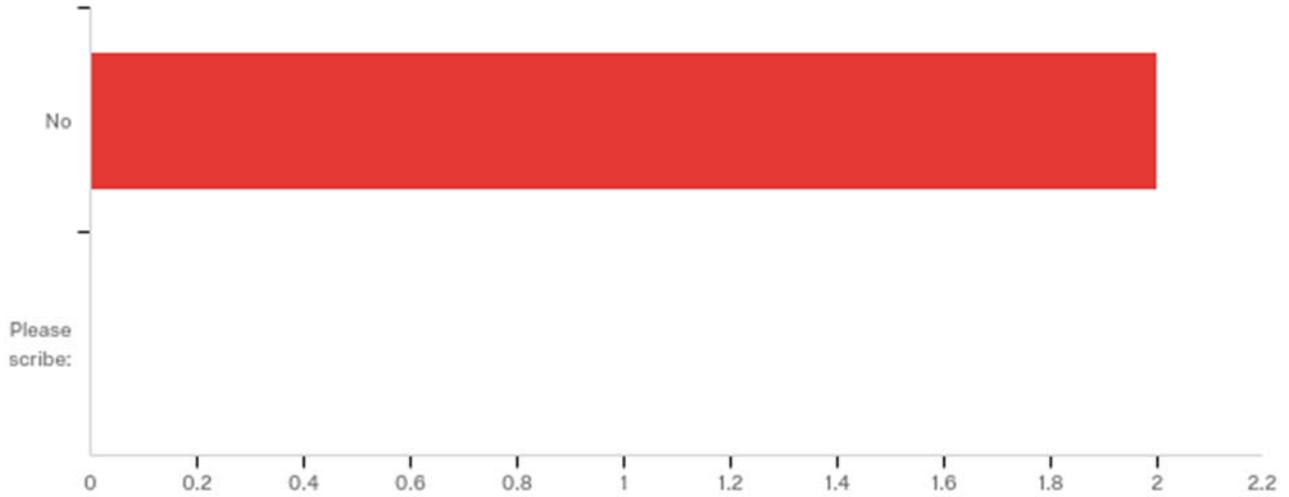
Question - What information or other resources can you supply to help educate or inform the Town of Dennis about your organization and your services for individuals with disabilities?

No responses.

Question - What general guidance, advice or assistance could your organization provide to the Town of Dennis to protect against potential discrimination of individuals with disabilities in its programs, services and activities?

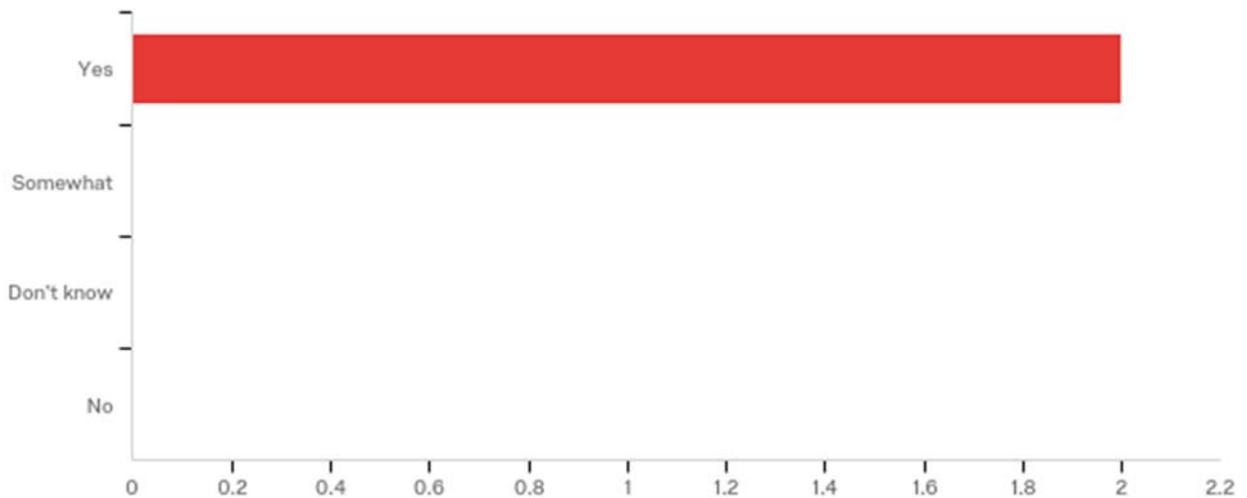
No responses.

Question - 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 Dennis?



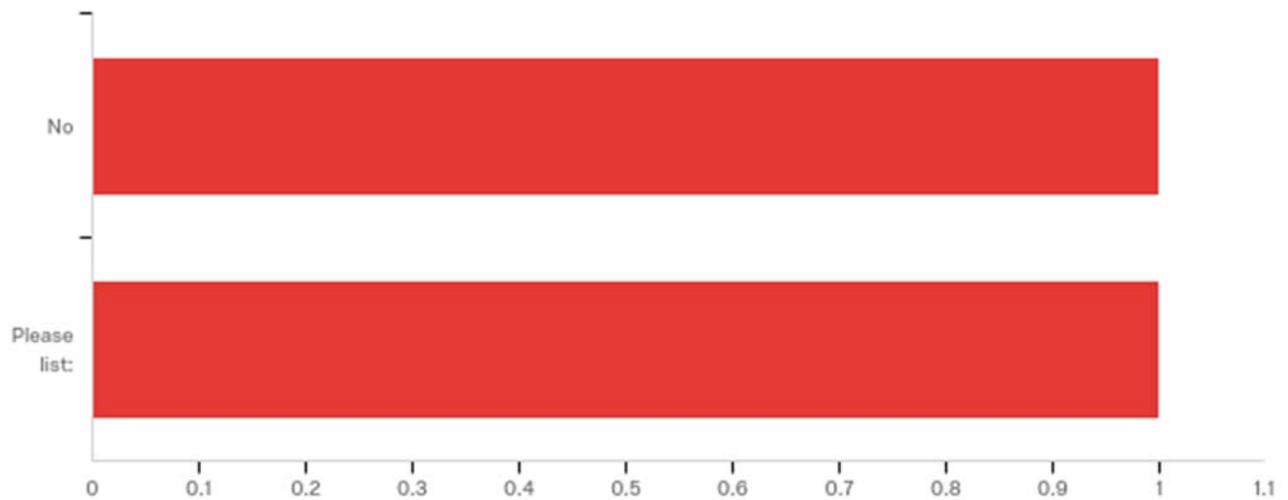
#	Answer	%	Count
1	No	100.00%	2
2	Yes, Please describe:	0.00%	0
	Total	100%	2

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



#	Answer	%	Count
1	Yes	100.00%	2
2	Somewhat	0.00%	0
3	Don't know	0.00%	0
4	No	0.00%	0
	Total	100%	2

Question - Do you participate in programs, services or activities offered by the Town of Dennis?



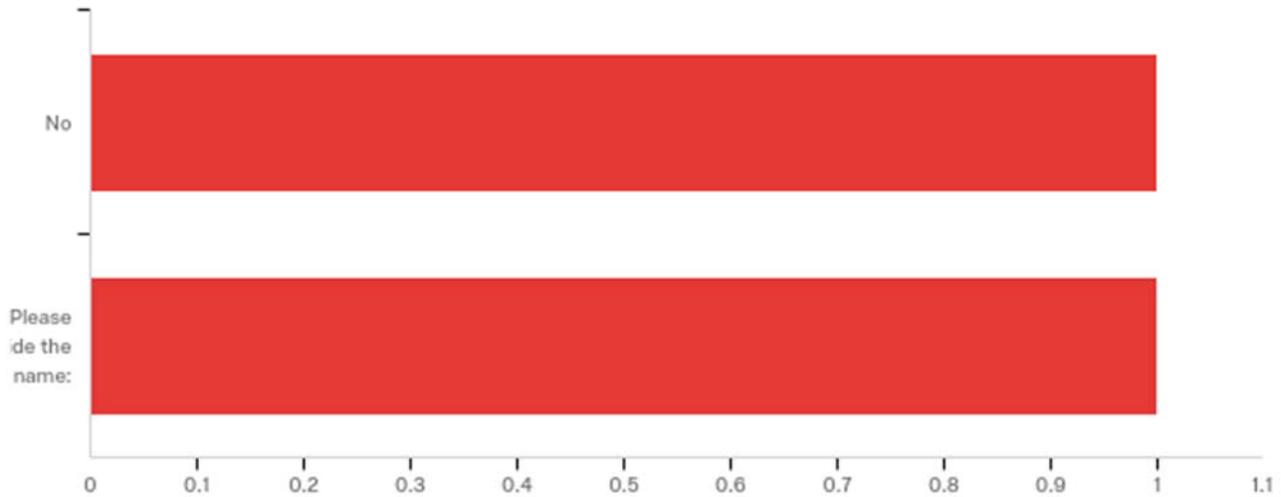
#	Answer	%	Count
1	No	50.00%	1
2	Yes - Please list:	50.00%	1
	Total	100%	2

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

Accessibility

safe access to outdoor facilities.

Question - Do you know who the designated ADA Coordinator is for the Town of Dennis?



#	Answer	%	Count
1	No	50.00%	1
2	Yes - Please provide the name:	50.00%	1
	Total	100%	2

Yes - Please provide the name:

COA Director

Question - Do you participate in programs, services or activities offered by the Town of Dennis?

No responses.

Question - 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?

No responses.

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

No responses.

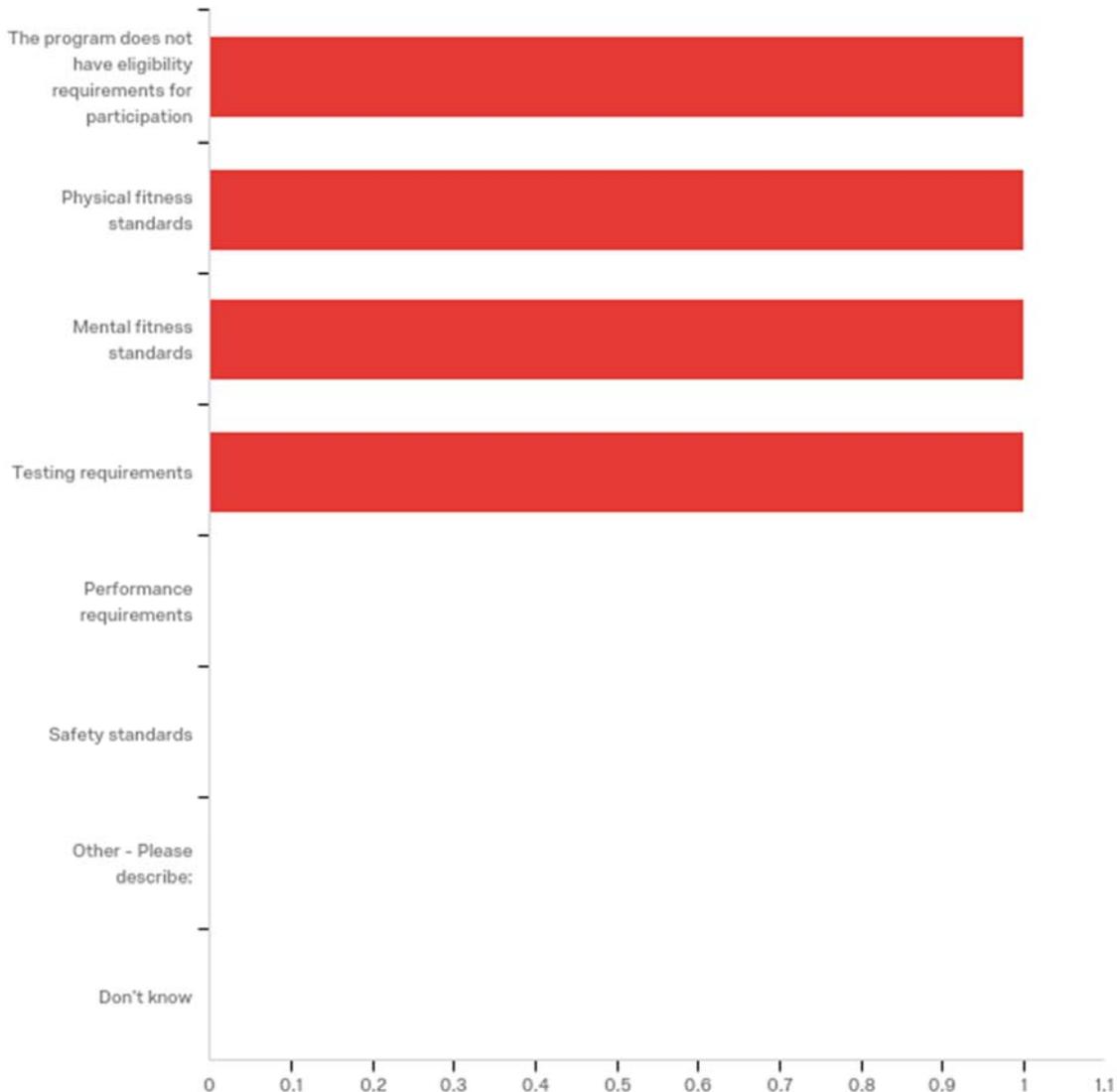
Question - What do you feel should be the highest priority of the Town of Dennis to improve accessibility for persons with disabilities?

No responses.

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

No responses.

Question - Does the program have eligibility requirements for participation and if so, do they contain (check all that apply):For example, your department offers a volunteer program to the public which requires an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.



#	Answer	%	Count
1	The program does not have eligibility requirements for participation	25.00%	1
2	Physical fitness standards	25.00%	1
3	Mental fitness standards	25.00%	1
4	Testing requirements	25.00%	1
5	Performance requirements	0.00%	0
6	Safety standards	0.00%	0
7	Other - Please describe:	0.00%	0
8	Don't know	0.00%	0
	Total	100%	4

Question - Please provide copies of the applicable policies which have eligibility requirements.

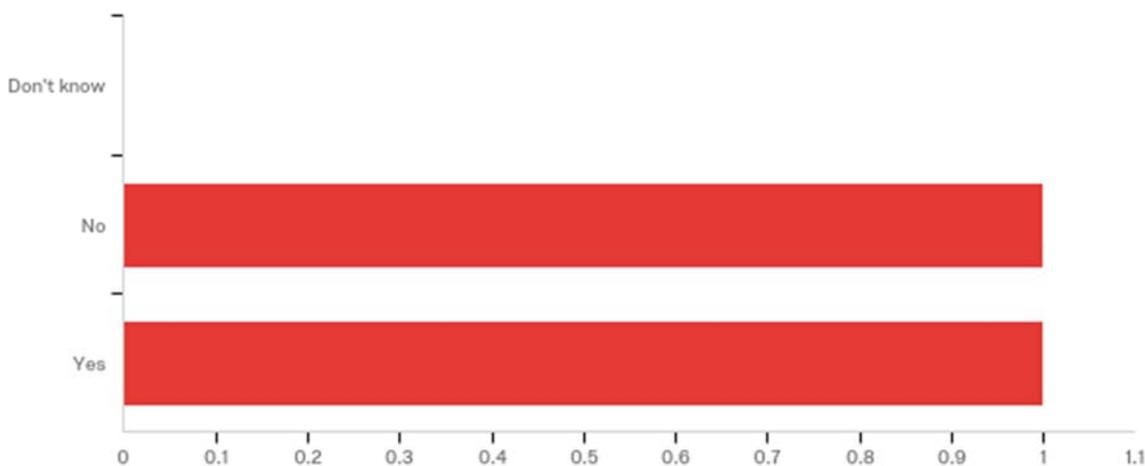
No responses.

Question - How does the program ensure that policies with eligibility requirements do not discriminate against people with disabilities?

They are State mandated.

Don't have any policies.

Question - Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

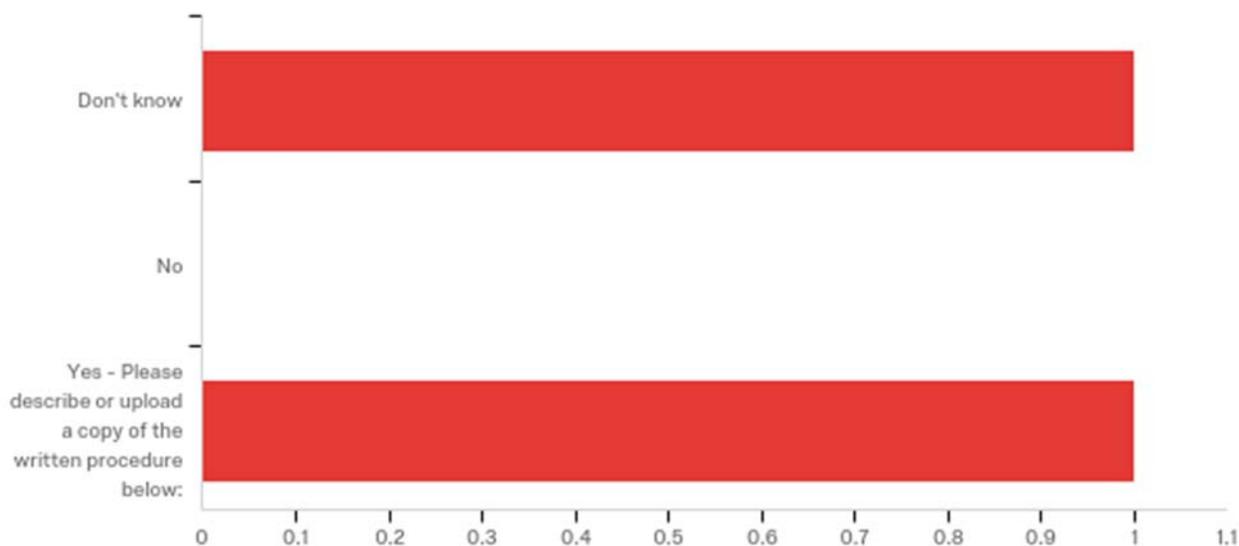


#	Answer	%	Count
1	Don't know	0.00%	0
2	No	50.00%	1
3	Yes	50.00%	1
	Total	100%	2

Question - If yes, please upload a copy of the written policy.

No responses.

Question - Does the department have standard operating procedures in place to include persons with disabilities? For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class, or moving an event to an accessible location.

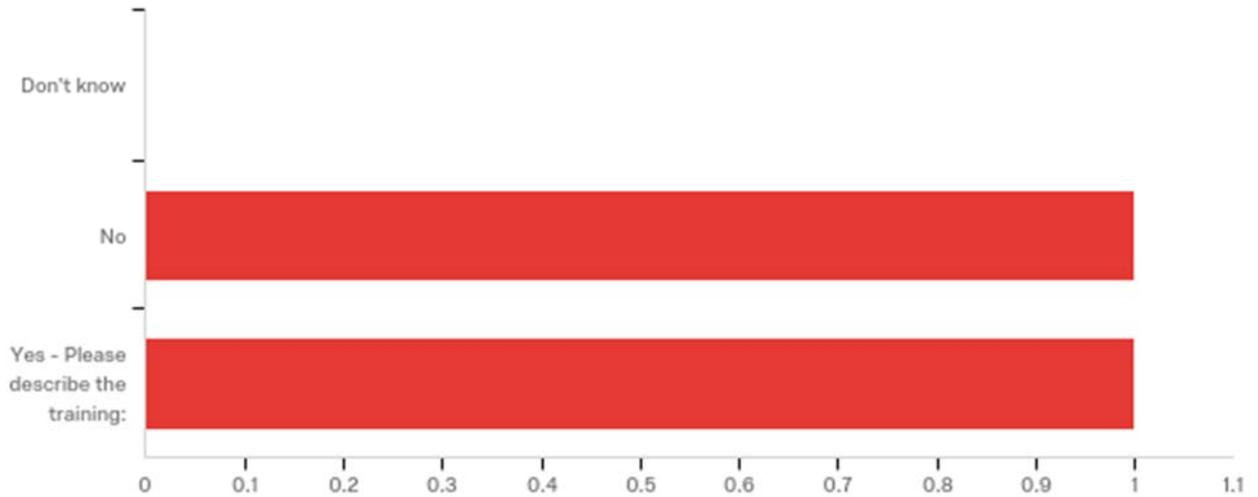


#	Answer	%	Count
1	Don't know	50.00%	1
2	No	0.00%	0
3	Yes - Please describe or upload a copy of the written procedure below:	50.00%	1
	Total	100%	2

Question - Upload copy of procedure:

No responses.

Question - Have department staff whom interact with the public been trained on the correct procedures to follow when a person requests an interpreter?



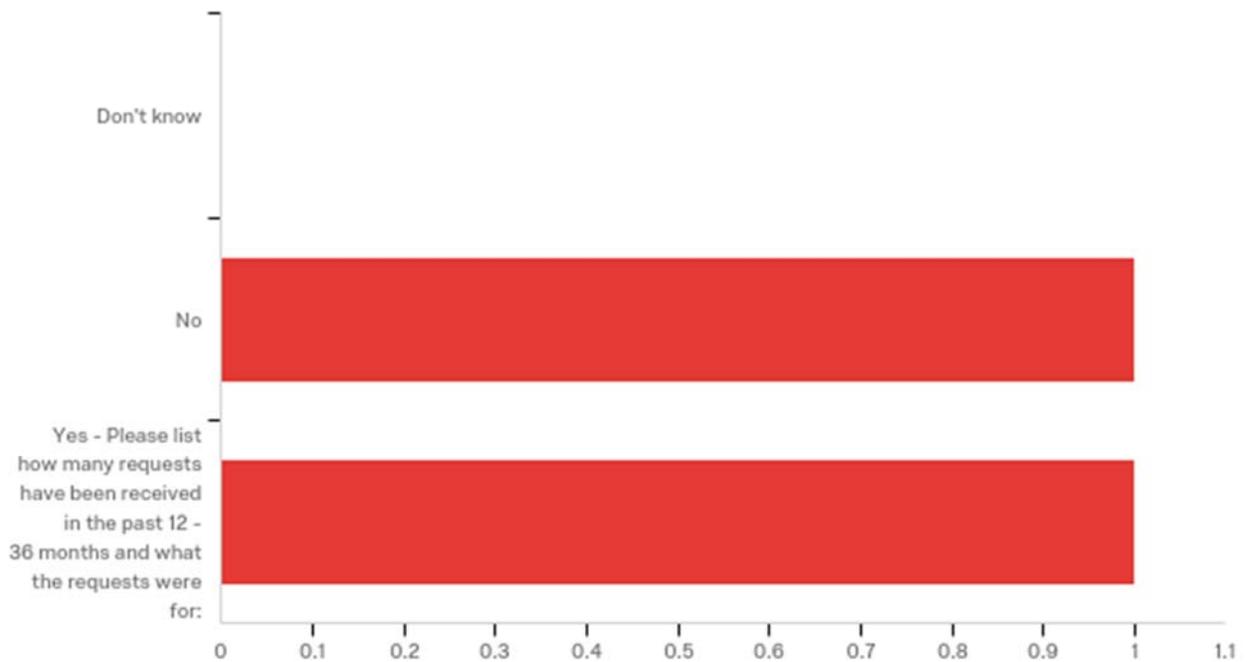
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	50.00%	1
3	Yes - Please describe the training:	50.00%	1
	Total	100%	2

Question - How much notice is required to provide an accommodation request for an interpreter?



#	Answer	%	Count
1	24 hours or less (not including weekends/holidays)	50.00%	1
2	2-4 working days	0.00%	0
3	More than 1 week	0.00%	0
4	Don't know - have not completed such a request	50.00%	1
	Total	100%	2

Question - Does the department/division track accessibility requests?

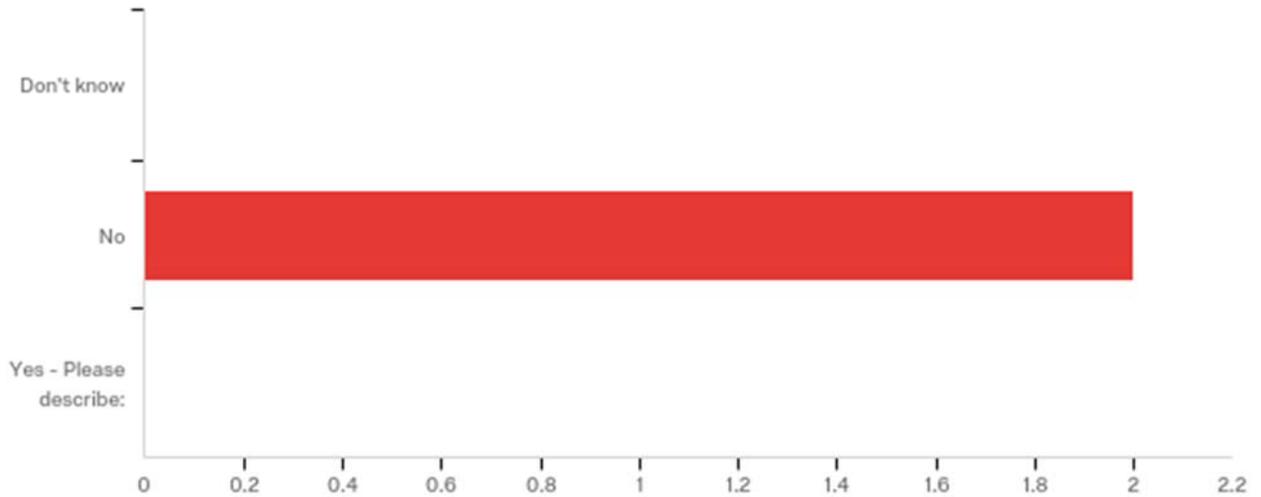


#	Answer	%	Count
1	Don't know	0.00%	0
2	No	50.00%	1
3	Yes - Please list how many requests have been received in the past 12 - 36 months and what the requests were for:	50.00%	1
	Total	100%	2

Yes - Please list how many requests have been received in the past 12 - 36 months and what the requests were for:

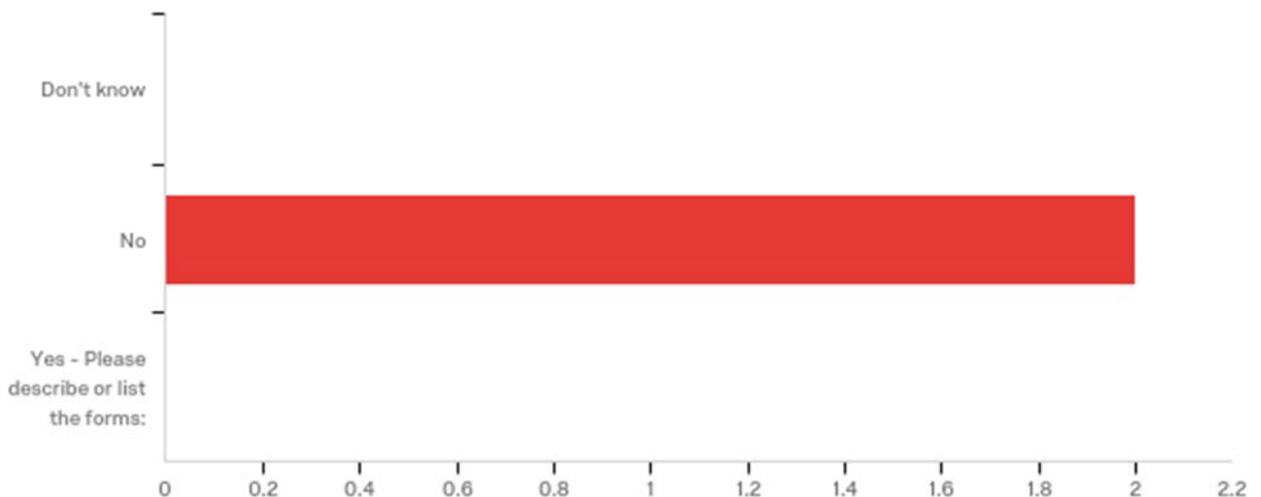
HAVE not had any to track.

Question - Does the department charge an additional fee for modifying the program for a person with disabilities?



#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please describe:	0.00%	0
	Total	100%	2

Question - Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

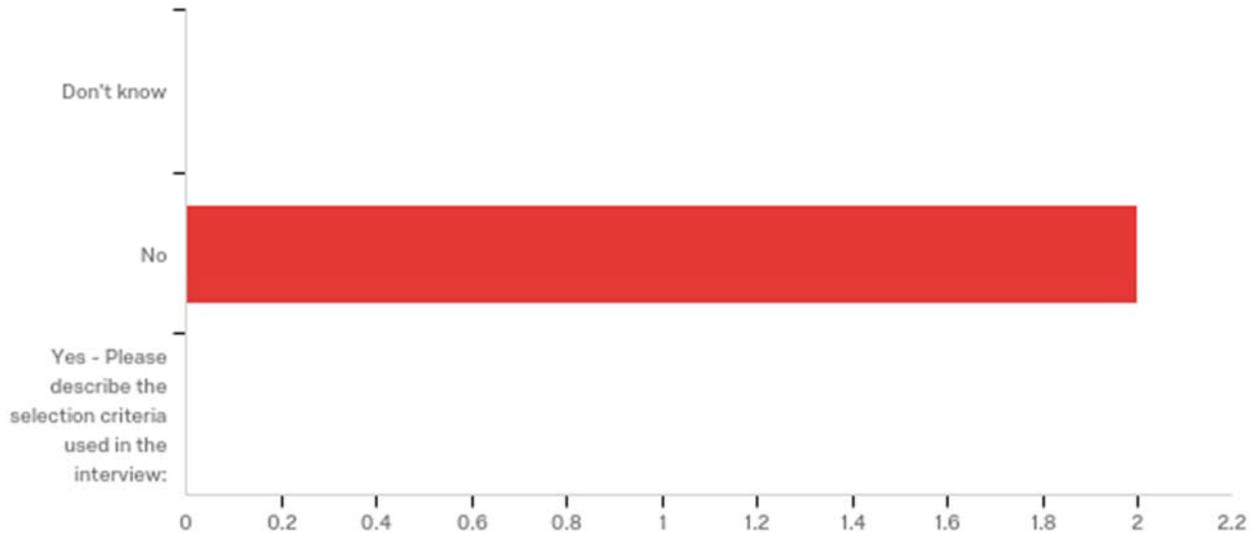


#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please describe or list the forms:	0.00%	0
	Total	100%	2

Question - Do the forms contain a notice that the Town does not discriminate against people with disabilities

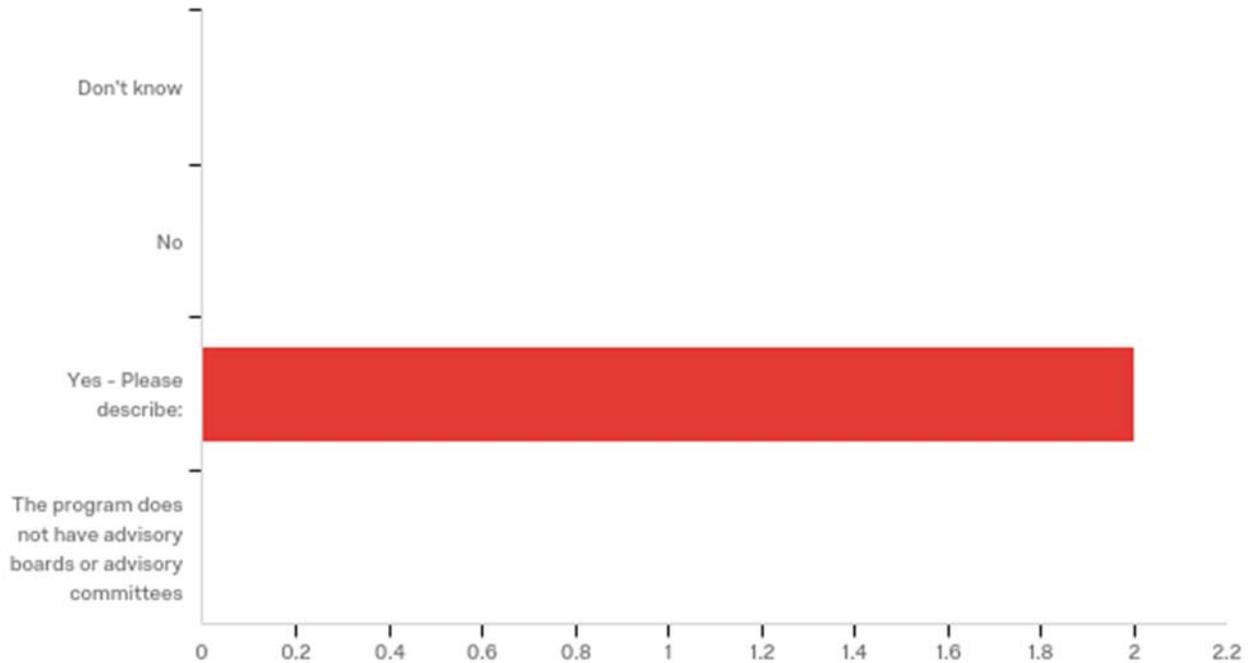
No responses.

Question - Is an interview required prior to an applicant's admission to the program?



#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please describe the selection criteria used in the interview:	0.00%	0
	Total	100%	2

Question - Does the department/division ensure persons with disabilities are allowed the opportunity to participate as members of any program associated advisory boards and/or committees?

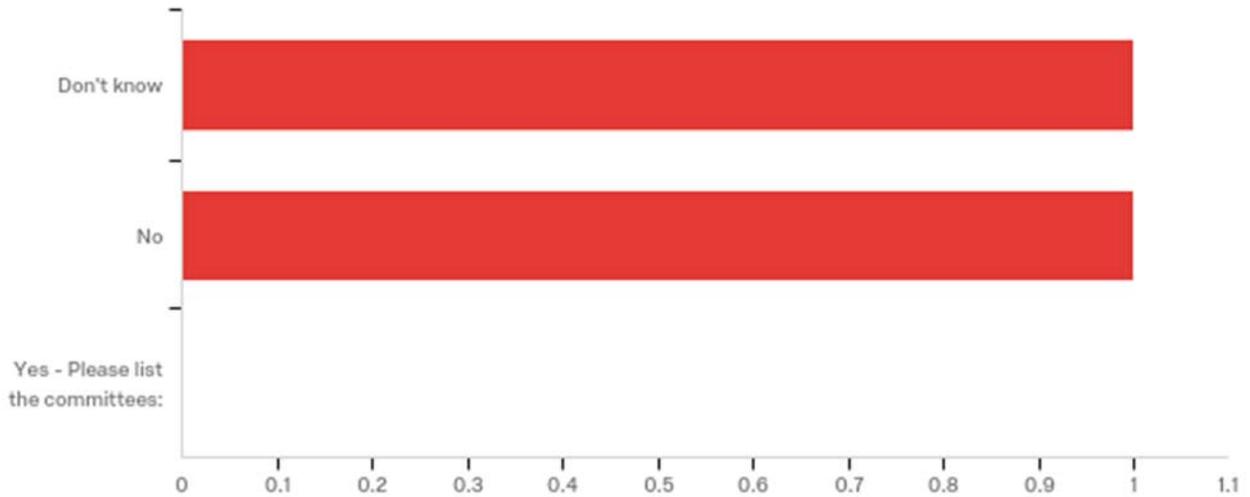


#	Answer	%	Count
1	Don't know	0.00%	0
2	No	0.00%	0
3	Yes - Please describe:	100.00%	2
4	The program does not have advisory boards or advisory committees	0.00%	0
	Total	100%	2

Yes - Please describe:

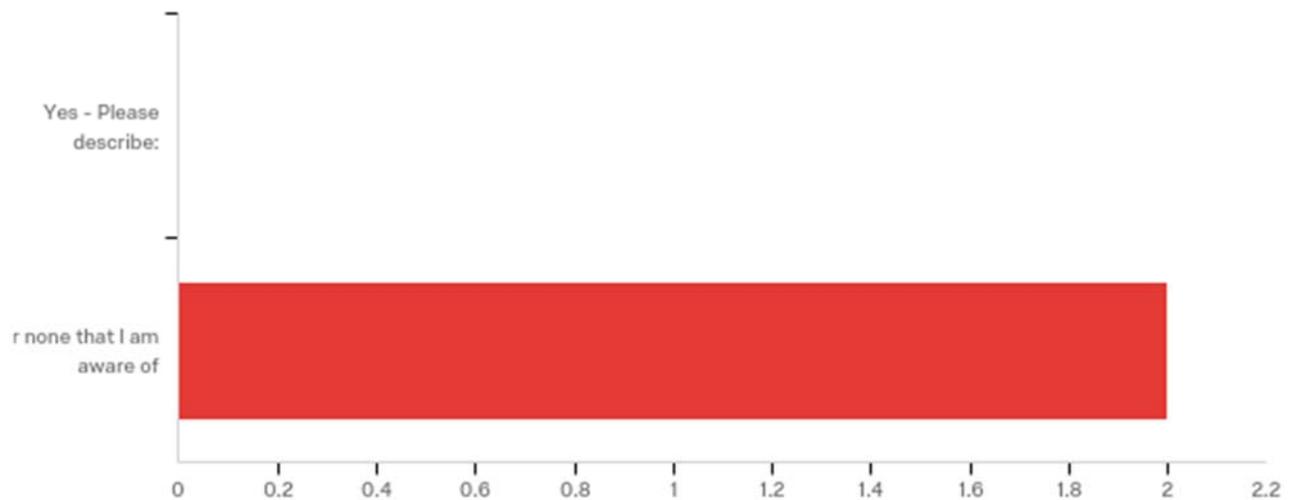
Anyone can attend committee and board meetings.

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



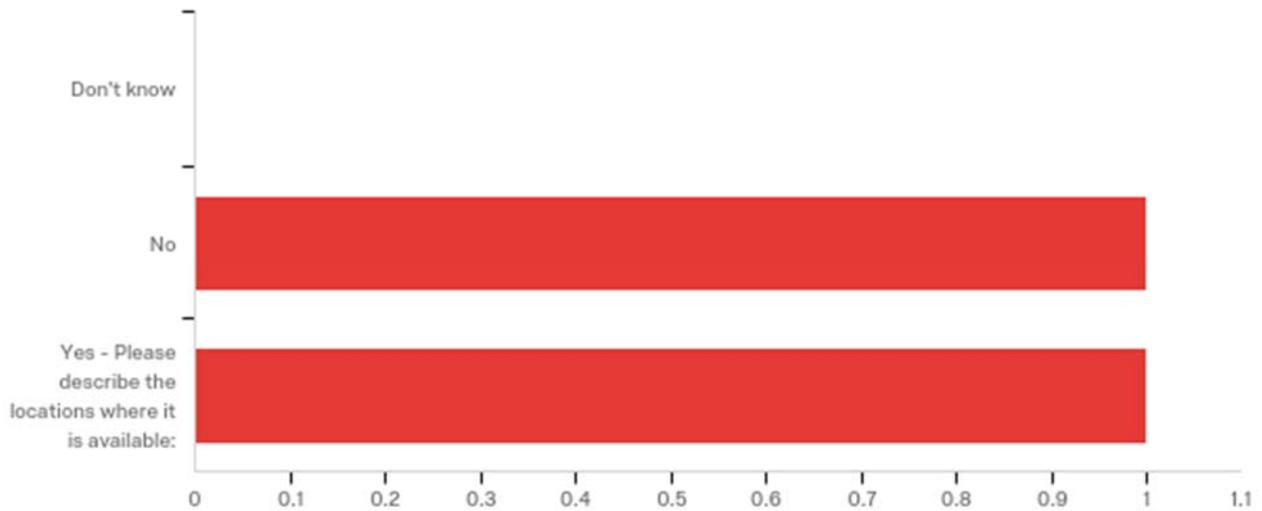
#	Answer	%	Count
1	Don't know	50.00%	1
2	No	50.00%	1
3	Yes - Please list the committees:	0.00%	0
	Total	100%	2

Question - Does the department/division offer any exemplary programs, services, activities or events for persons with disabilities?



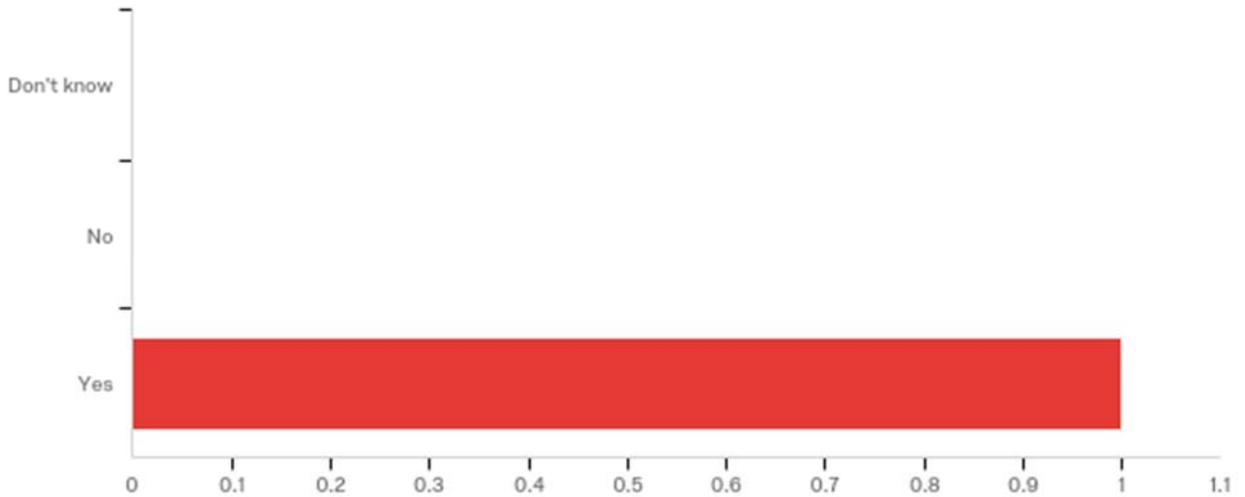
#	Answer	%	Count
1	Yes - Please describe:	0.00%	0
2	No or none that I am aware of	100.00%	2
	Total	100%	2

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



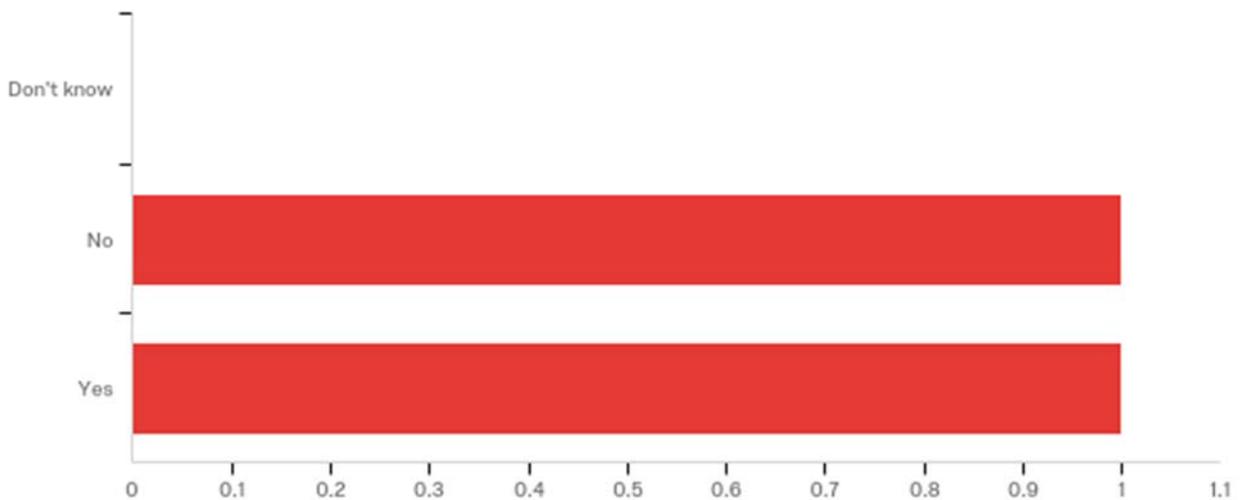
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	50.00%	1
3	Yes - Please describe the locations where it is available:	50.00%	1
	Total	100%	2

Question - Does the nondiscrimination statement include information about the Town's ADA coordinator and how to contact them or file a grievance?



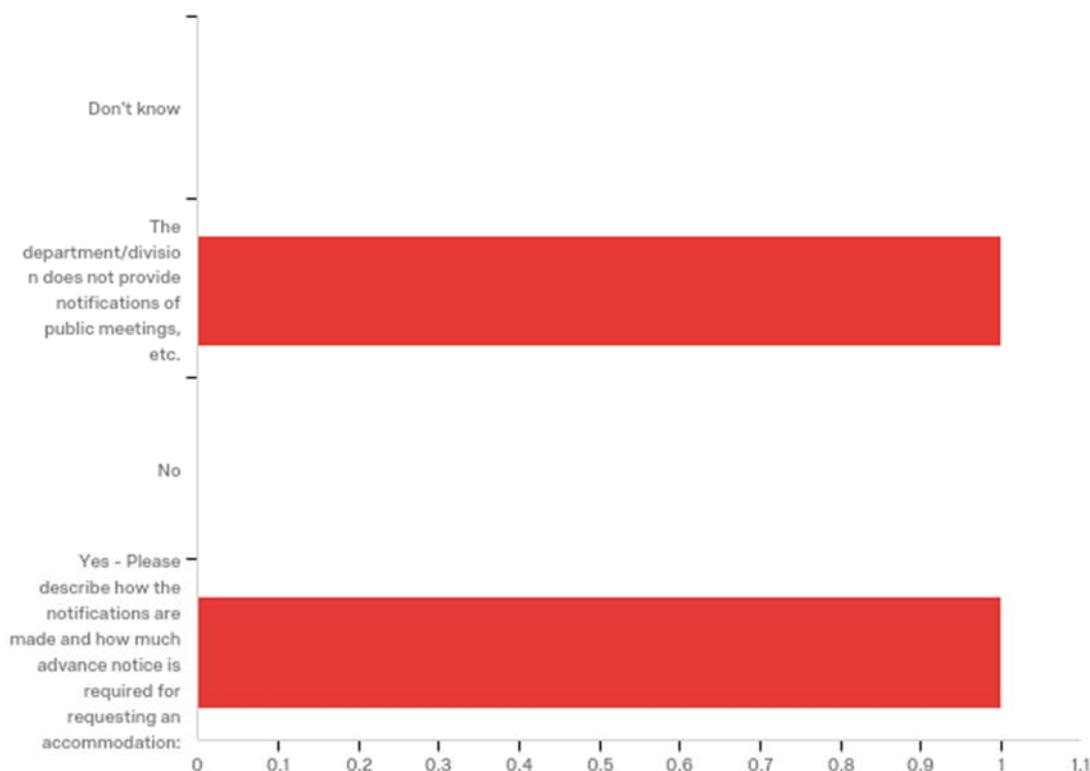
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	0.00%	0
3	Yes	100.00%	1
	Total	100%	1

Question - Are department/division staff familiar with the Town's ADA grievance and complaint procedures for persons with disabilities?



#	Answer	%	Count
1	Don't know	0.00%	0
2	No	50.00%	1
3	Yes	50.00%	1
	Total	100%	2

Question - Do department/division notifications of public meetings, hearings, interviews, agendas, meeting minutes and conferences inform of the availability of adaptive/auxiliary aids and accommodations (such as assistive listening devices, readers for the blind, interpreters) to participants with disabilities and how to request such aids and accommodations?

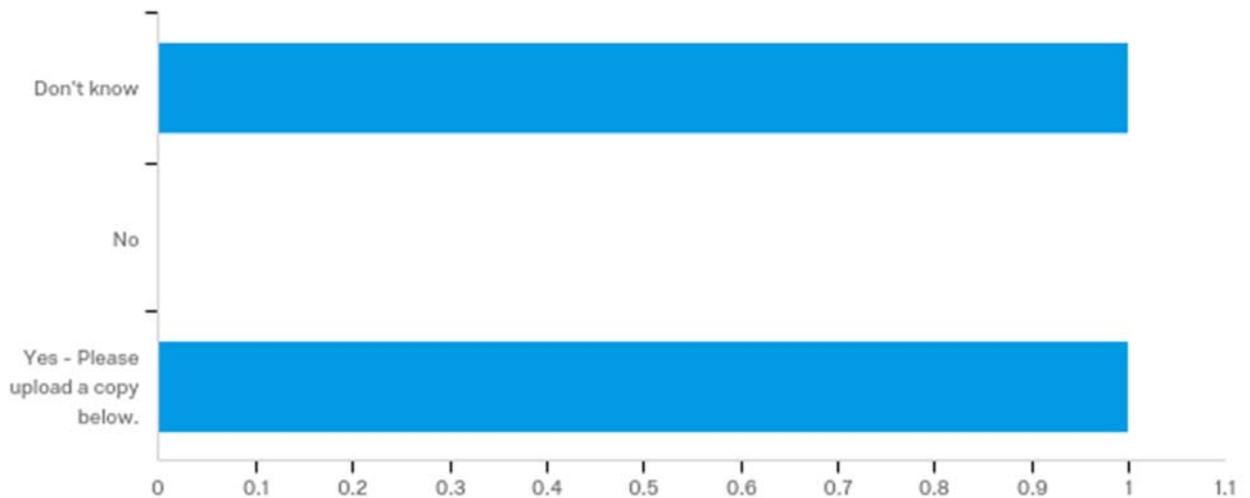


#	Answer	%	Count
1	Don't know	0.00%	0
2	The department/division does not provide notifications of public meetings, etc.	50.00%	1
3	No	0.00%	0
4	Yes - Please describe how the notifications are made and how much advance notice is required for requesting an accommodation:	50.00%	1

Yes - Please describe how the notifications are made and how much advance notice is required for requesting an accommodation:

Meetings are noticed through the Town Clerk office.

Question - Is there a formal policy and/or procedure in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

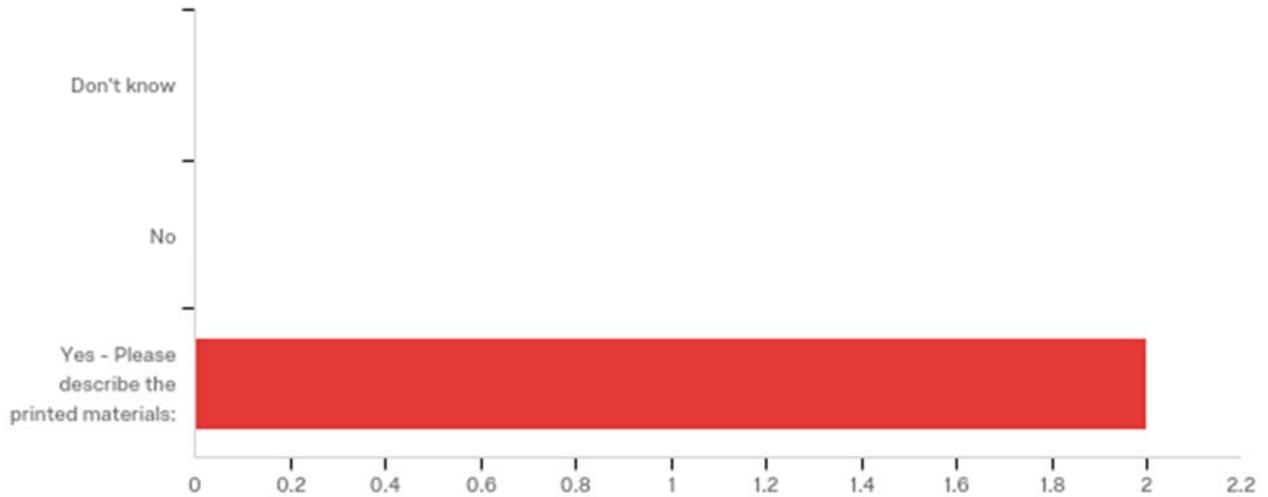


#	Answer	%	Count
1	Don't know	50.00%	1
2	No	0.00%	0
3	Yes - Please upload a copy below.	50.00%	1
	Total	100%	2

Question - Upload policy and/or procedures here:

No responses.

Question - Does the department/division have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

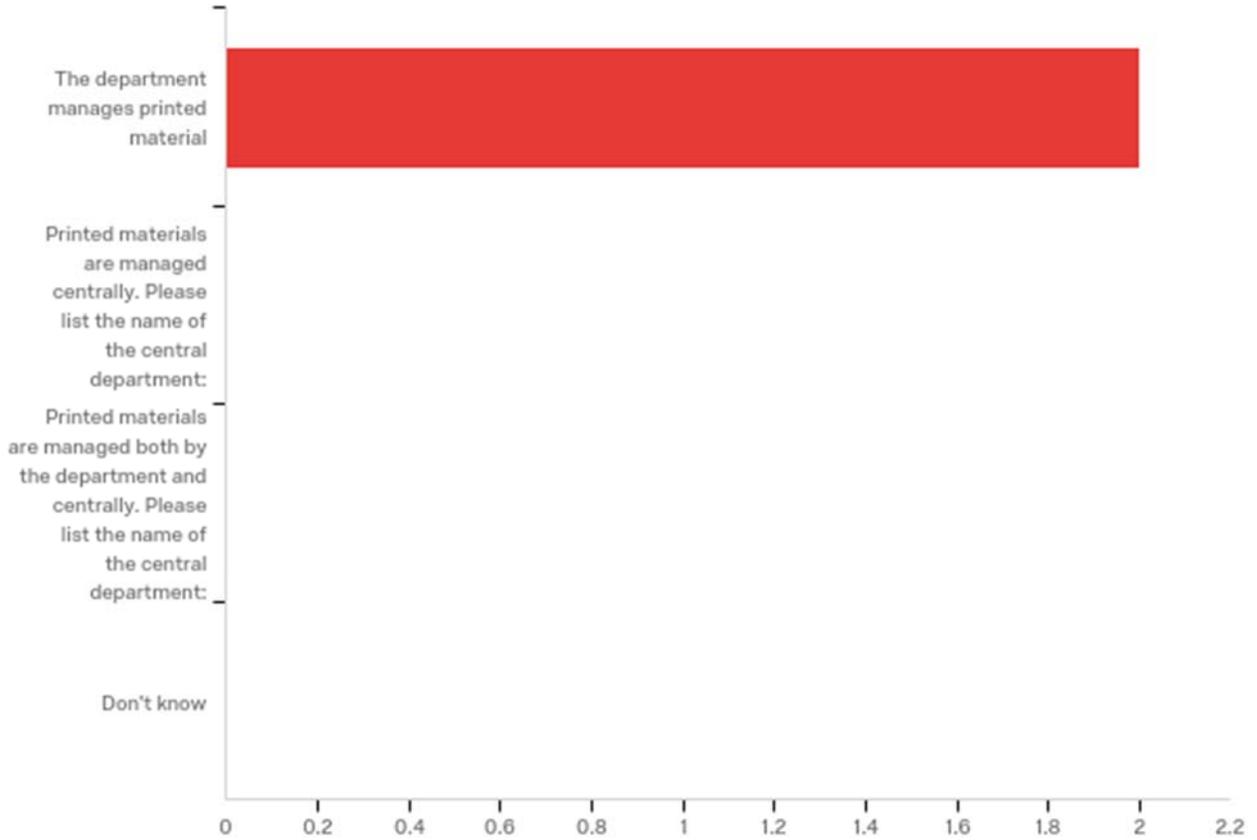


#	Answer	%	Count
1	Don't know	0.00%	0
2	No	0.00%	0
3	Yes - Please describe the printed materials:	100.00%	2
	Total	100%	2

Yes - Please describe the printed materials:

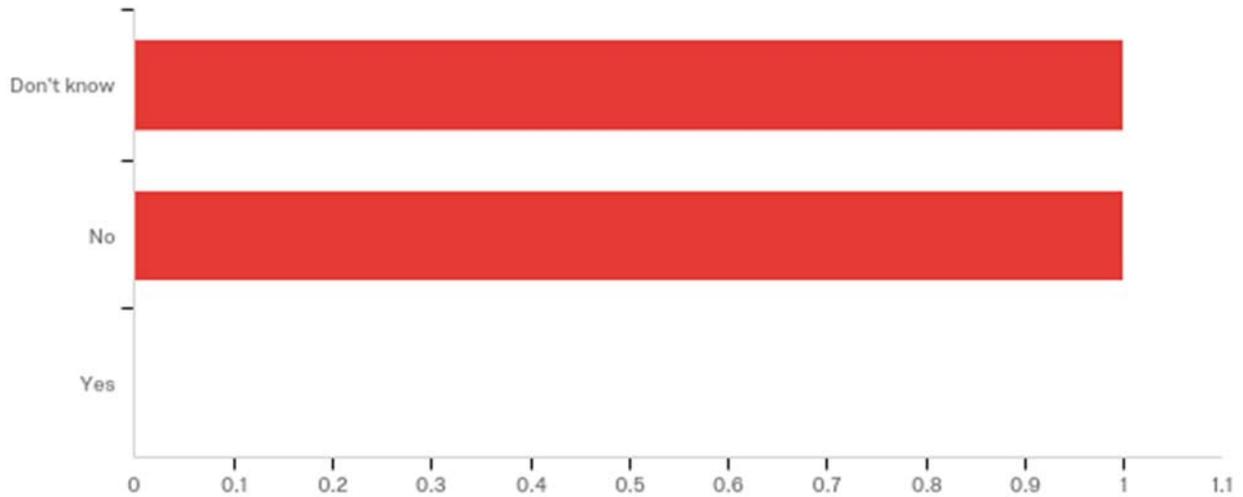
brochures and regulations

Question - Who manages the printed materials?



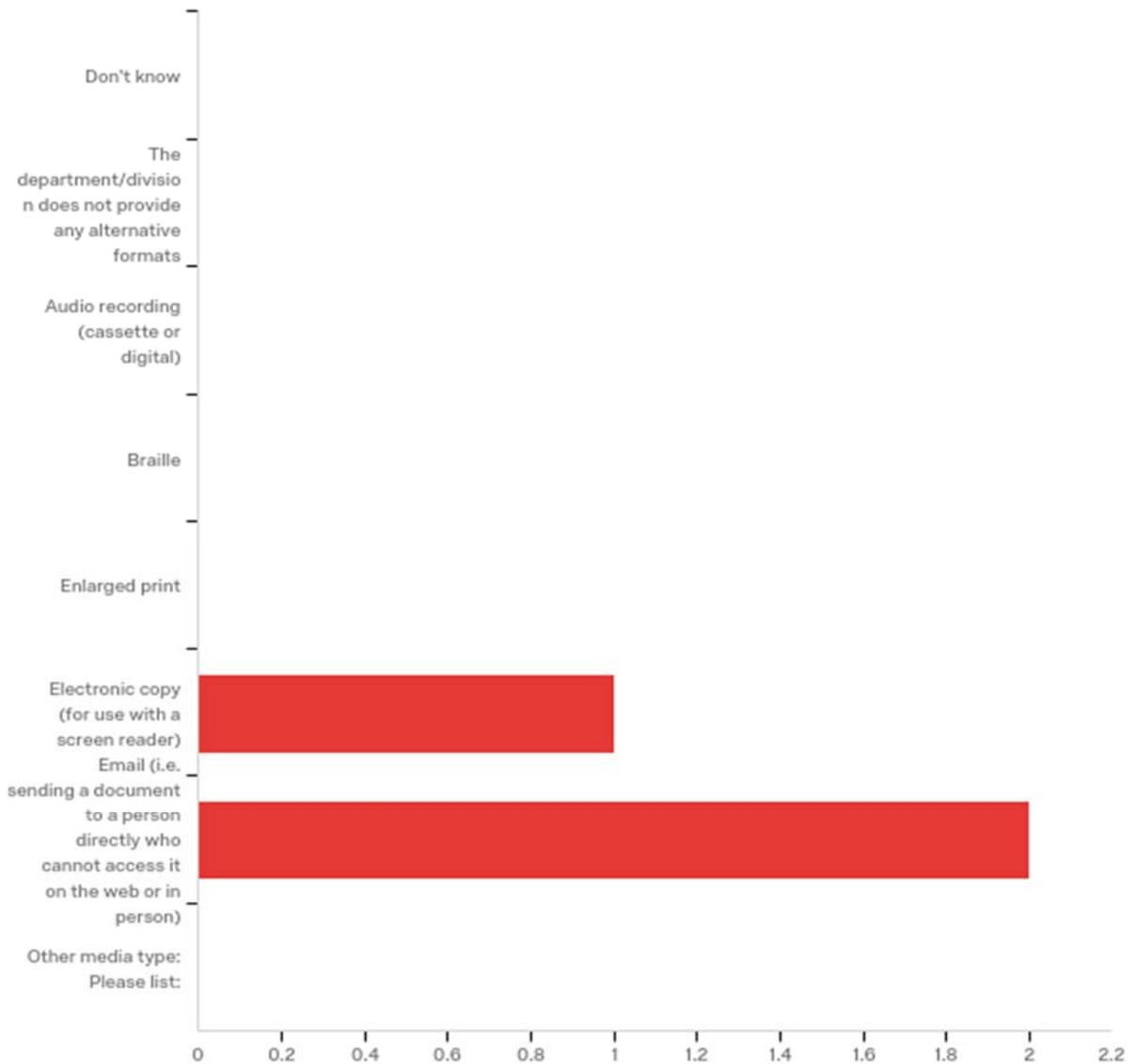
#	Answer	%	Count
1	The department manages printed material	100.00%	2
2	Printed materials are managed centrally. Please list the name of the central department:	0.00%	0
3	Printed materials are managed both by the department and centrally. Please list the name of the central department:	0.00%	0
4	Don't know	0.00%	0
	Total	100%	2

Question - Is there a formal policy and/or procedure in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?



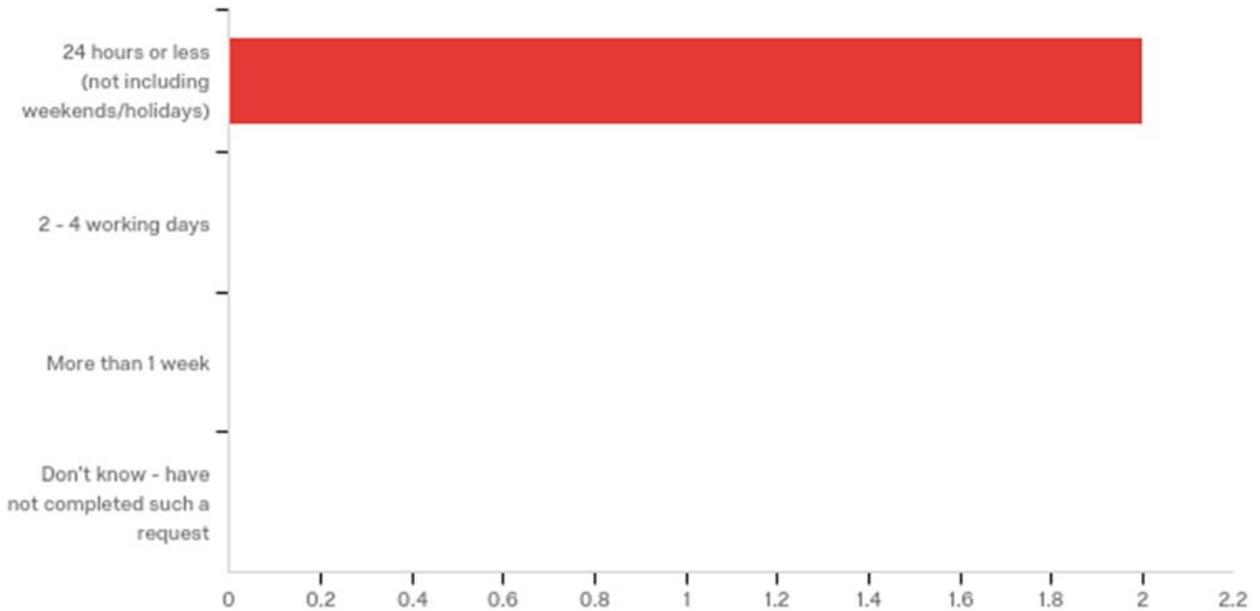
#	Answer	%	Count
1	Don't know	50.00%	1
2	No	50.00%	1
3	Yes	0.00%	0
	Total	100%	2

Question - What types of accessible alternate document formats does the department/division make available for persons with disabilities when requested?



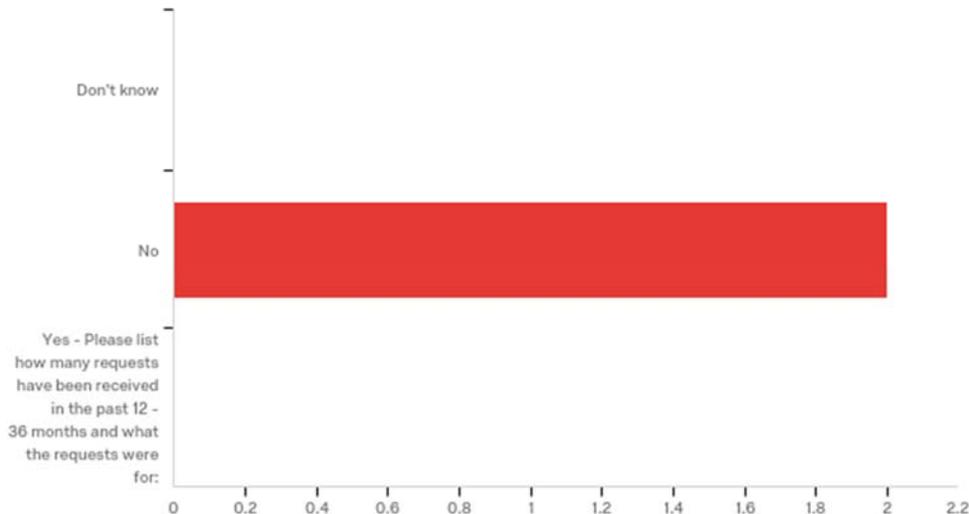
#	Answer	%	Count
1	Don't know	0.00%	0
2	The department/division does not provide any alternative formats	0.00%	0
3	Audio recording (cassette or digital)	0.00%	0
4	Braille	0.00%	0
5	Enlarged print	0.00%	0
6	Electronic copy (for use with a screen reader)	33.33%	1
7	Email (i.e. sending a document to a person directly who cannot access it on the web or in person)	66.67%	2
8	Other media type: Please list:	0.00%	0
	Total	100%	3

Question - How much notice is required to provide the alternate document formats?



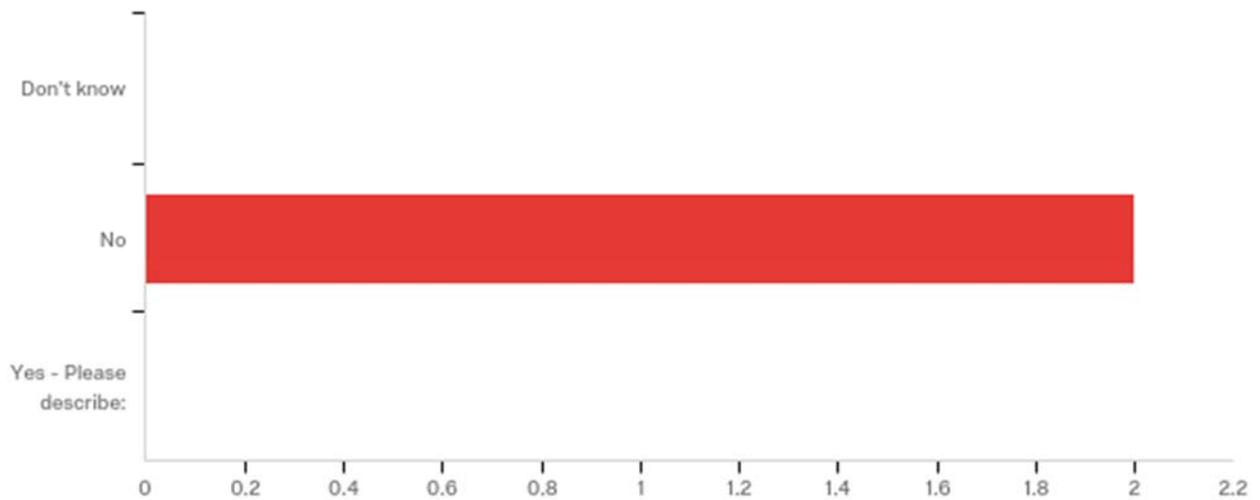
#	Answer	%	Count
1	24 hours or less (not including weekends/holidays)	100.00%	2
2	2 - 4 working days	0.00%	0
3	More than 1 week	0.00%	0
4	Don't know - have not completed such a request	0.00%	0
	Total	100%	2

Question - Does the department/division track accessibility requests for alternate formats of printed material?



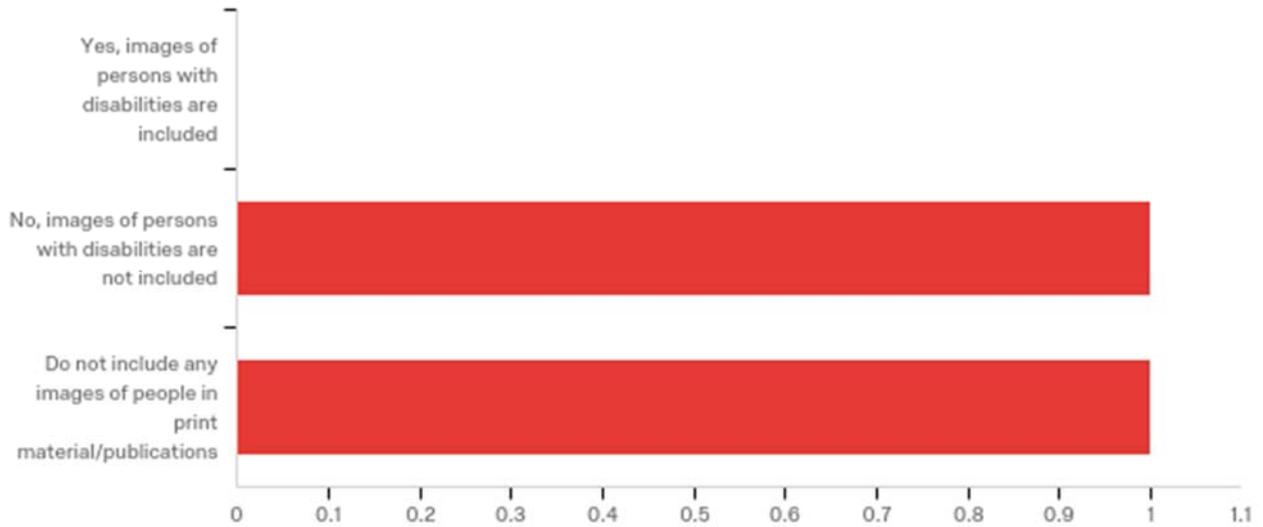
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please list how many requests have been received in the past 12 - 36 months and what the requests were for:	0.00%	0
	Total	100%	2

Question - Does the department/division charge an additional fee for providing materials in alternative formats for people with disabilities?



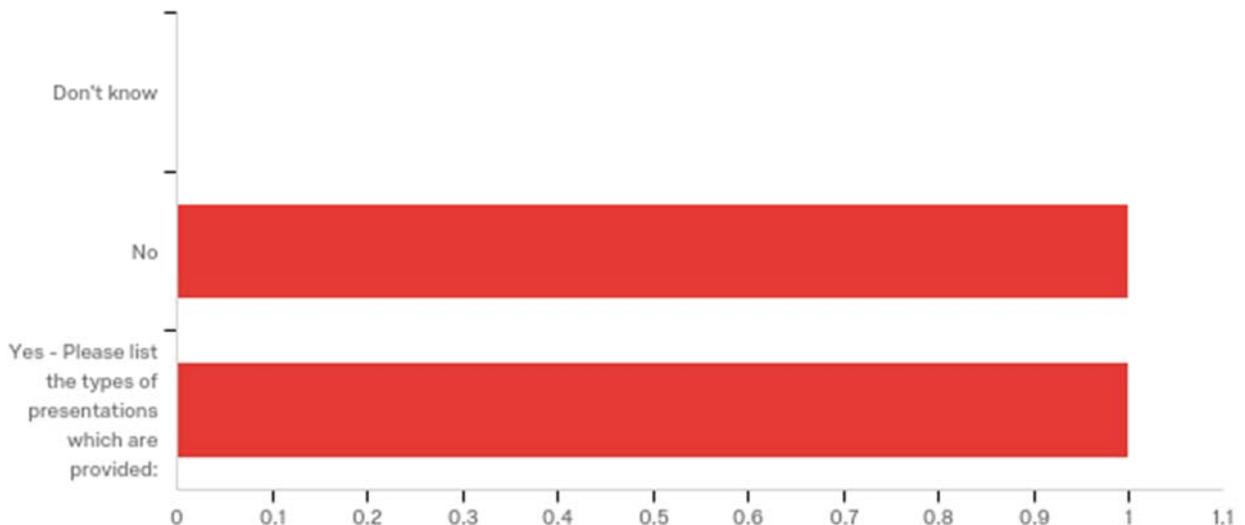
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please describe:	0.00%	0
	Total	100%	2

Question - Does the department/division periodically include images of persons with disabilities in the printed materials and publications?



#	Answer	%	Count
1	Yes, images of persons with disabilities are included	0.00%	0
2	No, images of persons with disabilities are not included	50.00%	1
3	Do not include any images of people in print material/publications	50.00%	1
	Total	100%	2

Question - Does the department/division produce audiovisual, (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

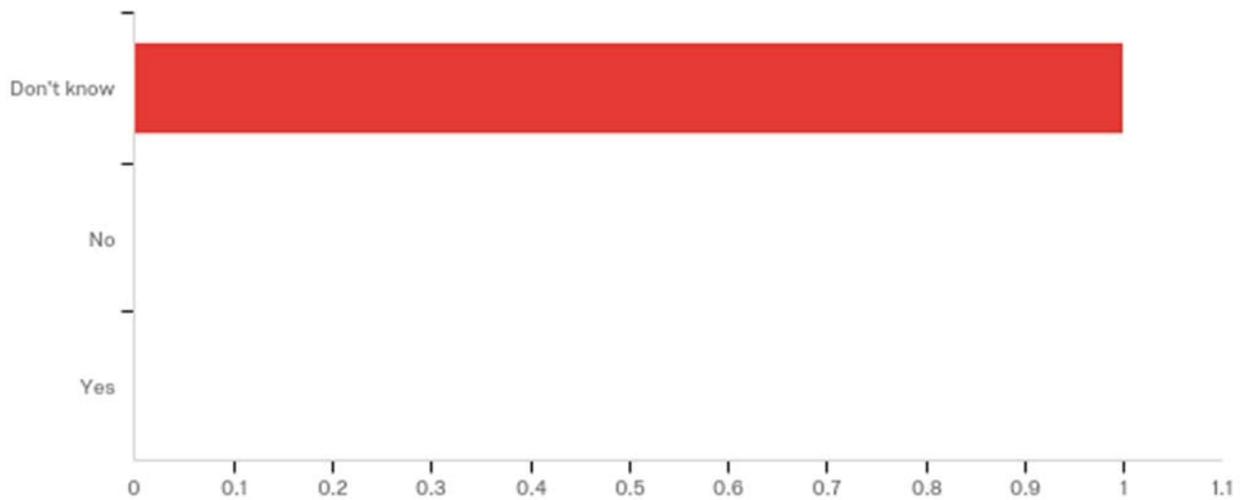


#	Answer	%	Count
1	Don't know	0.00%	0
2	No	50.00%	1
3	Yes - Please list the types of presentations which are provided:	50.00%	1
	Total	100%	2

Yes - Please list the types of presentations which are provided:

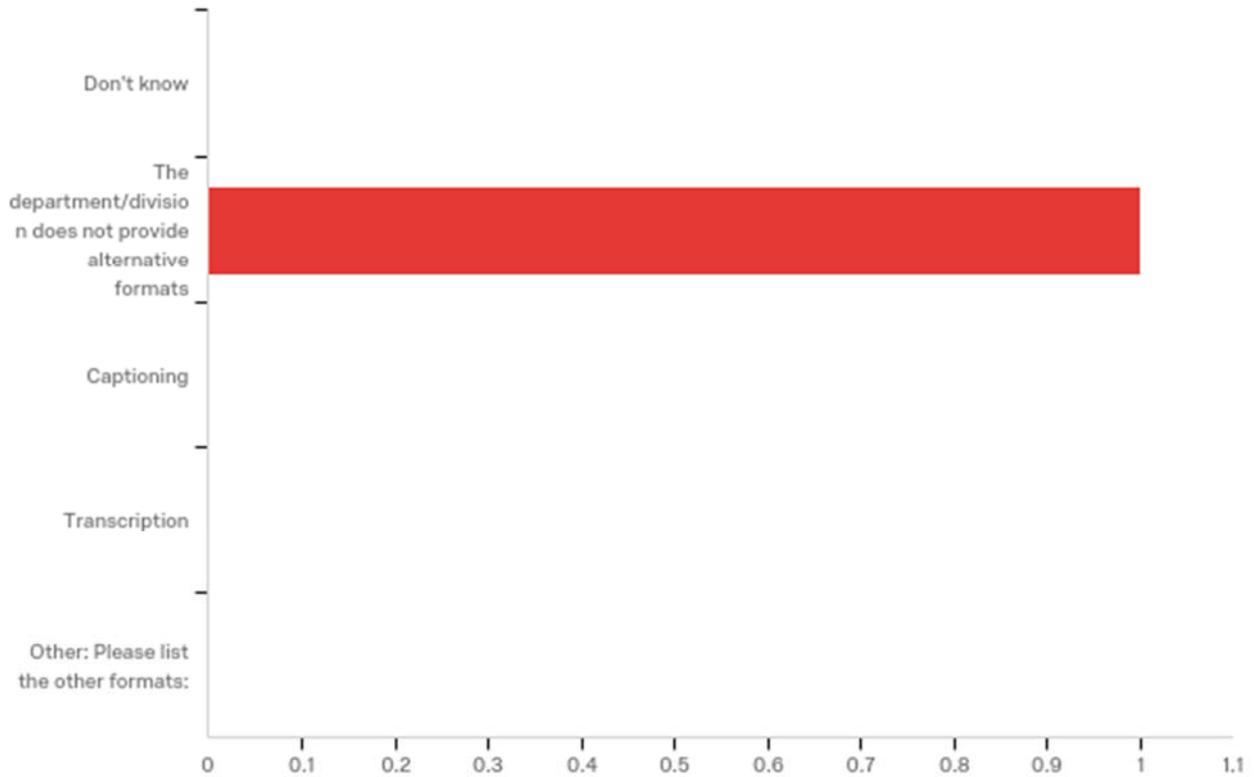
Powerpoint presentations at public meetings

Question - Is there a formal policy and/or procedure in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?



#	Answer	%	Count
1	Don't know	100.00%	1
2	No	0.00%	0
3	Yes	0.00%	0
	Total	100%	1

Question - What types of accessible audiovisual, televised or online presentation formats does the department/division make available when requested?

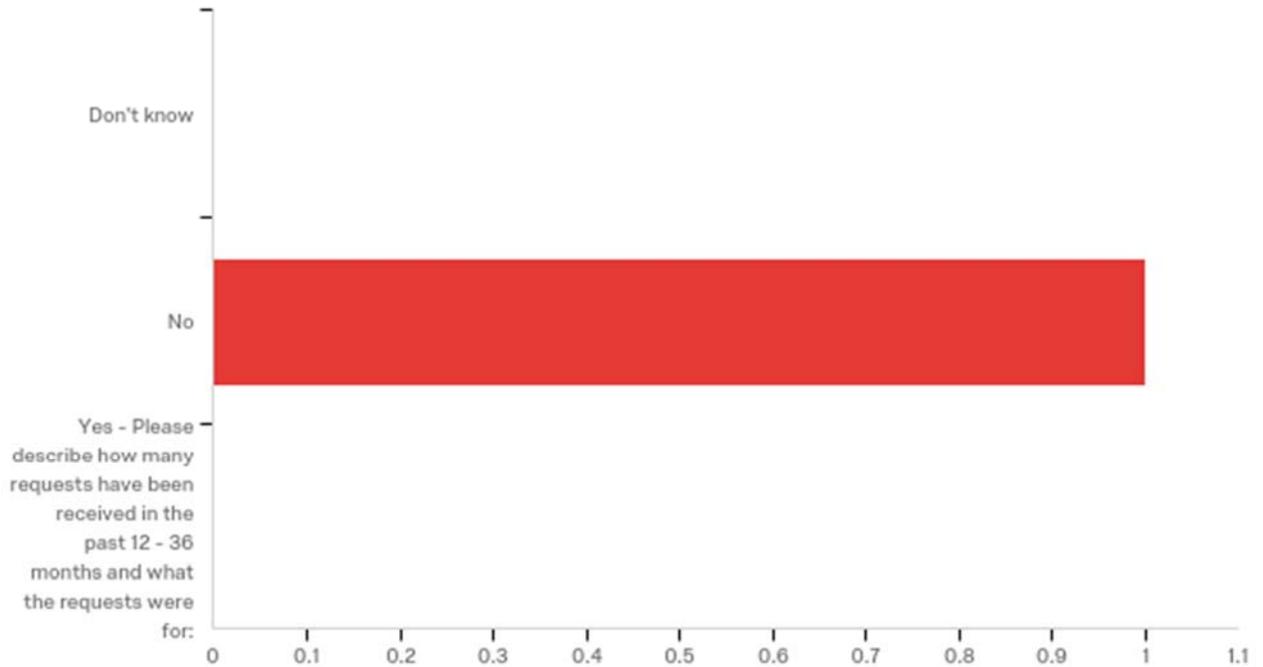


#	Answer	%	Count
1	Don't know	0.00%	0
2	The department/division does not provide alternative formats	100.00%	1
3	Captioning	0.00%	0
4	Transcription	0.00%	0
5	Other: Please list the other formats:	0.00%	0
	Total	100%	1

Question - How much notice is required to provide the accessible presentation formats?

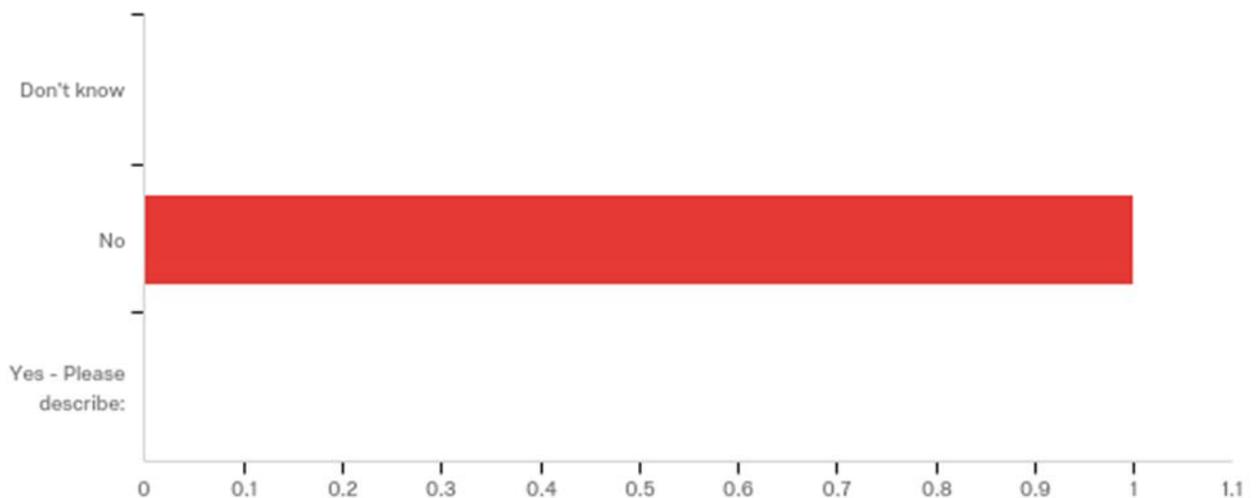
No responses.

Question - Does the department/division track accessibility requests for accessible presentation formats?



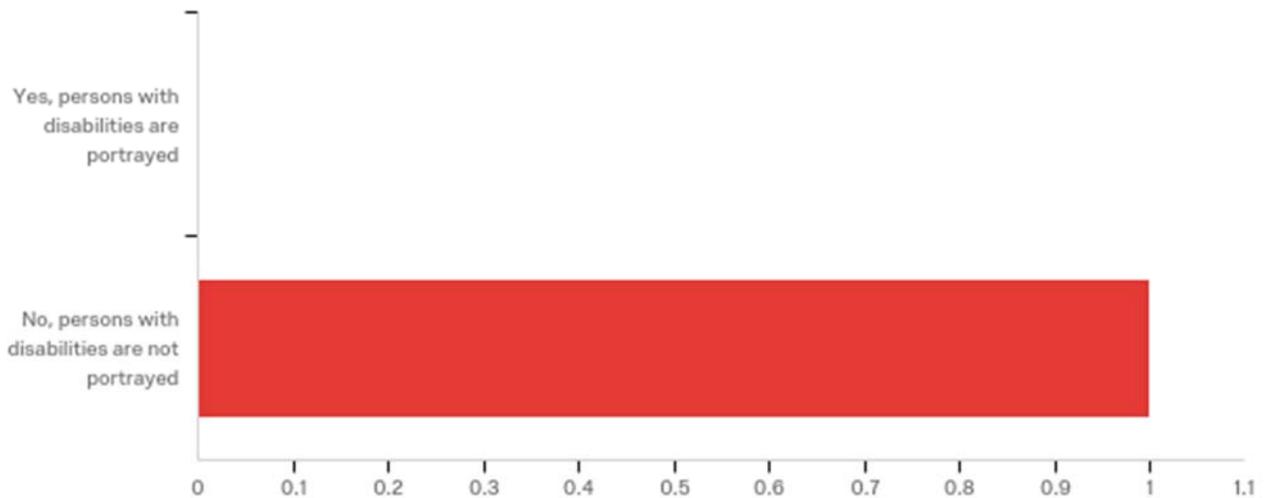
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	1
3	Yes - Please describe how many requests have been received in the past 12 - 36 months and what the requests were for:	0.00%	0
	Total	100%	1

Question - Does the department/division charge an additional fee for providing presentations in accessible formats for people with disabilities?



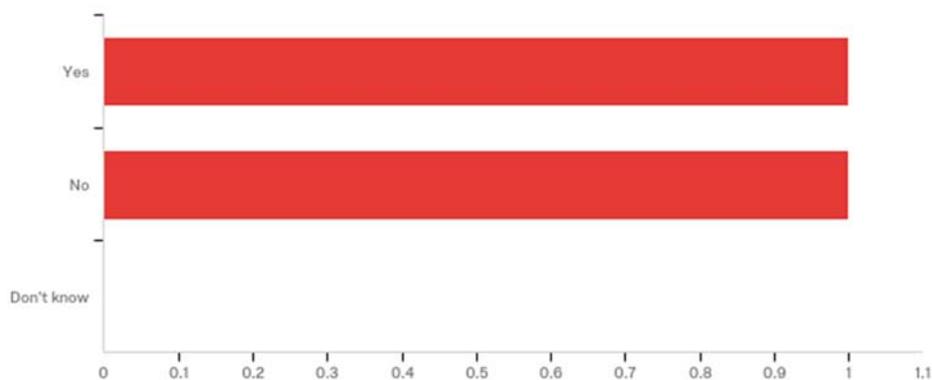
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	1
3	Yes - Please describe:	0.00%	0
	Total	100%	1

Question - Does the department/division's audiovisual presentations periodically include portrayals of persons with disabilities?



#	Answer	%	Count
1	Yes, persons with disabilities are portrayed	0.00%	0
2	No, persons with disabilities are not portrayed	100.00%	1
	Total	100%	1

Question - Does the department/division provide information about its programs, services, or activities on the website?

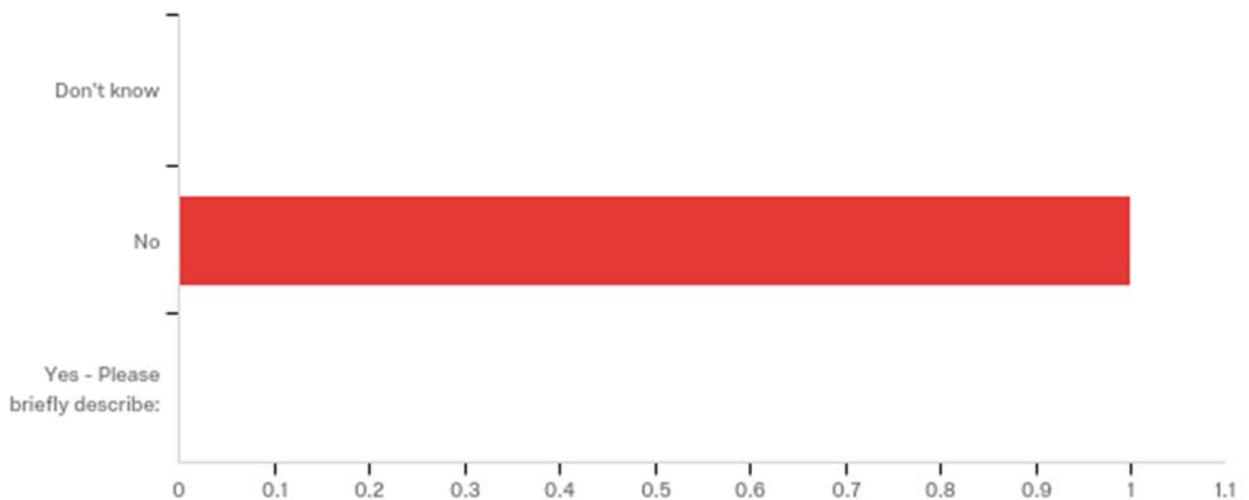


#	Answer	%	Count
20	Yes	50.00%	1
21	No	50.00%	1
22	Don't know	0.00%	0
	Total	100%	2

Briefly describe the information provided on the website.

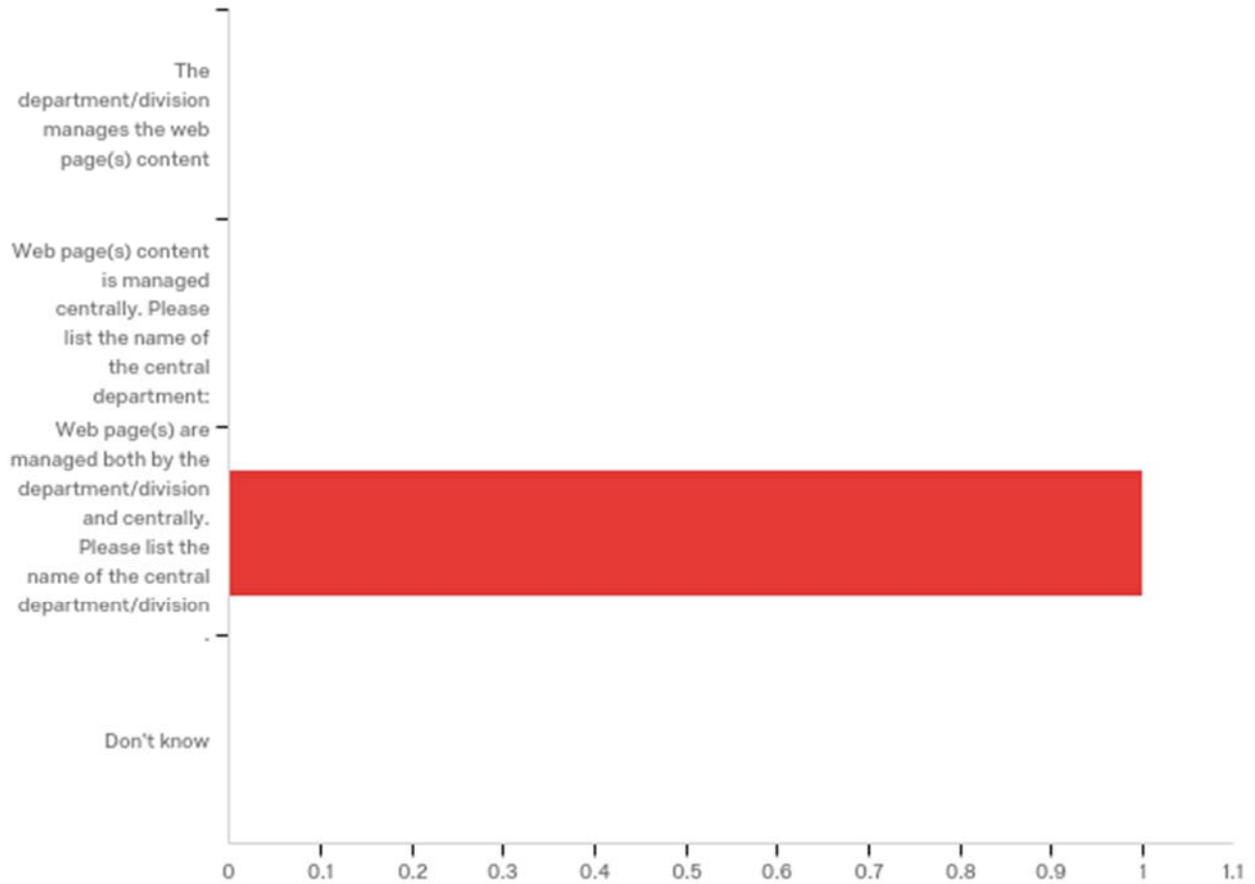
Descriptions of regulations,. permitting, shellfishing, maps, and announcements

Question - Does the department/division web page(s) include information about the accessibility of its programs, services, and activities (parking, bathrooms, assistive listening devices, sign language interpreters, Braille, etc.)?



#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	1
3	Yes - Please briefly describe:	0.00%	0
	Total	100%	1

Question - Who manages the information regarding the department/division facilities, programs, activities and services provided on the website?



#	Answer	%	Count
1	The department/division manages the web page(s) content	0.00%	0
2	Web page(s) content is managed centrally. Please list the name of the central department:	0.00%	0
3	Web page(s) are managed both by the department/division and centrally. Please list the name of the central department/division.	100.00%	1
4	Don't know	0.00%	0
	Total	100%	1

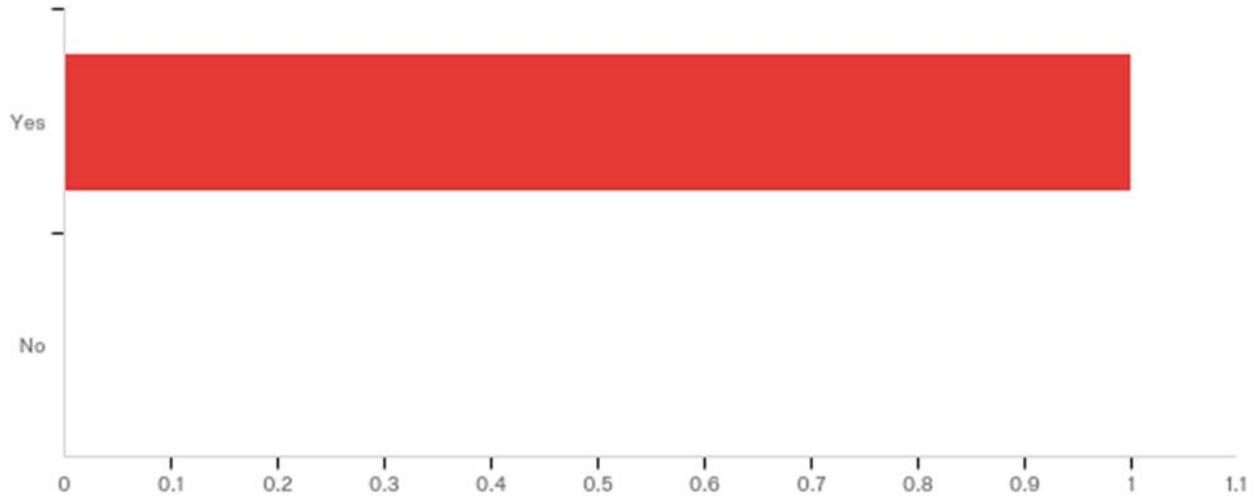
Web page(s) are managed both by the department/division and centrally. Please list the name of the central department/division.

MIS

Question - Are you affiliated with the central department responsible for web page content?

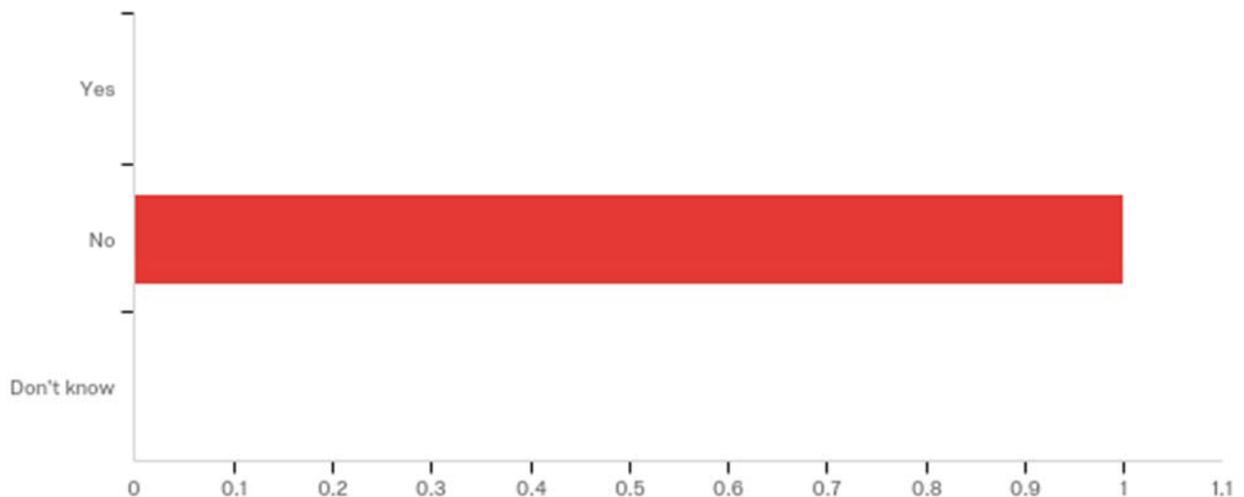
No responses.

Question - Do you have responsibility for creating web page content?



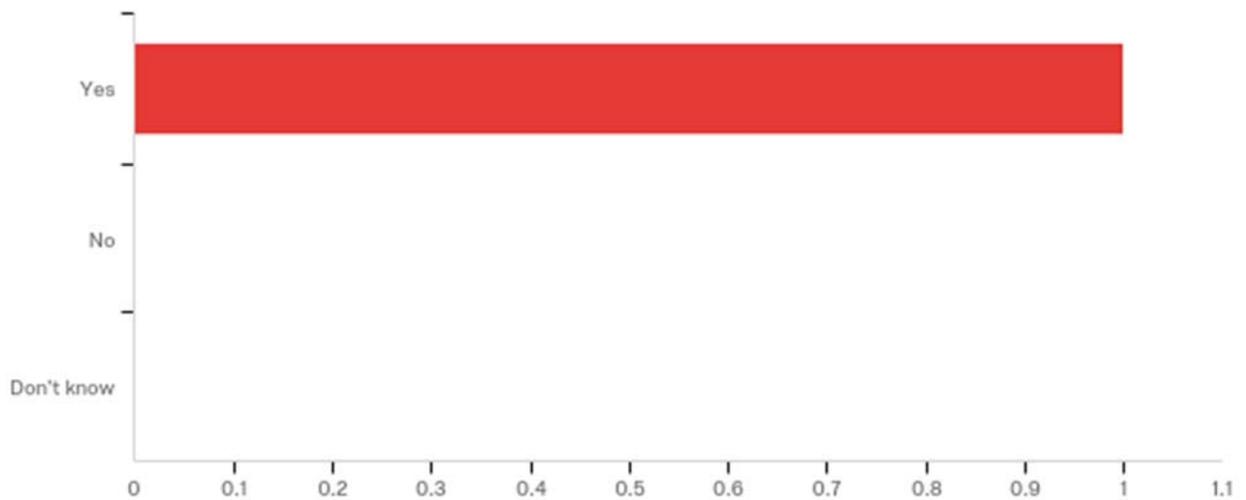
#	Answer	%	Count
1	Yes	100.00%	1
2	No	0.00%	0
	Total	100%	1

Question - Are staff members whom are responsible for web page content knowledgeable and trained on website accessibility requirements?



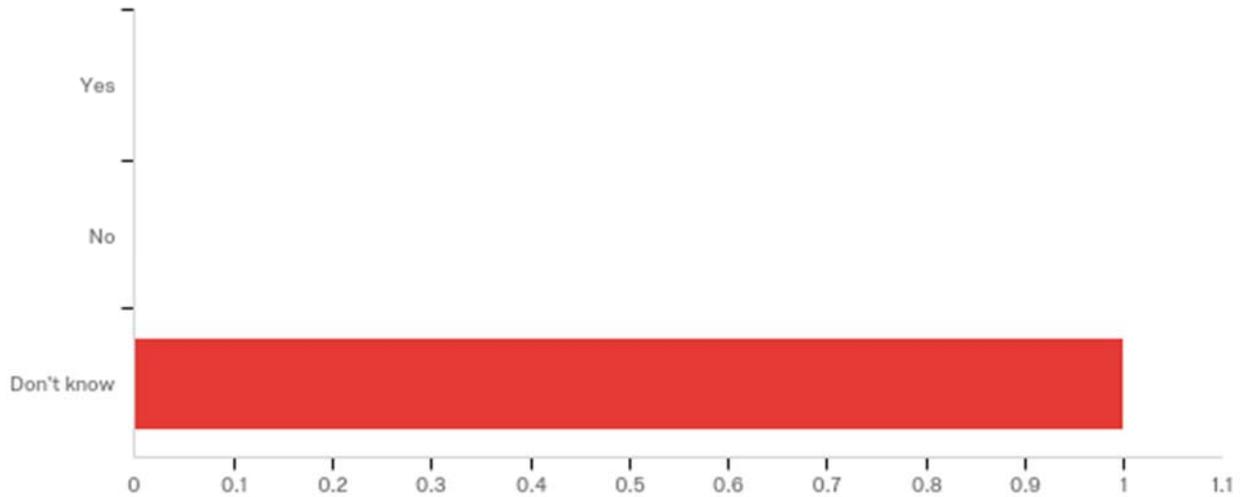
#	Answer	%	Count
1	Yes	0.00%	0
2	No	100.00%	1
3	Don't know	0.00%	0
	Total	100%	1

Question - Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?



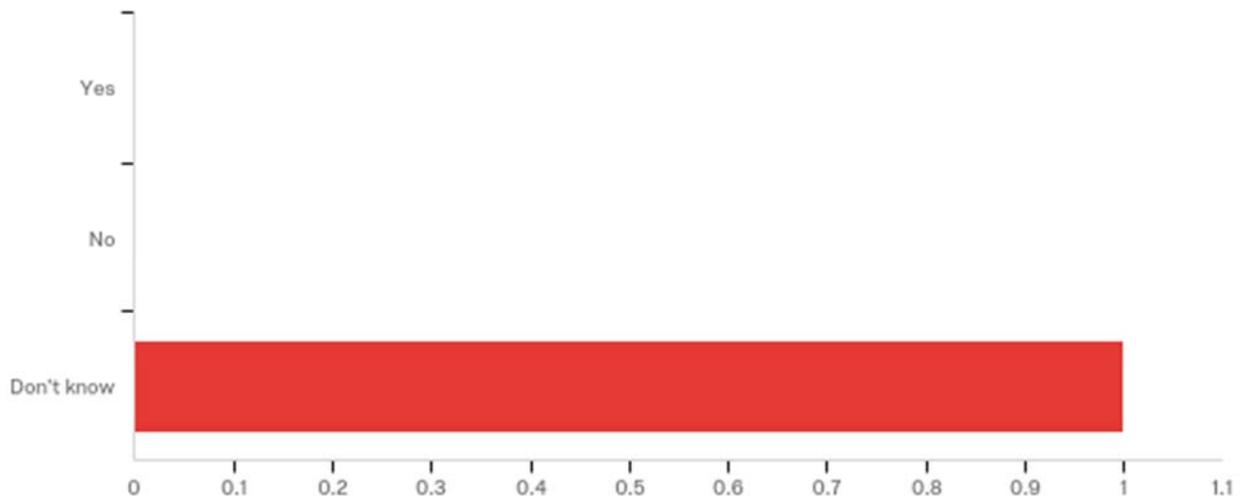
#	Answer	%	Count
1	Yes	100.00%	1
2	No	0.00%	0
3	Don't know	0.00%	0
	Total	100%	1

Question - Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?



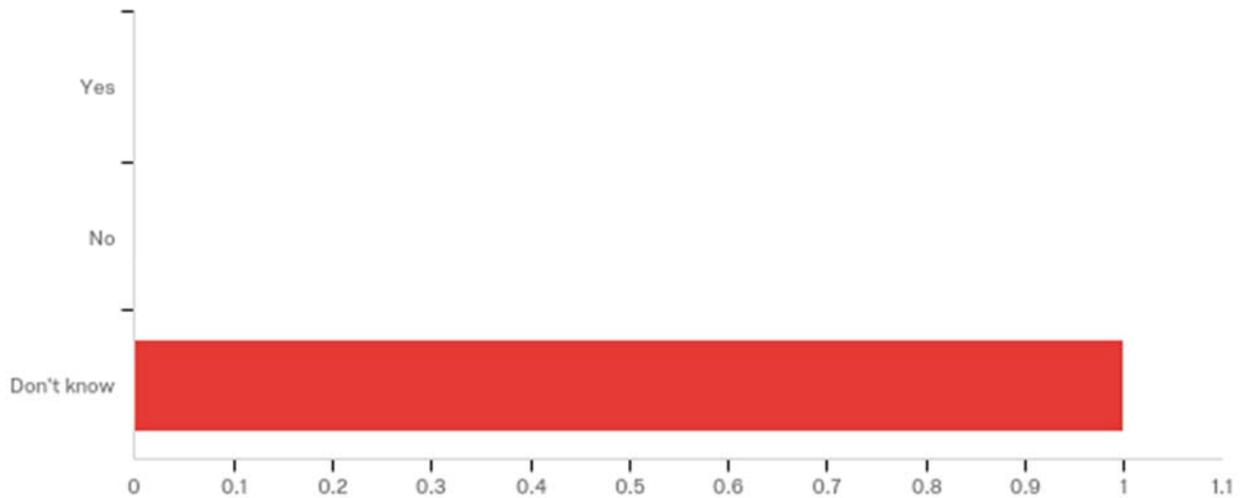
#	Answer	%	Count
1	Yes	0.00%	0
2	No	0.00%	0
3	Don't know	100.00%	1
	Total	100%	1

Question - Do all the photographs, maps, graphics and other images on the web pages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?



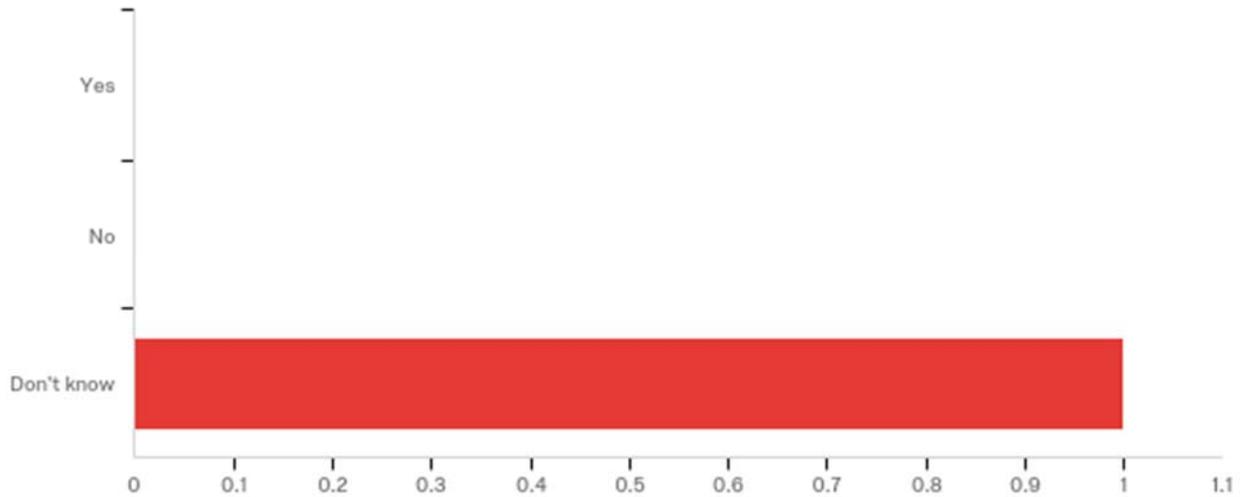
#	Answer	%	Count
1	Yes	0.00%	0
2	No	0.00%	0
3	Don't know	100.00%	1
	Total	100%	1

Question - Are all the documents posted on the web pages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?



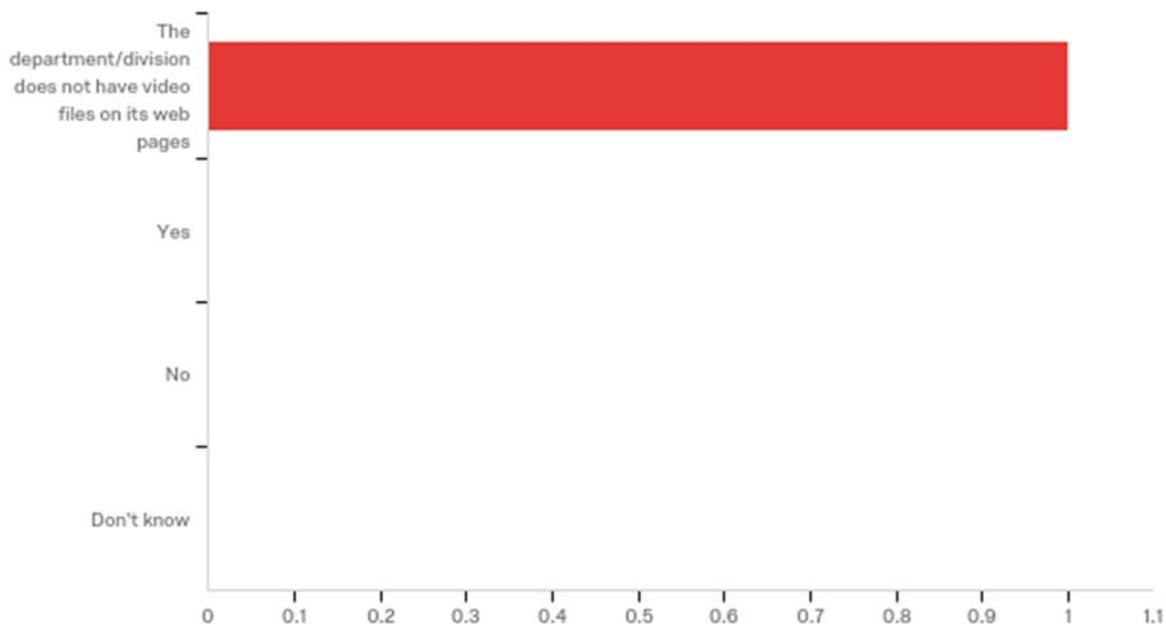
#	Answer	%	Count
1	Yes	0.00%	0
2	No	0.00%	0
3	Don't know	100.00%	1
	Total	100%	1

Question - If a web page has data charts or tables, is HTML used to associate all data cells with column and row identifiers?



#	Answer	%	Count
1	Yes	0.00%	0
2	No	0.00%	0
3	Don't know	100.00%	1
	Total	100%	1

Question - Do all video files available on the department's/division's web pages have audio descriptions of what is being displayed in order to provide access to visually conveyed information for people who are blind or have low vision?

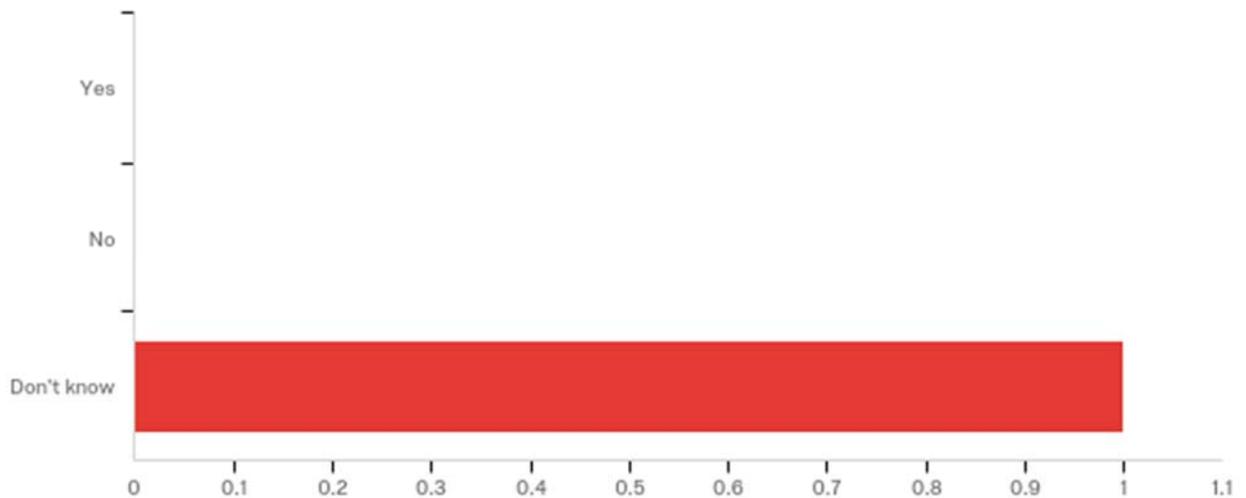


#	Answer	%	Count
1	The department/division does not have video files on its web pages	100.00%	1
2	Yes	0.00%	0
3	No	0.00%	0
4	Don't know	0.00%	0
	Total	100%	1

Question - Do all video files on the web pages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

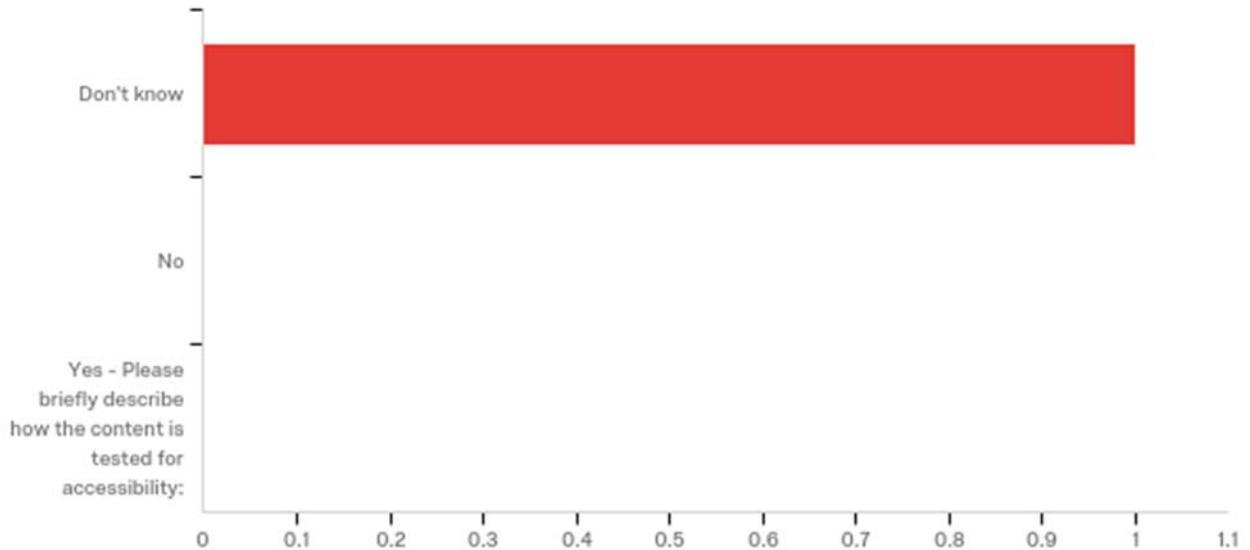
No responses.

Question - Does the top of each page with navigation links have a "skip navigation" link? This is a feature which directs screen readers to bypass the row of navigation links and start at the web page content, thus enabling people who use screen readers to avoid having to listen to all the links each time they move to a new page.



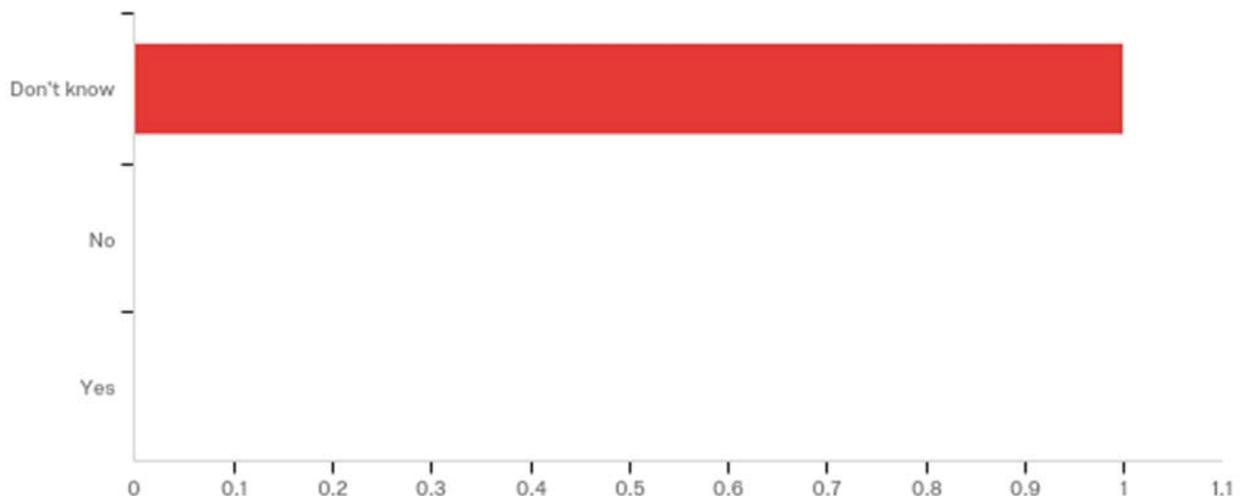
#	Answer	%	Count
1	Yes	0.00%	0
2	No	0.00%	0
3	Don't know	100.00%	1
	Total	100%	1

Question - Is the web page content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use text to speech browsers?



#	Answer	%	Count
1	Don't know	100.00%	1
2	No	0.00%	0
3	Yes - Please briefly describe how the content is tested for accessibility:	0.00%	0
	Total	100%	1

Question - Is there a formal policy established to ensure the web pages will be accessible?

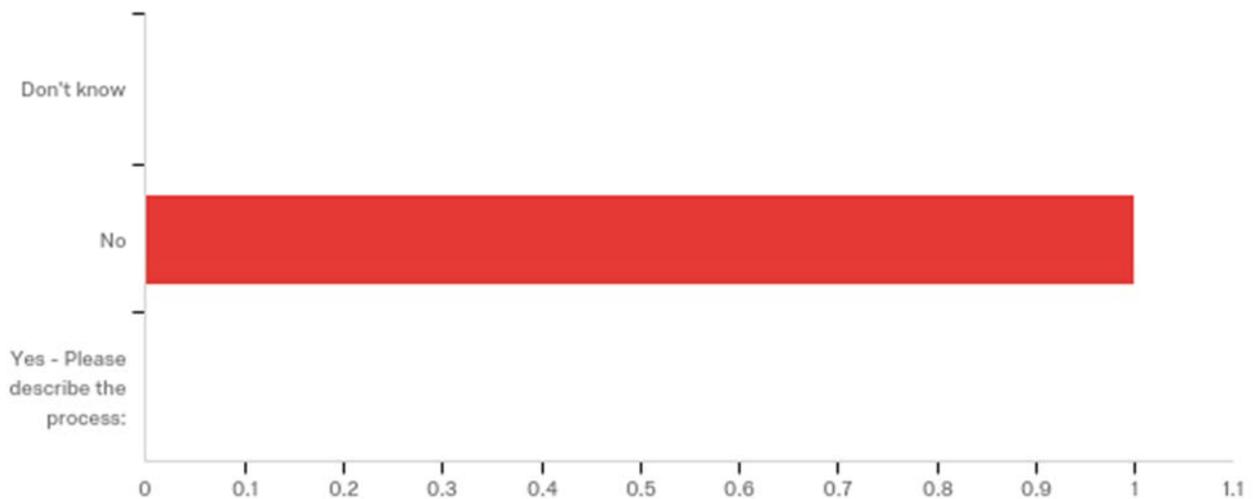


#	Answer	%	Count
1	Don't know	100.00%	1
2	No	0.00%	0
3	Yes	0.00%	0
	Total	100%	1

Question - Is the policy posted on the website where it can be easily located?

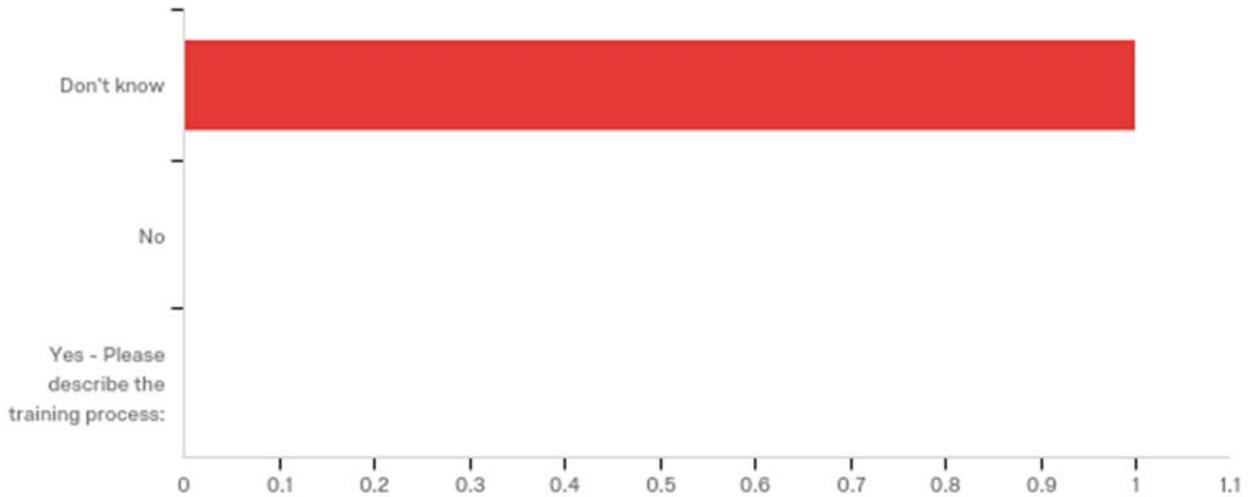
No responses.

Question - Is there a standard operating procedure in place to ensure that new and modified web pages and content are accessible?



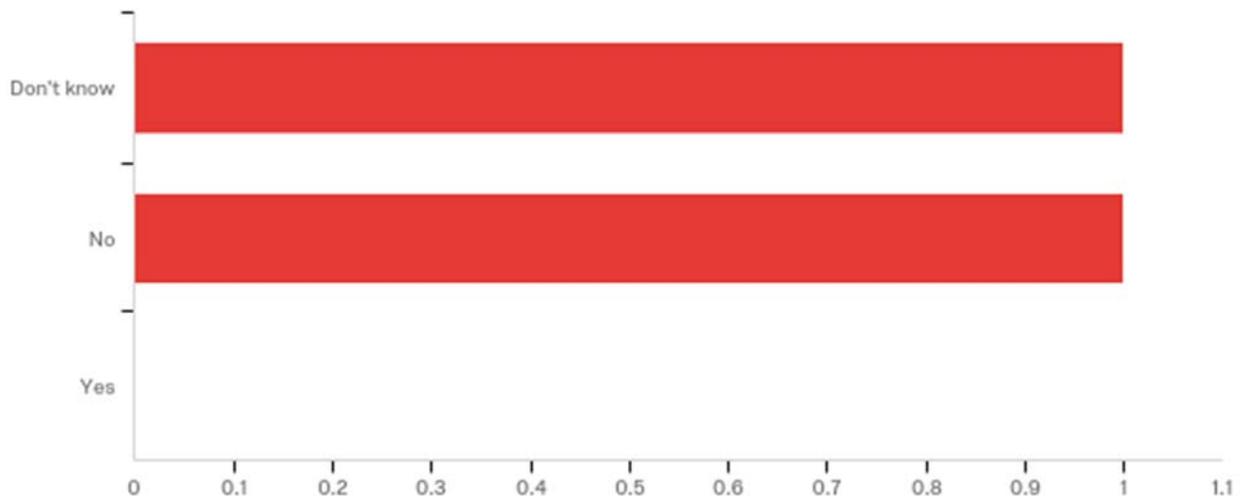
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	1
3	Yes - Please describe the process:	0.00%	0
	Total	100%	1

Question - Do in-house staff and /or contractors responsible for web page content development receive training on the guidelines for website accessibility?



#	Answer	%	Count
1	Don't know	100.00%	1
2	No	0.00%	0
3	Yes - Please describe the training process:	0.00%	0
	Total	100%	1

Question - Does the department/division main public access number have an automated phone menu service (i.e. press 1 for..., press 2 for...)?

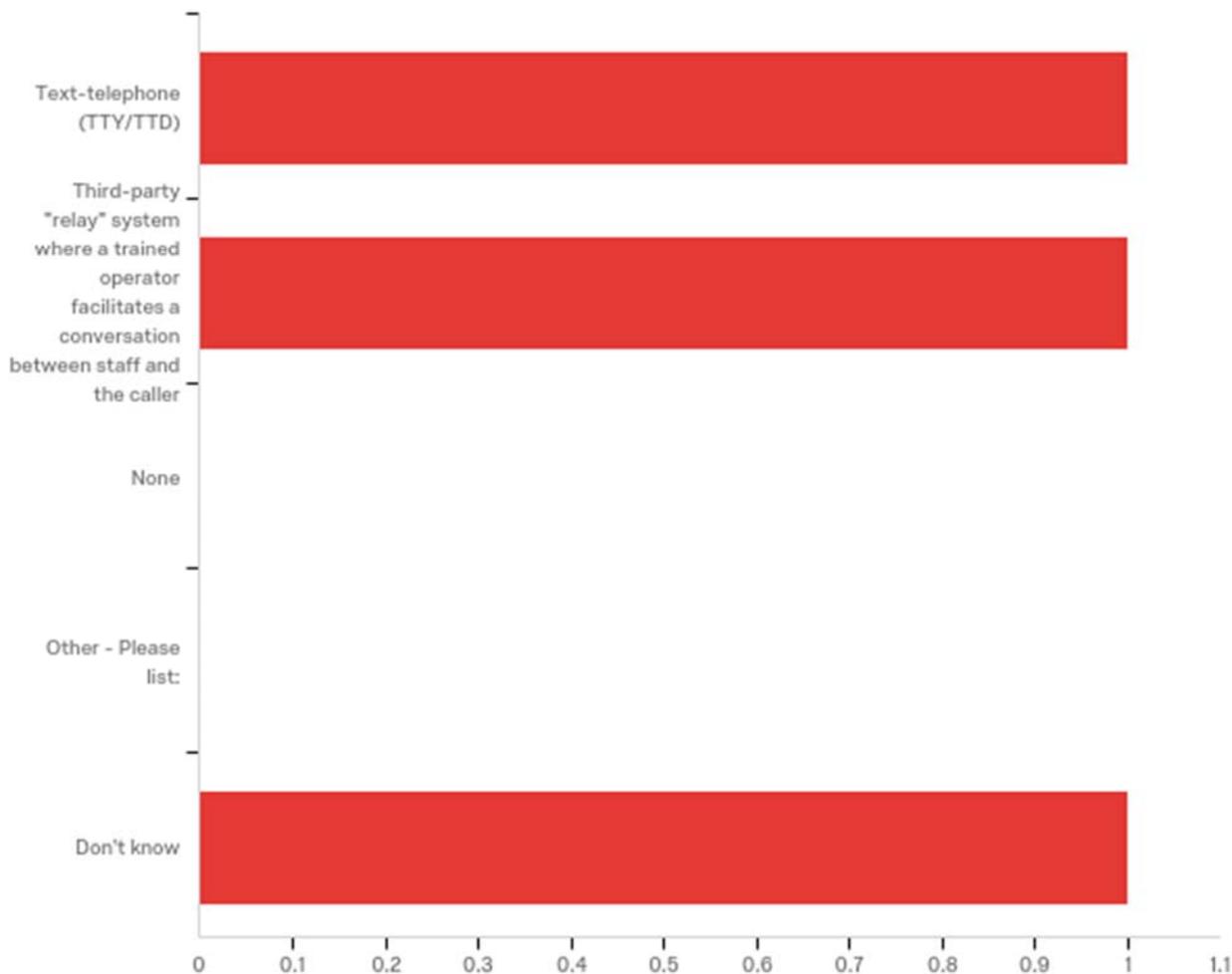


#	Answer	%	Count
1	Don't know	50.00%	1
2	No	50.00%	1
3	Yes	0.00%	0
	Total	100%	2

Question - Does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

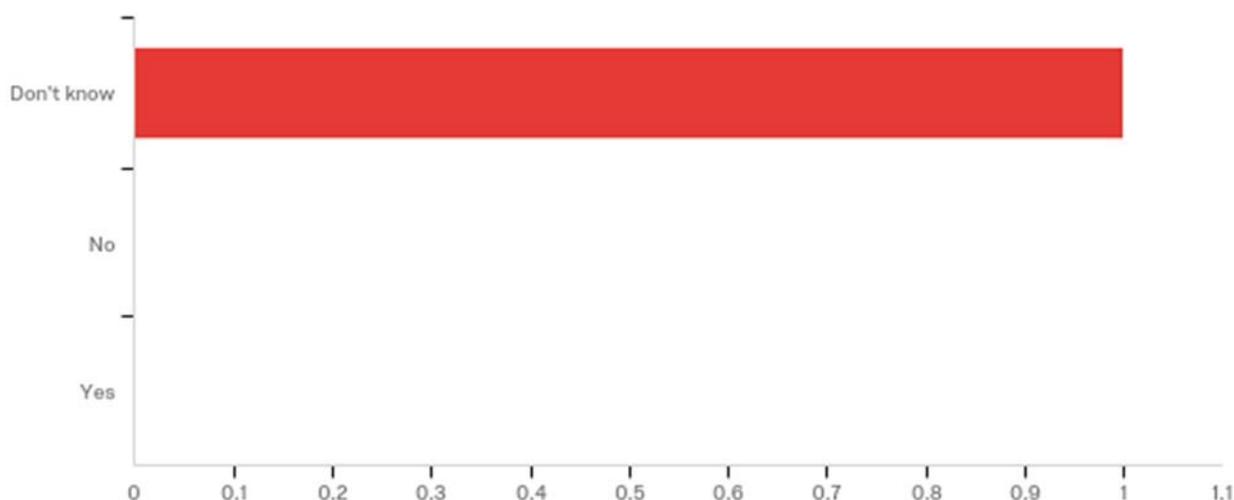
No responses.

Question - What tools does the department/division use to communicate by phone with people with speech or hearing difficulties?



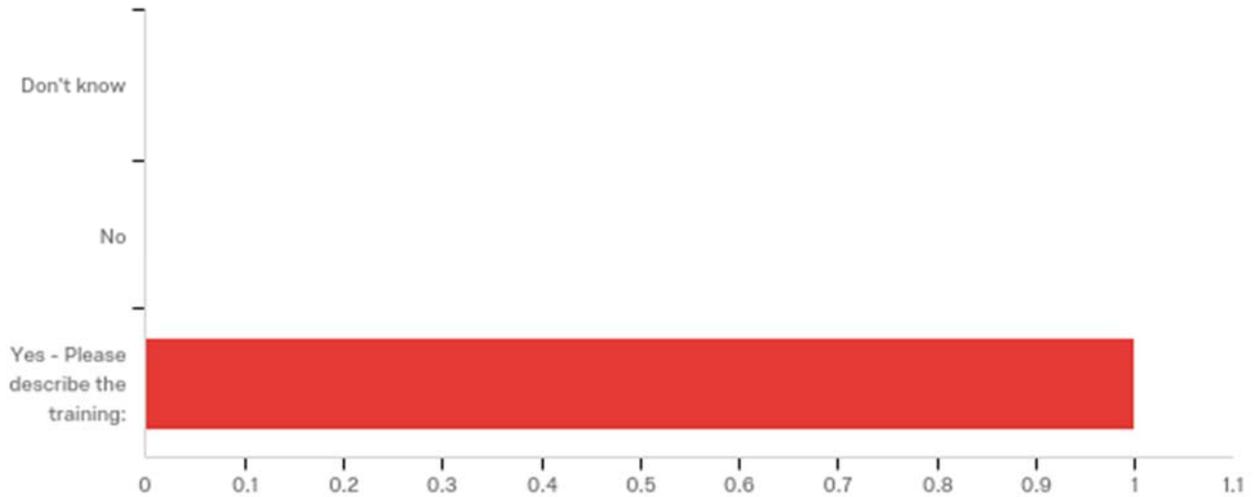
#	Answer	%	Count
1	Text-telephone (TTY/TTD)	33.33%	1
2	Third-party "relay" system where a trained operator facilitates a conversation between staff and the caller	33.33%	1
3	None	0.00%	0
4	Other - Please list:	0.00%	0
5	Don't know	33.33%	1
	Total	100%	3

Question - Does the department/division publish the Town's (text telephone) relay service in all materials where a phone number is listed?



#	Answer	%	Count
1	Don't know	100.00%	1
2	No	0.00%	0
3	Yes	0.00%	0
	Total	100%	1

Question - If a third-party "Relay" system is used, does department/division staff receive training on how to place a Relay call to a customer, as well as receive one?



#	Answer	%	Count
1	Don't know	0.00%	0
2	No	0.00%	0
3	Yes - Please describe the training:	100.00%	1
	Total	100%	1

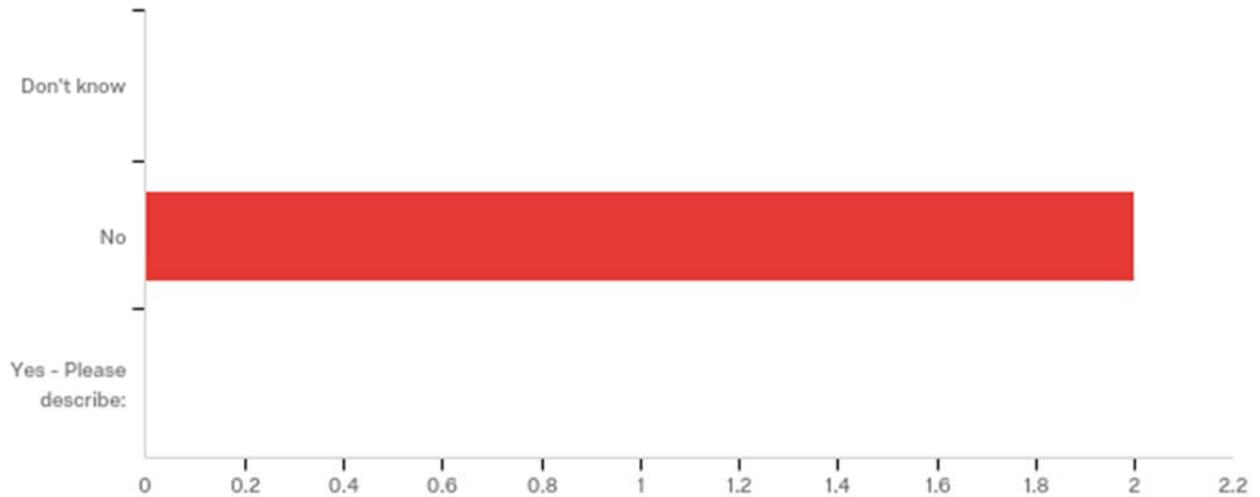
Question - Does the department/division allow members of the public to use electronic equipment such as copy machines, kiosks, or computers?

#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please describe the equipment which the public is allowed to use:	0.00%	0
	Total	100%	2

Question - Does the department/division ensure that the electronic equipment is accessible to and usable by persons with disabilities? For example, is a public computer provided on a lowered counter or in an accessible workstation?

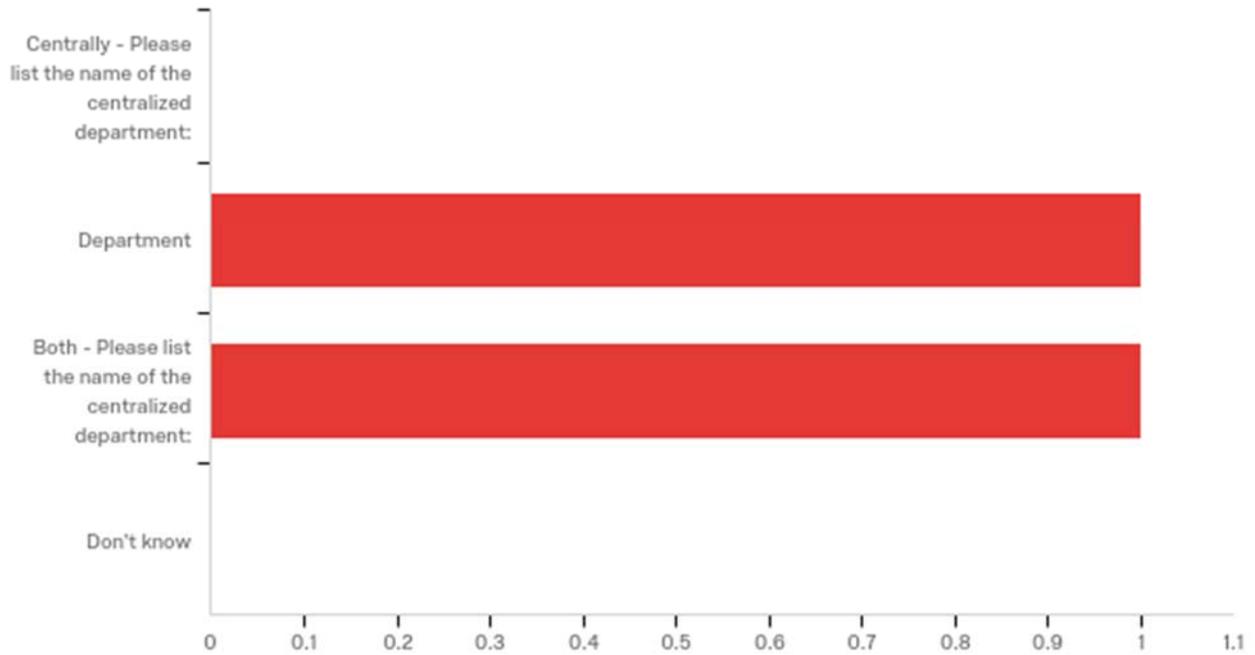
No responses.

Question - Are auxiliary aids (such as a movable light source, adjustable worktable levels, paper and pen, magnifying glass, etc.) provided to assist persons with disabilities?



#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please describe:	0.00%	0
	Total	100%	2

Question - Is purchasing of equipment and software managed centrally, departmentally, or both?

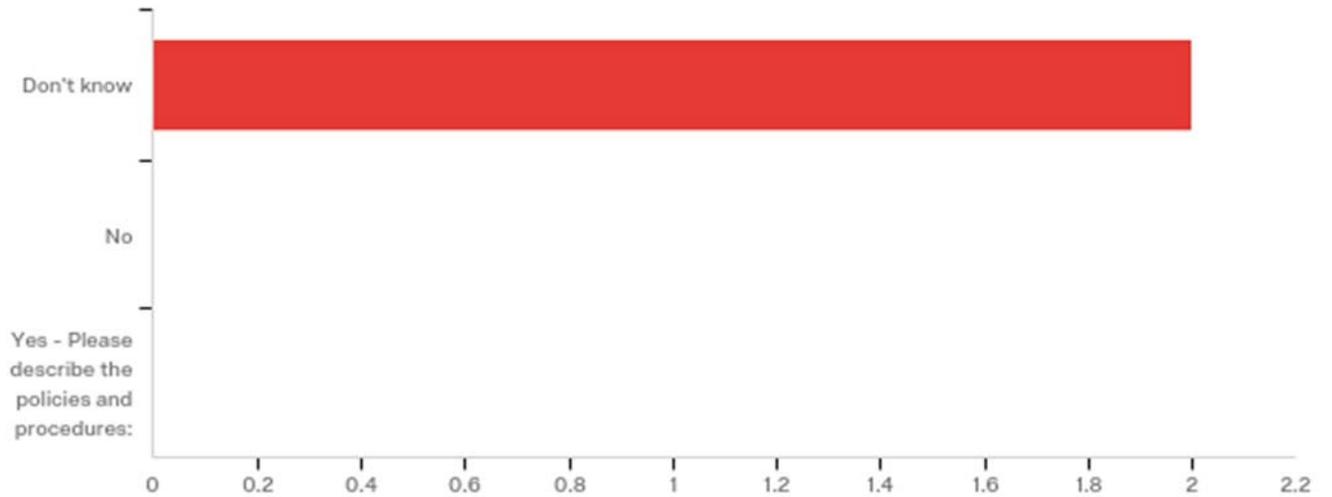


#	Answer	%	Count
1	Centrally - Please list the name of the centralized department:	0.00%	0
2	Department	50.00%	1
3	Both - Please list the name of the centralized department:	50.00%	1
4	Don't know	0.00%	0
	Total	100%	2

Both - Please list the name of the centralized department:

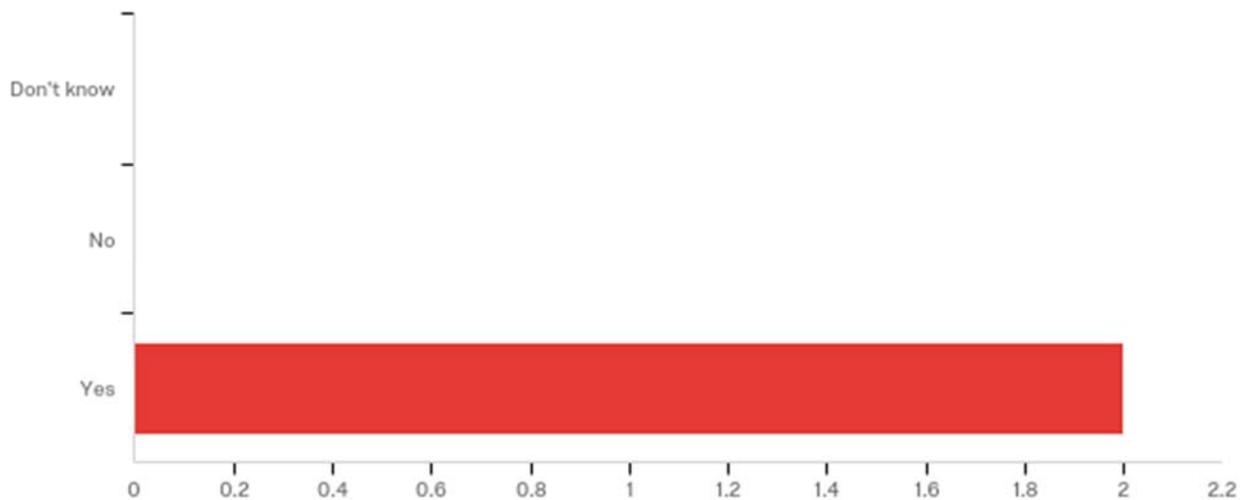
Administration

Question - Are policies and procedures in place to assure the purchase of accessible products where required?



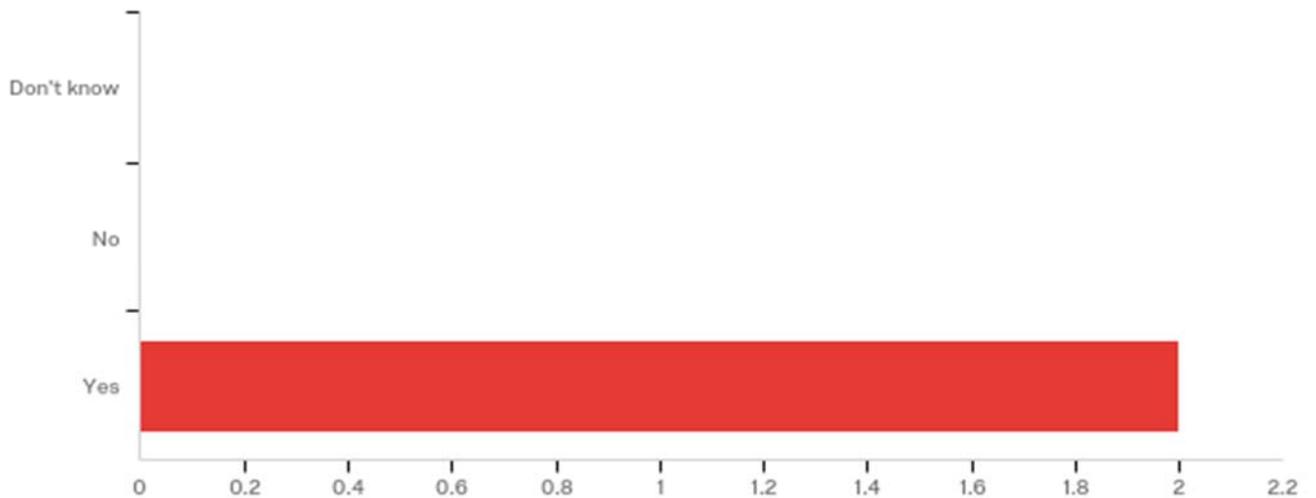
#	Answer	%	Count
1	Don't know	100.00%	2
2	No	0.00%	0
3	Yes - Please describe the policies and procedures:	0.00%	0
	Total	100%	2

Question - Does the department/division hold public meetings, events, hearings or conferences?



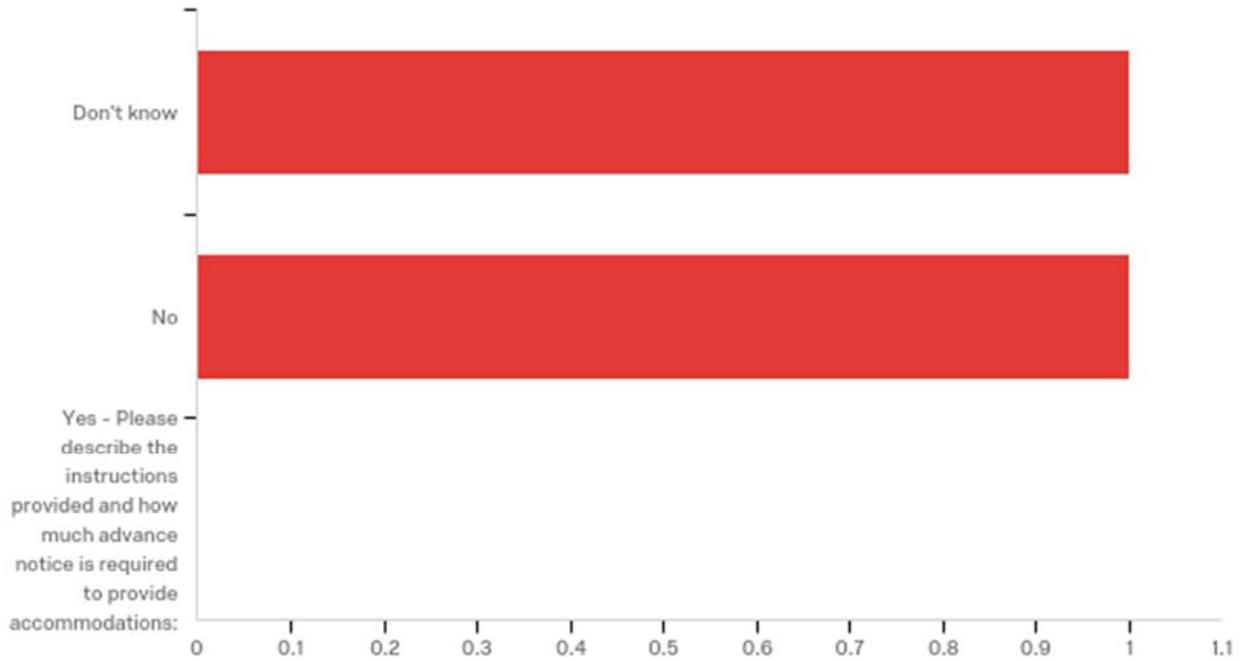
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	0.00%	0
3	Yes	100.00%	2
	Total	100%	2

Question - Does the department/division require that public meetings, hearing, and conferences be held in accessible locations?



#	Answer	%	Count
1	Don't know	0.00%	0
2	No	0.00%	0
3	Yes	100.00%	2
	Total	100%	2

Question - Do all printed or electronic materials about department/division sponsored/hosted public events, public meetings, public hearings, or public appearances by and with Town officials include instructions about how to request accommodations?

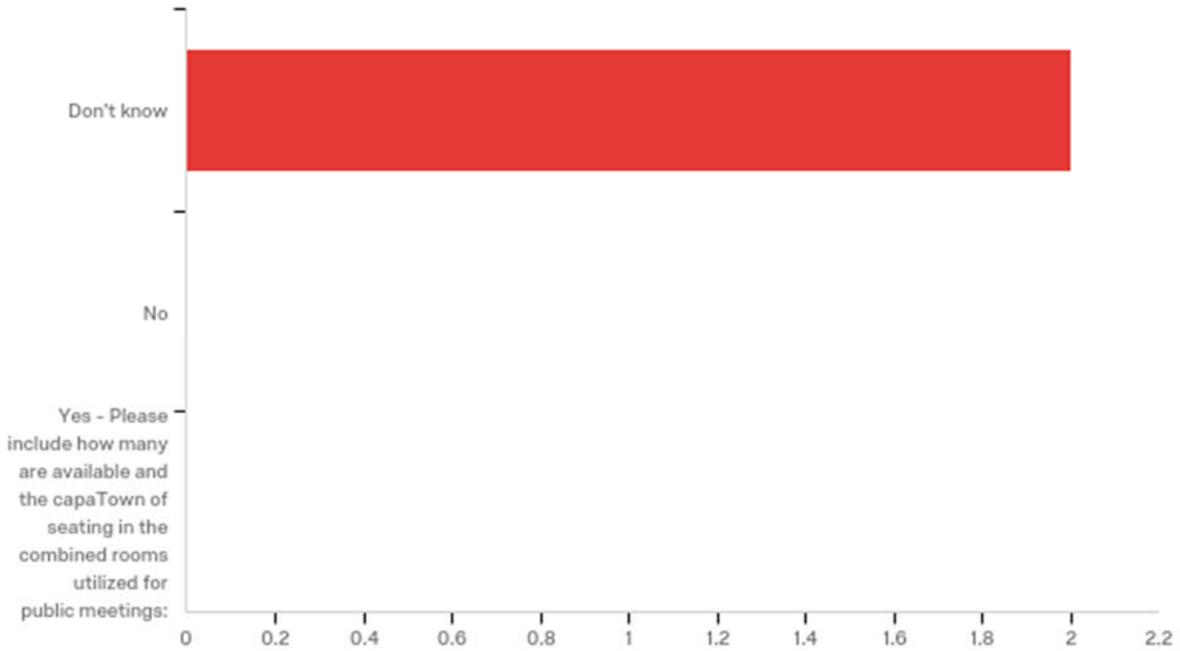


#	Answer	%	Count
1	Don't know	50.00%	1
2	No	50.00%	1
3	Yes - Please describe the instructions provided and how much advance notice is required to provide accommodations:	0.00%	0
	Total	100%	2

Question - What types of accommodations can the department/division provide to the public when requested?

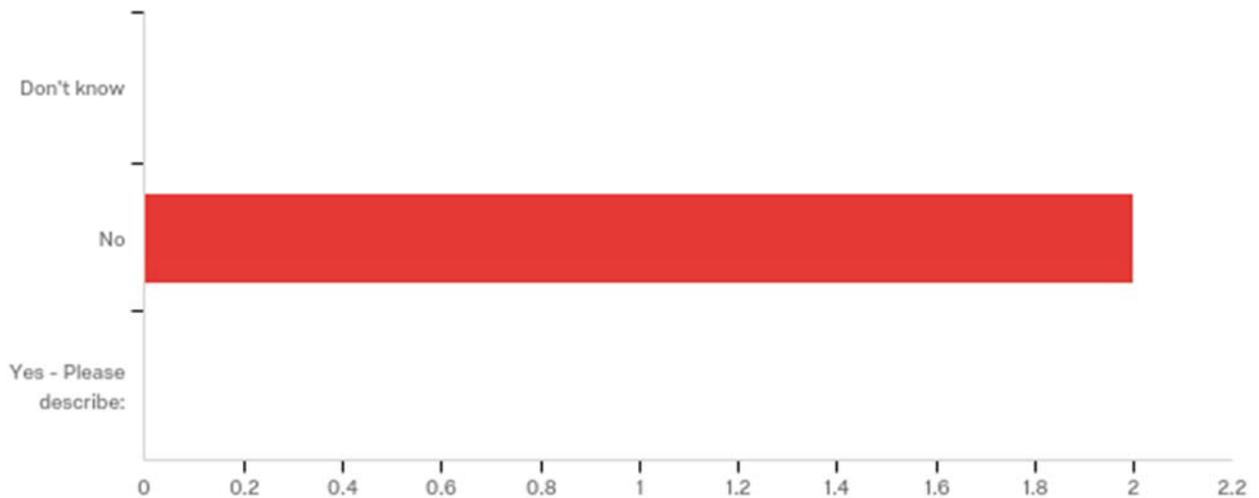
No responses.

Question - Are Assistive listening devices or systems available for public meetings?



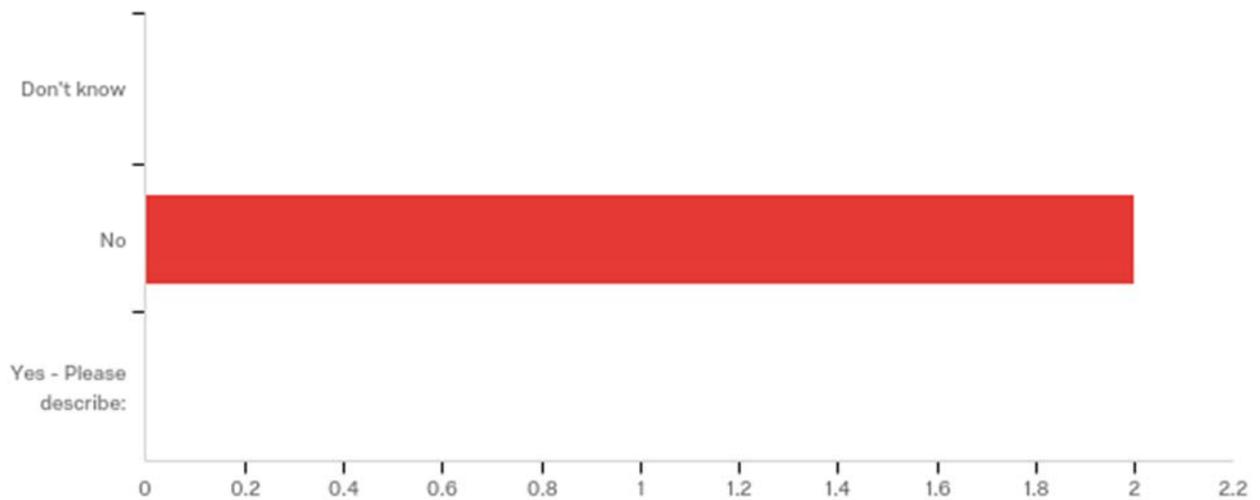
#	Answer	%	Count
1	Don't know	100.00%	2
2	No	0.00%	0
3	Yes - Please include how many are available and the capacity of seating in the combined rooms utilized for public meetings:	0.00%	0
	Total	100%	2

Question - Does the department/division charge an additional fee for providing accommodations for people with disabilities?



#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please describe:	0.00%	0
	Total	100%	2

Question - Does the department/division provide transportation to volunteers, visitors, or program participants?

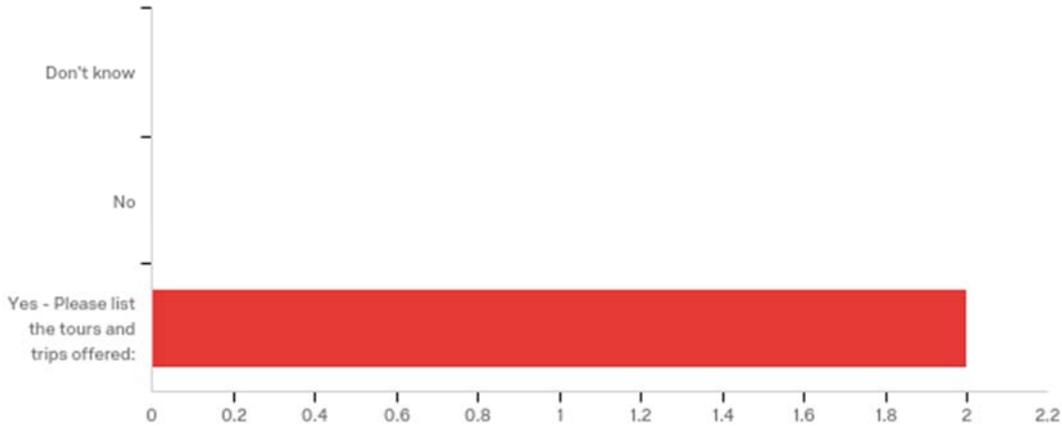


#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please describe:	0.00%	0
	Total	100%	2

Question - Does the department/division have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

No responses.

Question - Does the department/division provide facility tours or organize trips for members of the public?

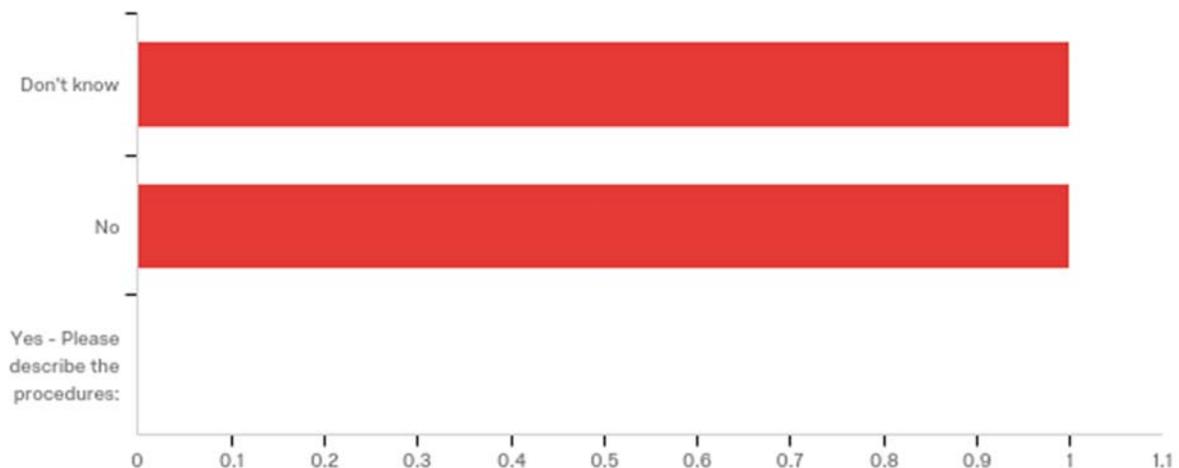


#	Answer	%	Count
1	Don't know	0.00%	0
2	No	0.00%	0
3	Yes - Please list the tours and trips offered:	100.00%	2
	Total	100%	2

Yes - Please list the tours and trips offered:

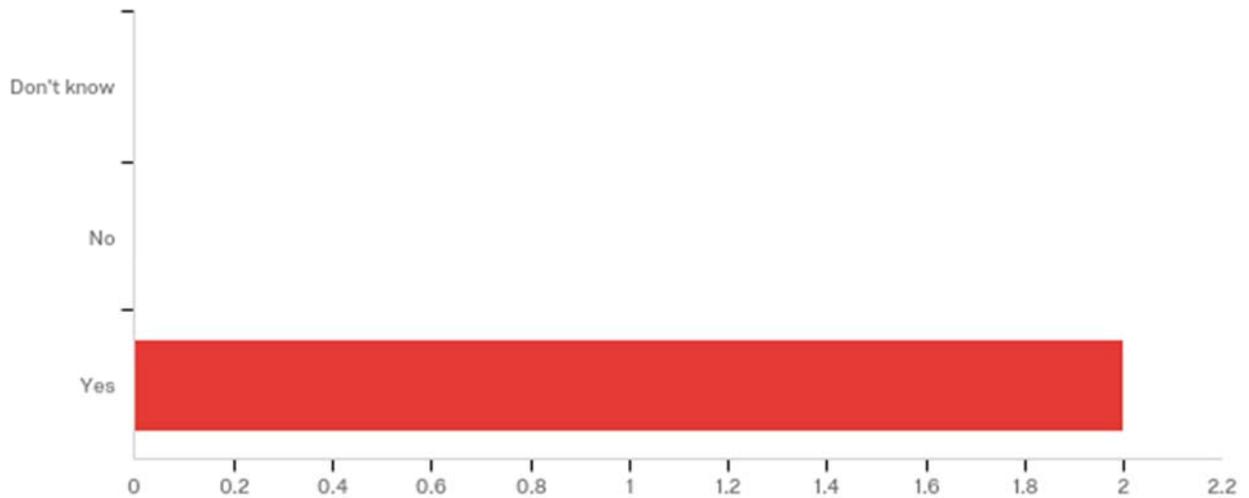
Conservation Area educational walks

Question - Does the department/division have procedures to make the tours or trips accessible to person who have visual, hearing, mobility and learning disabilities?



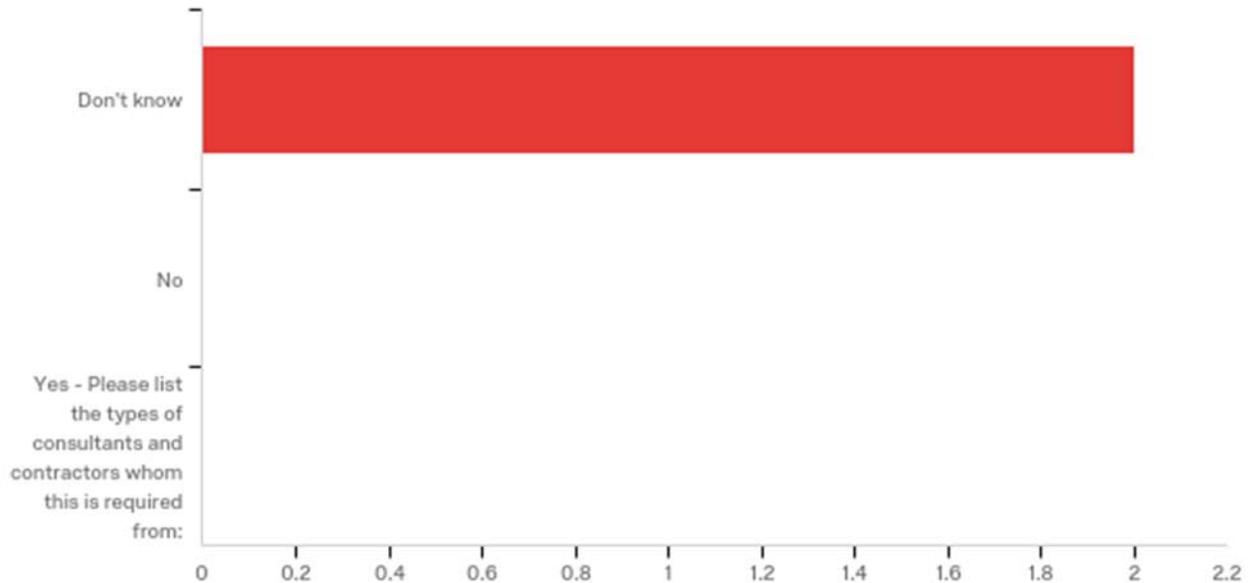
#	Answer	%	Count
1	Don't know	50.00%	1
2	No	50.00%	1
3	Yes - Please describe the procedures:	0.00%	0
	Total	100%	2

Question - Does the department/division hire consultants or contractors?



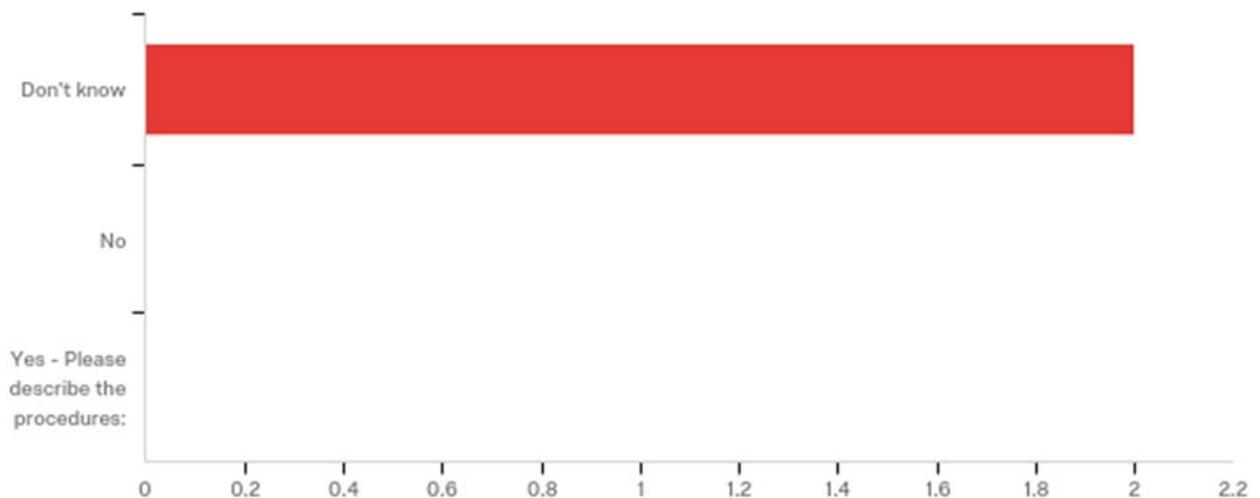
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	0.00%	0
3	Yes	100.00%	2
	Total	100%	2

Question - Are consultants, contractors, or vendors who bid on capital projects or other contractual work requested to sign a statement of their intent to comply with the ADA and all applicable accessibility standards?



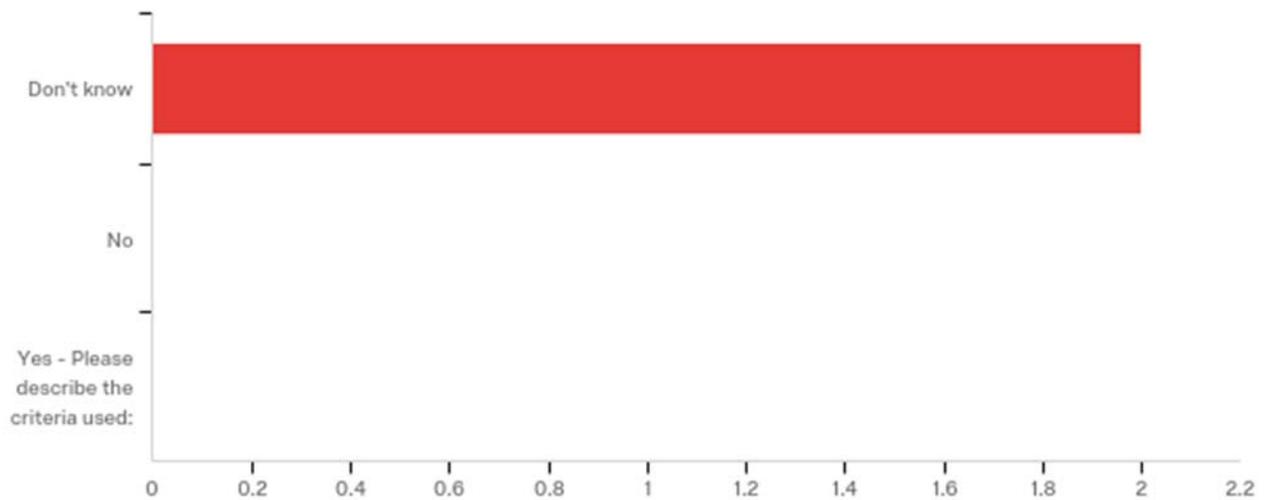
#	Answer	%	Count
1	Don't know	100.00%	2
2	No	0.00%	0
3	Yes - Please list the types of consultants and contractors whom this is required from:	0.00%	0
	Total	100%	2

Question - Does department/division staff monitor consultants, contractors, or vendors to ensure equal participation of persons with disabilities?



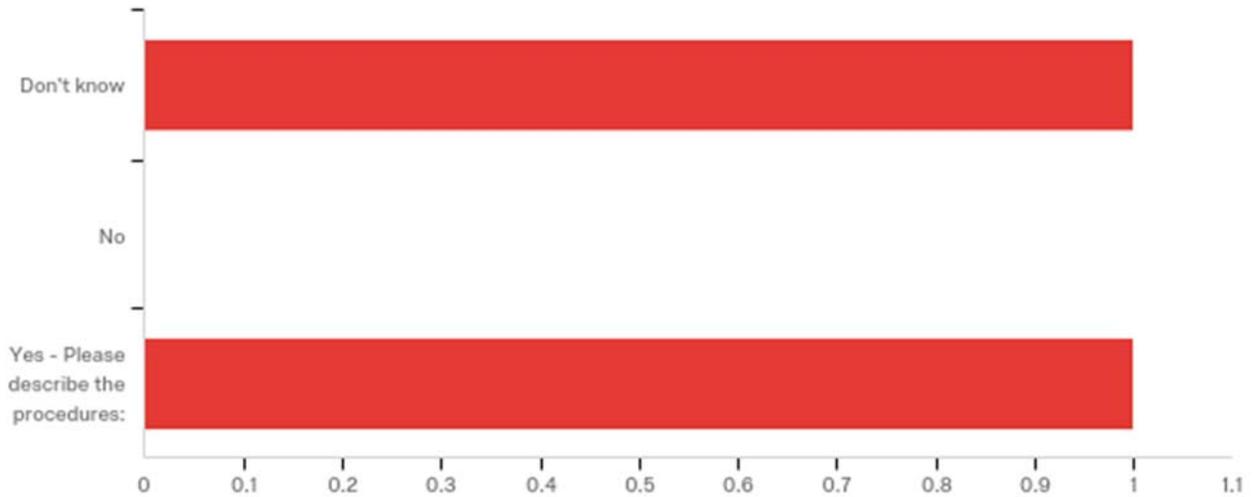
#	Answer	%	Count
1	Don't know	100.00%	2
2	No	0.00%	0
3	Yes - Please describe the procedures:	0.00%	0
	Total	100%	2

Question - When selecting contractors or vendors, does the department/division use criteria that does not discriminate based on ability?



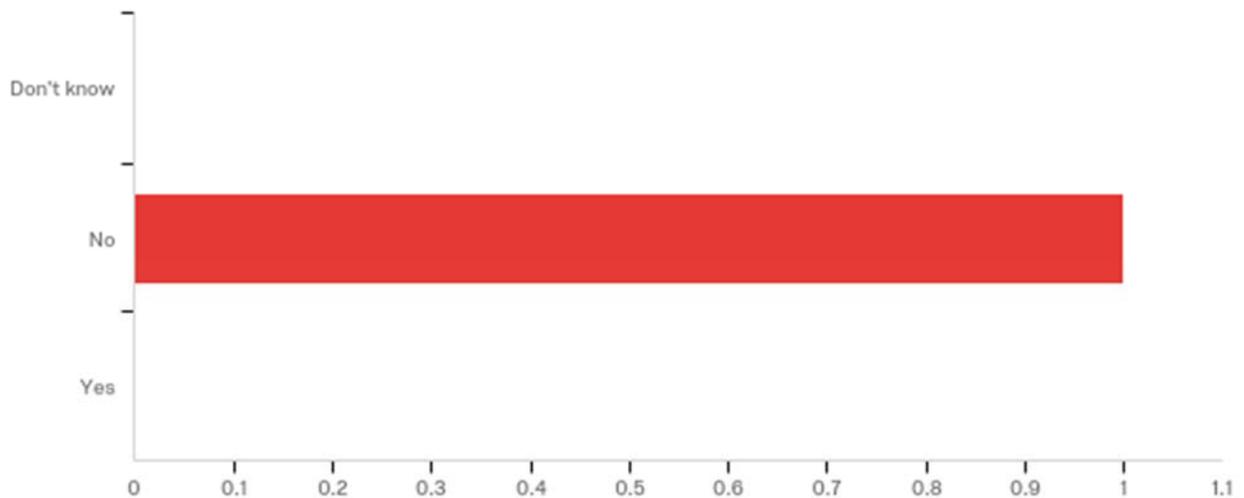
#	Answer	%	Count
1	Don't know	100.00%	2
2	No	0.00%	0
3	Yes - Please describe the criteria used:	0.00%	0
	Total	100%	2

Question - Do department/division staff have an evacuation plan or procedures in place that describes how to evacuate people with disabilities from a facility during an emergency?



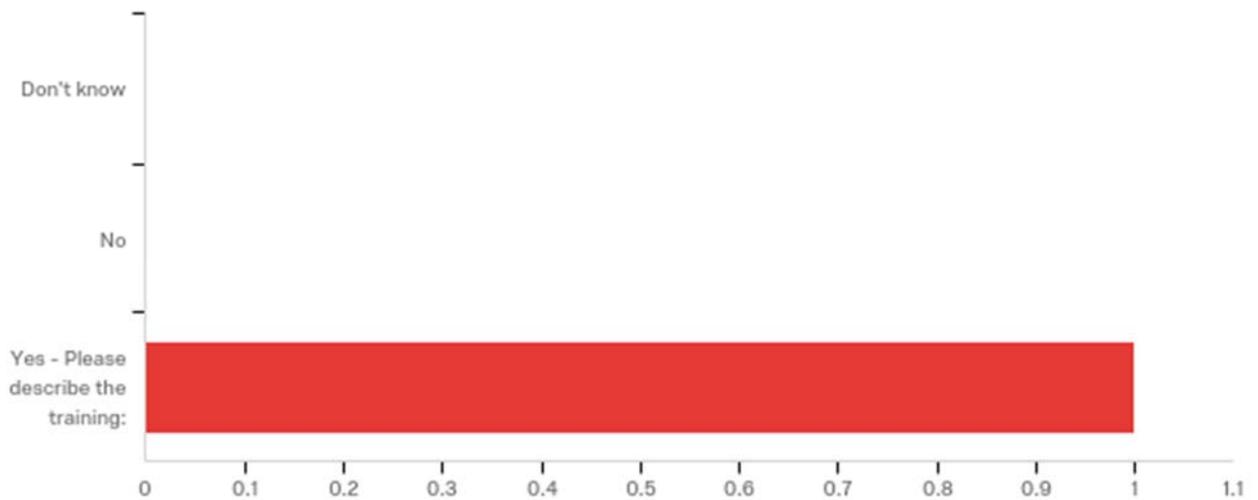
#	Answer	%	Count
1	Don't know	50.00%	1
2	No	0.00%	0
3	Yes - Please describe the procedures:	50.00%	1
	Total	100%	2

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



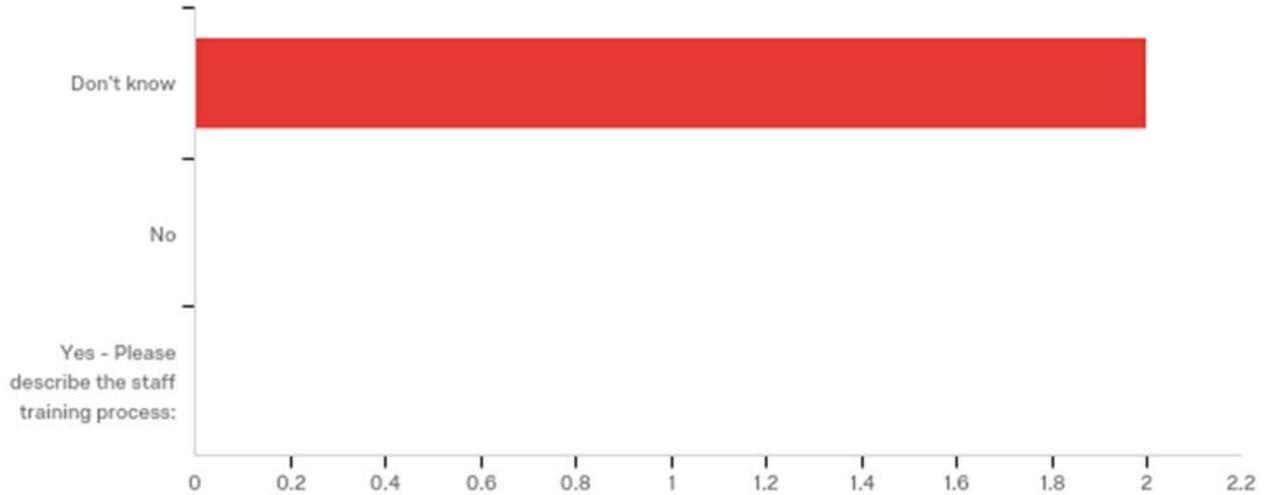
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	1
3	Yes	0.00%	0
	Total	100%	1

Question - Is there staff at each department/division facility trained to carry out the instructions of the evacuation plan or procedures?



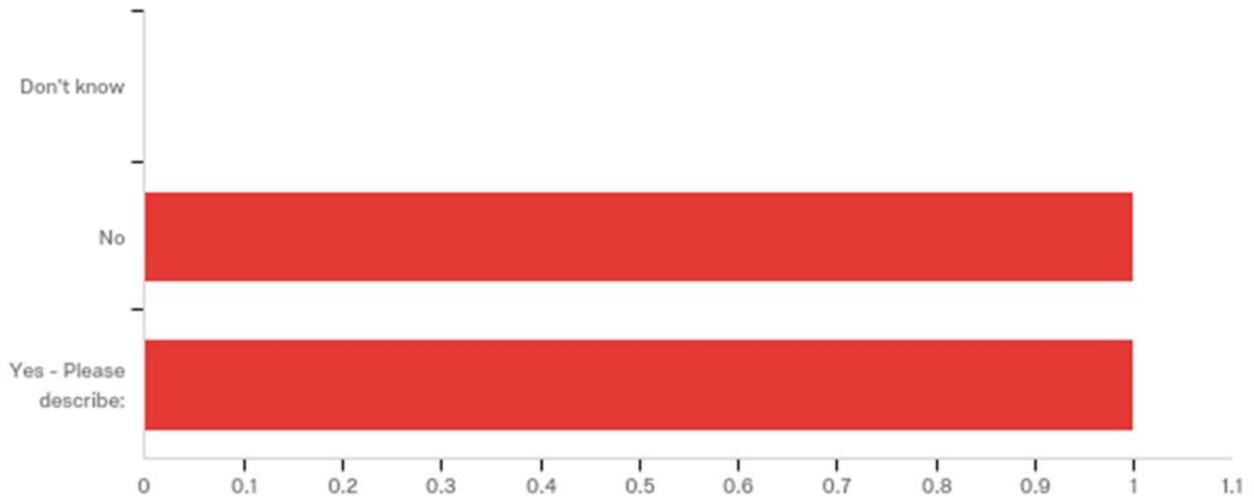
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	0.00%	0
3	Yes - Please describe the training:	100.00%	1
	Total	100%	1

Question - Is there staff available whom have had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?



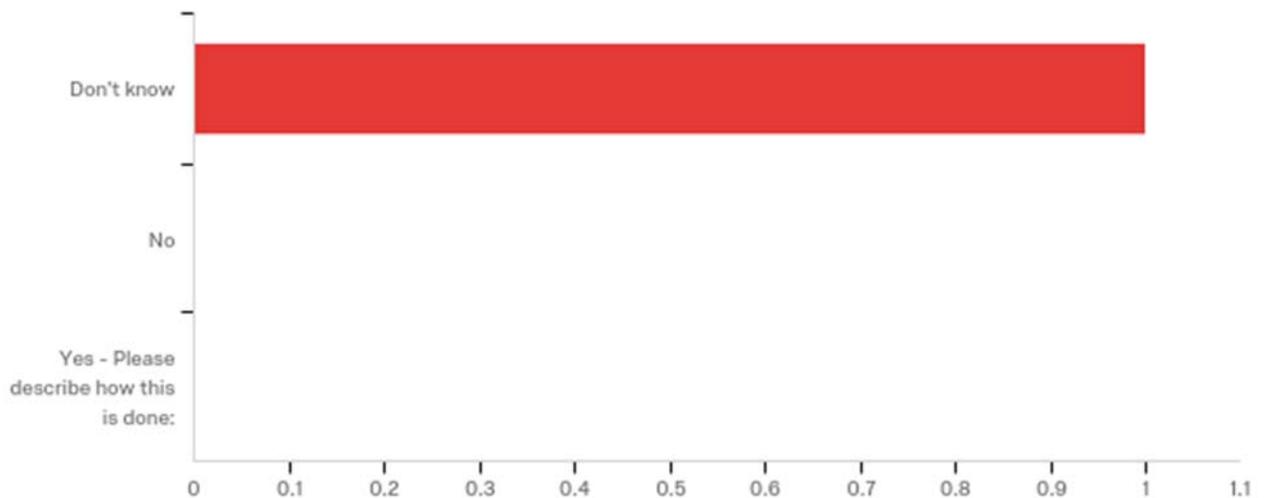
#	Answer	%	Count
1	Don't know	100.00%	2
2	No	0.00%	0
3	Yes - Please describe the staff training process:	0.00%	0
	Total	100%	2

Question - Does the department/division host any private or public special events on public property?



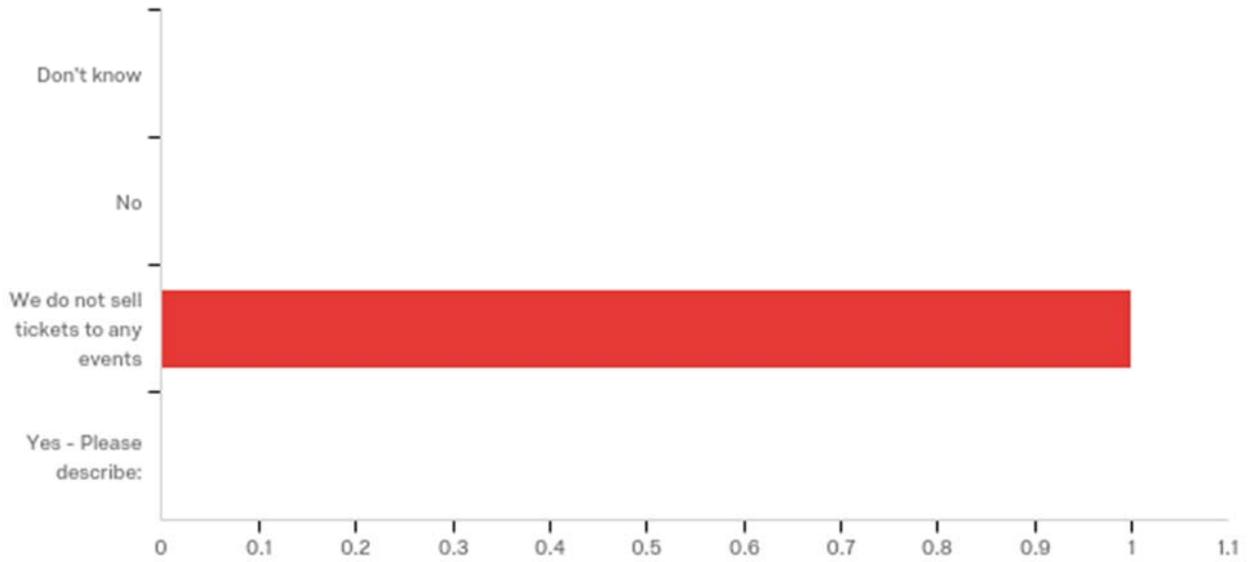
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	50.00%	1
3	Yes - Please describe:	50.00%	1
	Total	100%	2

Question - Do department/division staff notify both private entities and staff of their obligations to facilitate participation of persons with disabilities in special events or private events held on public property?



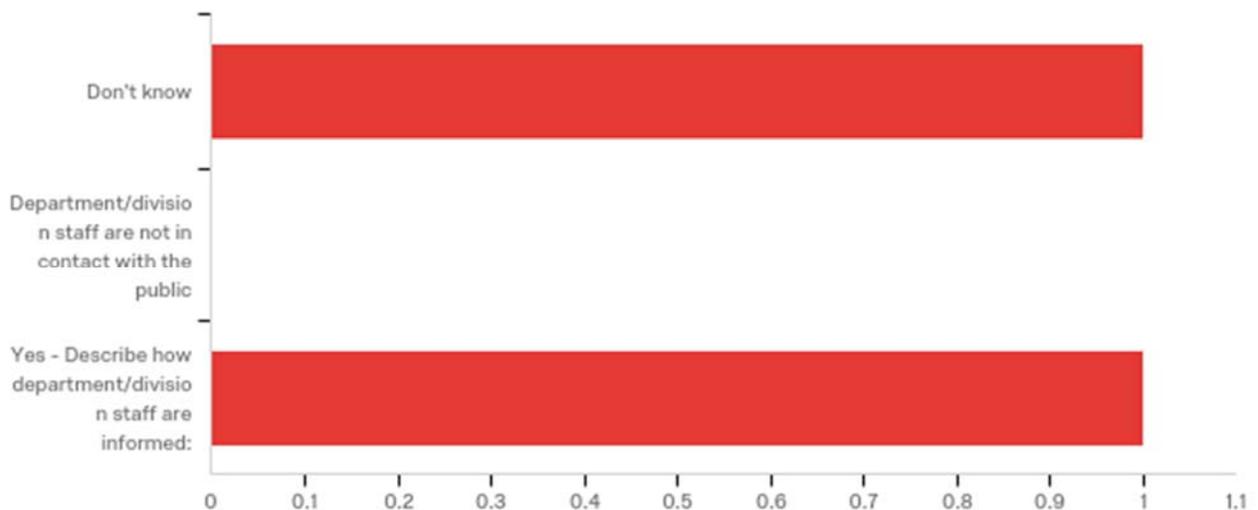
#	Answer	%	Count
1	Don't know	100.00%	1
2	No	0.00%	0
3	Yes - Please describe how this is done:	0.00%	0
	Total	100%	1

Question - Are there policies and procedures in place for any events which you may sell tickets to with regards to accessible seating?



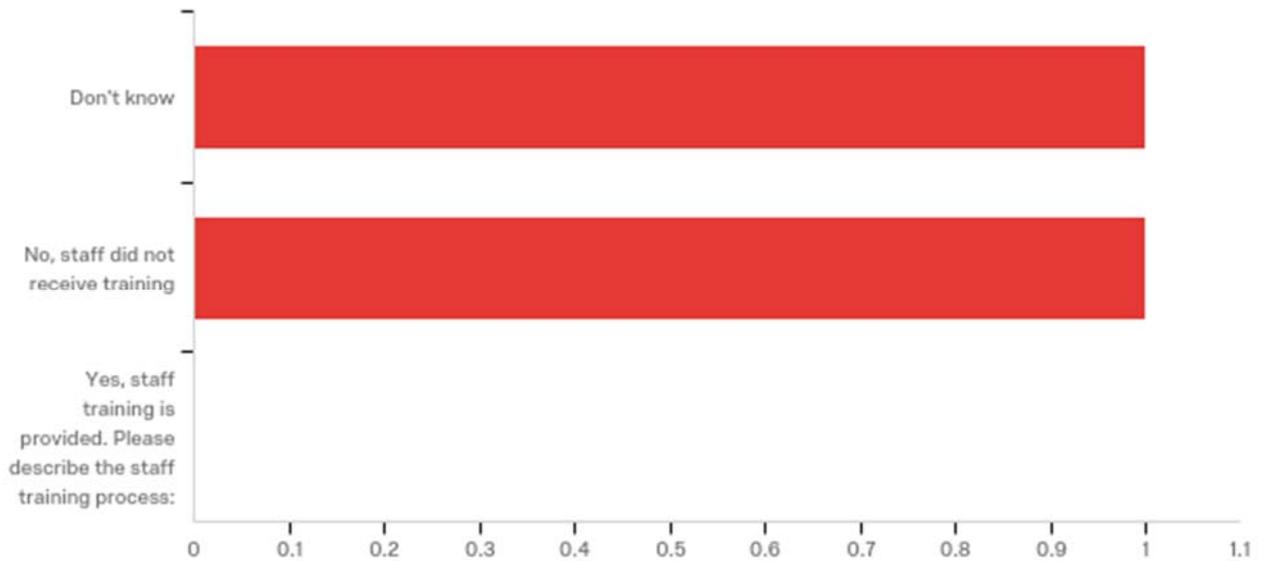
#	Answer	%	Count
1	Don't know	0.00%	0
2	No	0.00%	0
3	We do not sell tickets to any events	100.00%	1
4	Yes - Please describe:	0.00%	0
	Total	100%	1

Question - Are department/division staff whom have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?



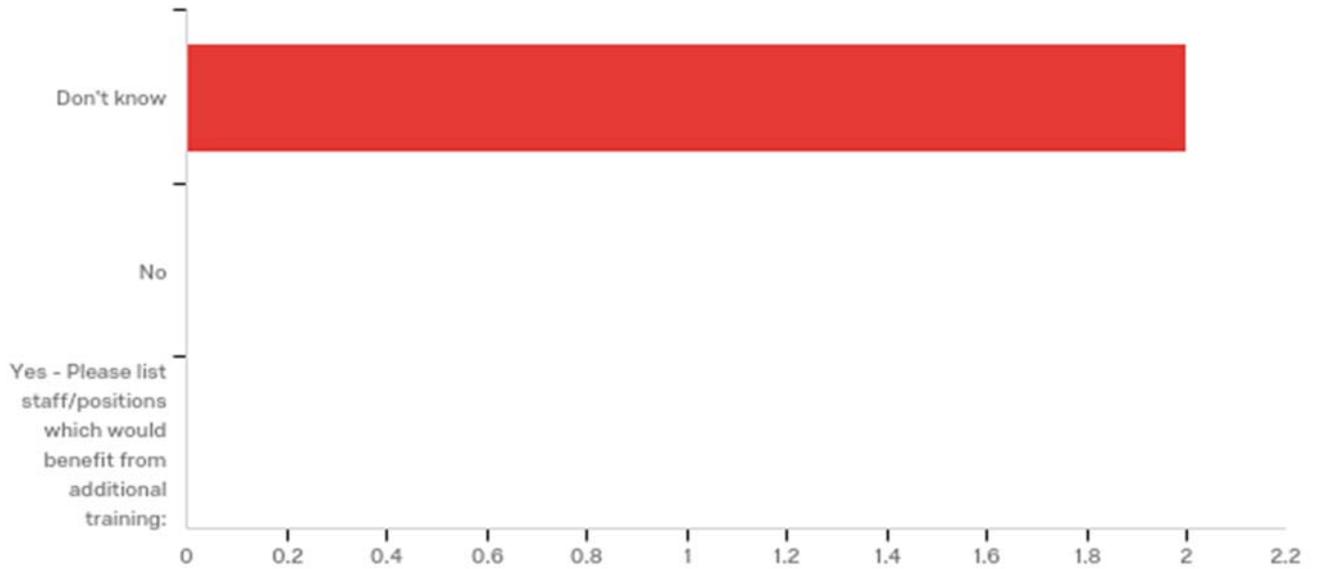
#	Answer	%	Count
1	Don't know	50.00%	1
2	Department/division staff are not in contact with the public	0.00%	0
3	Yes - Describe how department/division staff are informed:	50.00%	1
	Total	100%	2

Question - Do department/division staff having contact with the public receive training on interacting with people with disabilities?



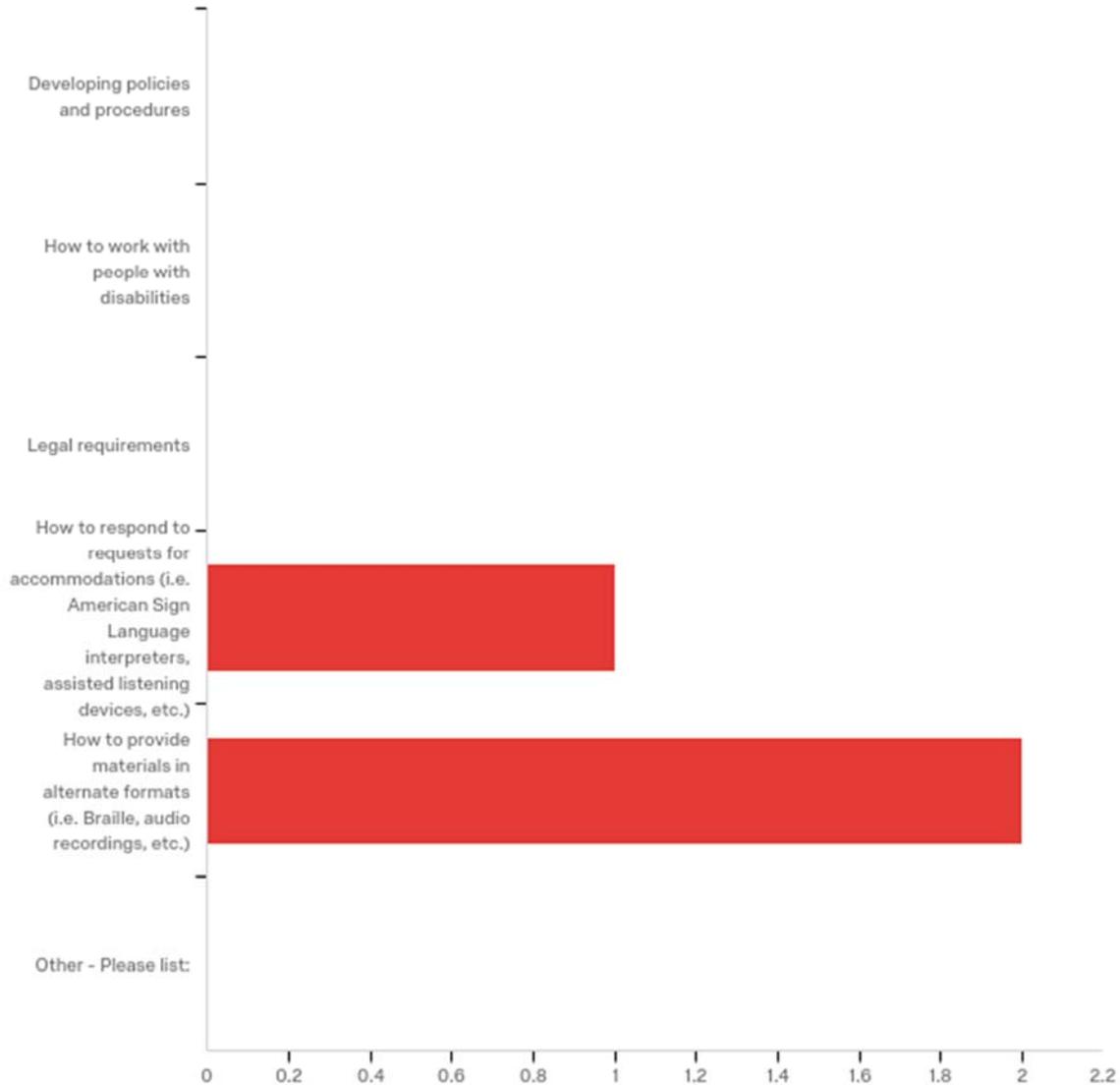
#	Answer	%	Count
1	Don't know	50.00%	1
2	No, staff did not receive training	50.00%	1
3	Yes, staff training is provided. Please describe the staff training process:	0.00%	0
	Total	100%	2

Question - Is there department/division staff whom would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?



#	Answer	%	Count
1	Don't know	100.00%	2
2	No	0.00%	0
3	Yes - Please list staff/positions which would benefit from additional training:	0.00%	0
	Total	100%	2

Question - Would other training or technical assistance services be helpful to department/division staff such as (check all that apply):



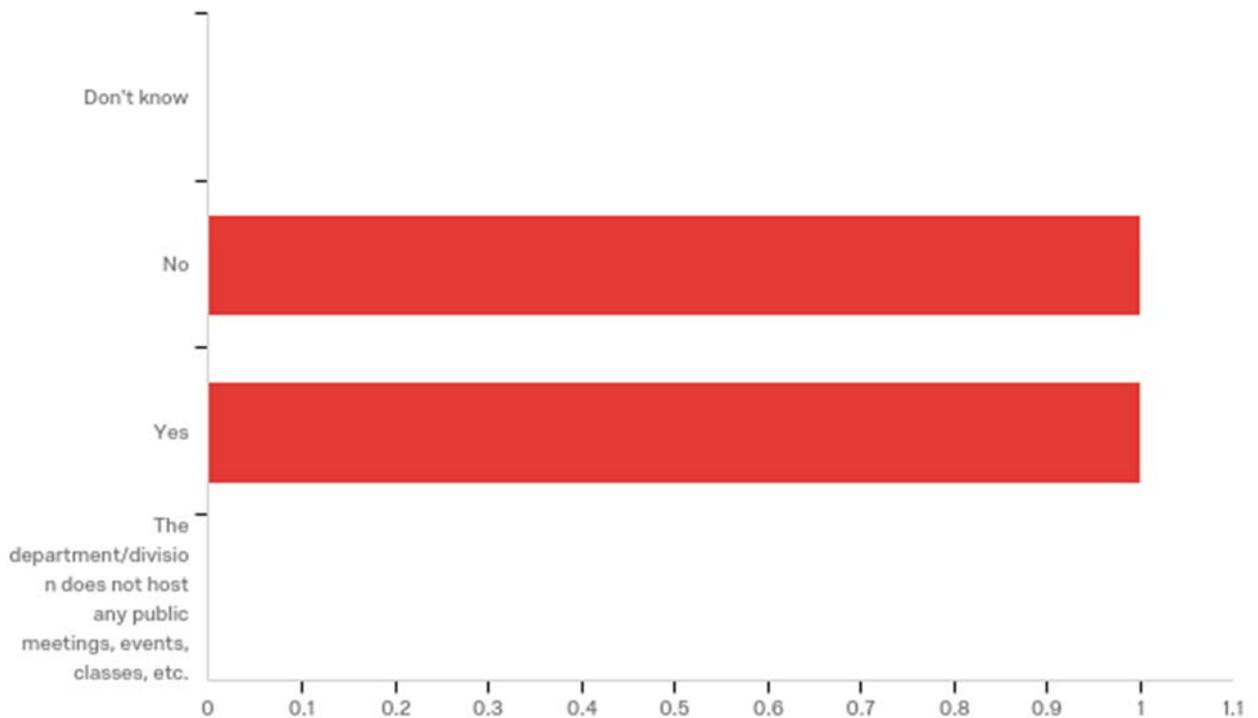
#	Answer	%	Count
1	Developing policies and procedures	0.00%	0
2	How to work with people with disabilities	0.00%	0
3	Legal requirements	0.00%	0
4	How to respond to requests for accommodations (i.e. American Sign Language interpreters, assisted listening devices, etc.)	33.33%	1
5	How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.)	66.67%	2
6	Other - Please list:	0.00%	0
	Total	100%	3

Question - List all facilities, or portions of facilities, used by your department/division. For each facility, designate the type of activities (i.e. employee work space, classroom/learning space, meetings & conferences, retail, customer interaction) for which it is used.

Police station

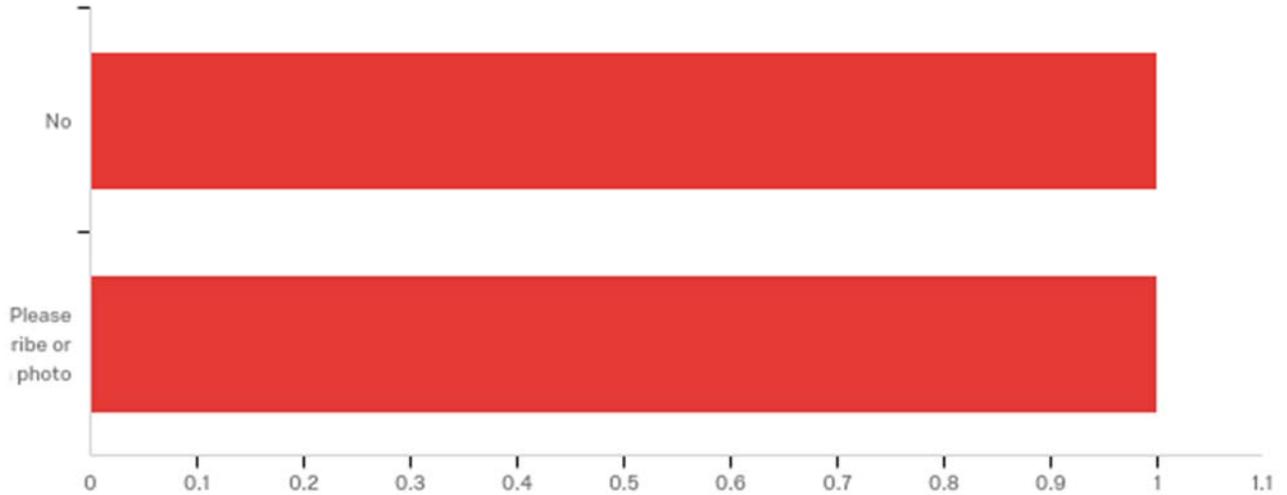
99 outdoor conservation areas.

Question - Do department/division facilities have provisions for accessible seating at public meetings, events, classes, etc. for persons with mobility difficulties?



#	Answer	%	Count
1	Don't know	0.00%	0
2	No	50.00%	1
3	Yes	50.00%	1
4	The department/division does not host any public meetings, events, classes, etc.	0.00%	0
	Total	100%	2

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

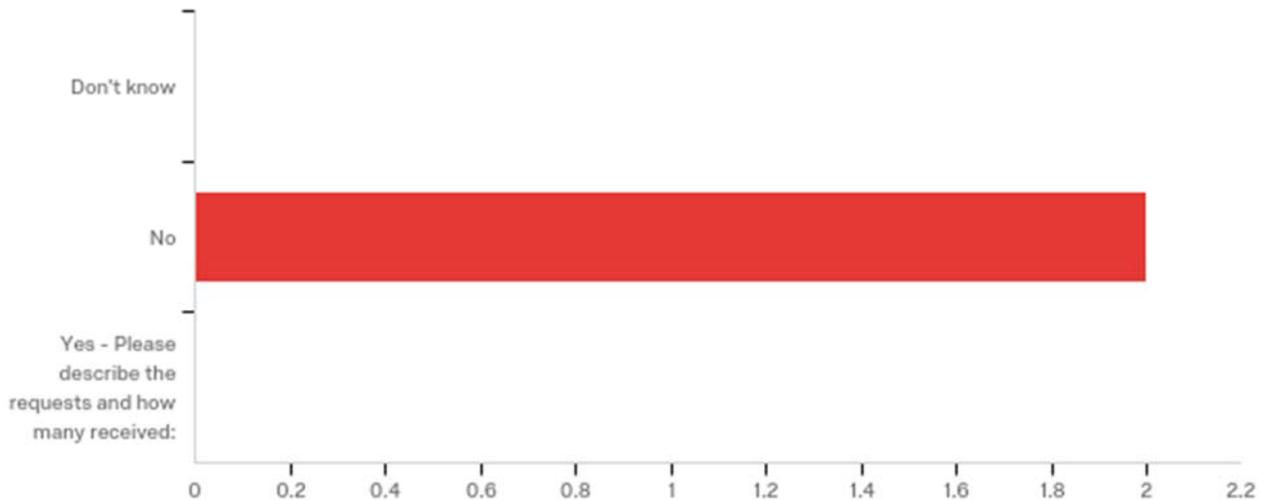


#	Answer	%	Count
1	No	50.00%	1
2	Yes - Please describe or upload a photo	50.00%	1
	Total	100%	2

Yes - Please describe or upload a photo

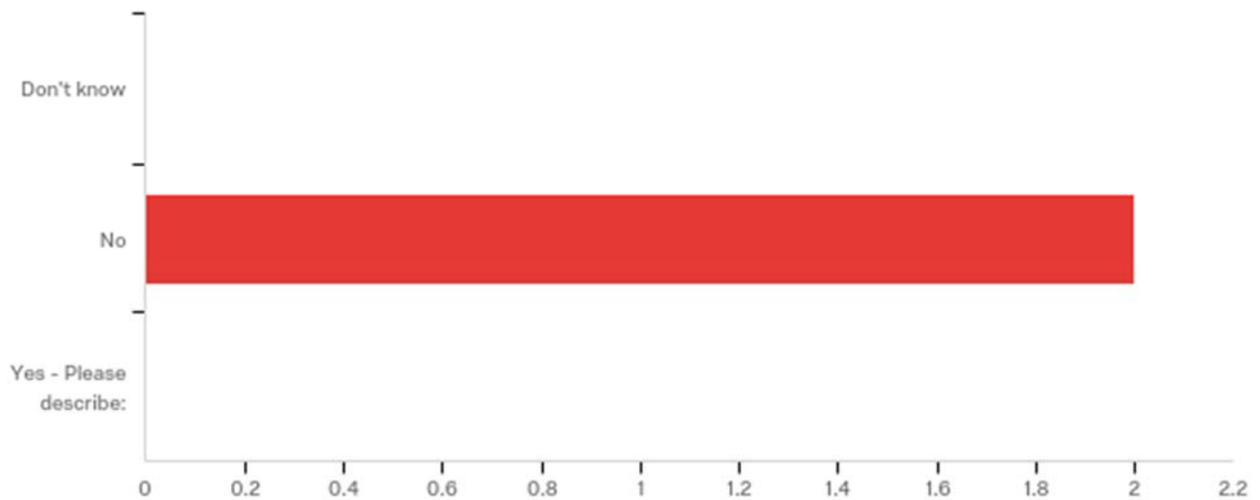
Trails are not fully accessible.

Question - Has the department/division received requests to improve facility accessibility in the past 3 years?



#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please describe the requests and how many received:	0.00%	0
	Total	100%	2

Question - Is the department/division responsible for the maintenance of any facilities, parks, parking lots, streets, sidewalks or landscaping?

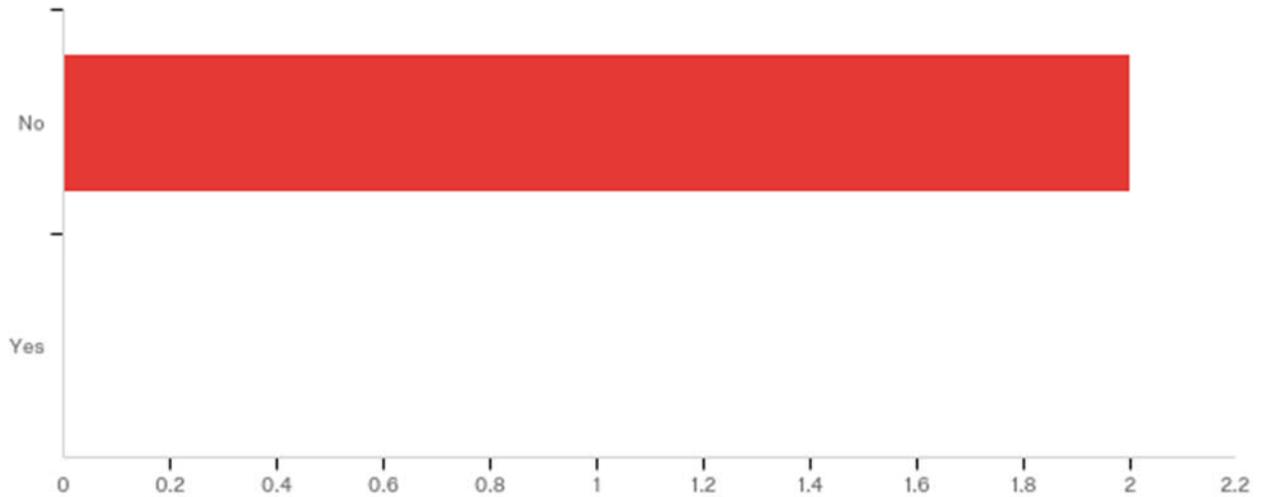


#	Answer	%	Count
1	Don't know	0.00%	0
2	No	100.00%	2
3	Yes - Please describe:	0.00%	0
	Total	100%	2

Question - Are there any procedures in place for monitoring and/or maintaining accessible features (i.e. adjusting door closer speed, repainting accessible parking spaces, repairing uneven curb cuts and sidewalks, trimming trees and hedges encroaching into a sidewalk, etc.)?

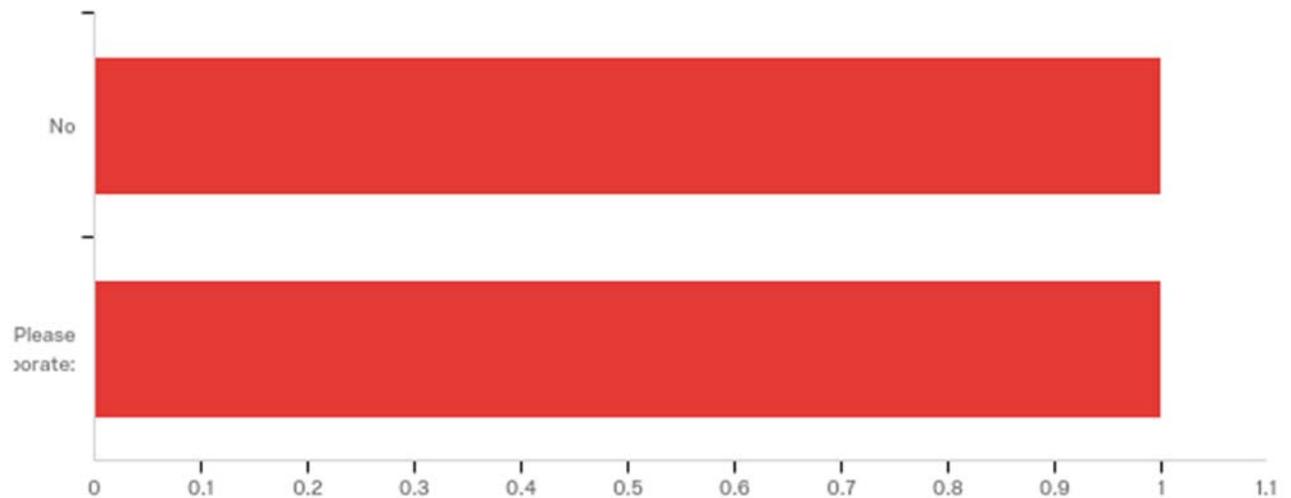
No responses.

Question - Does the department/division rent or lease facilities or space to individuals, groups or organizations?



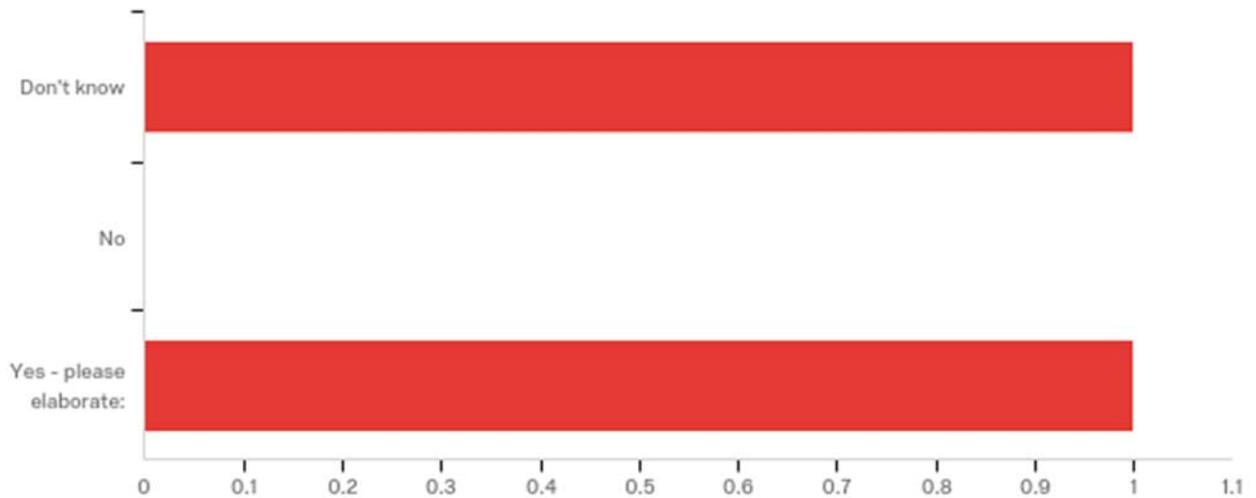
#	Answer	%	Count
1	No	100.00%	2
2	Yes	0.00%	0
	Total	100%	2

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



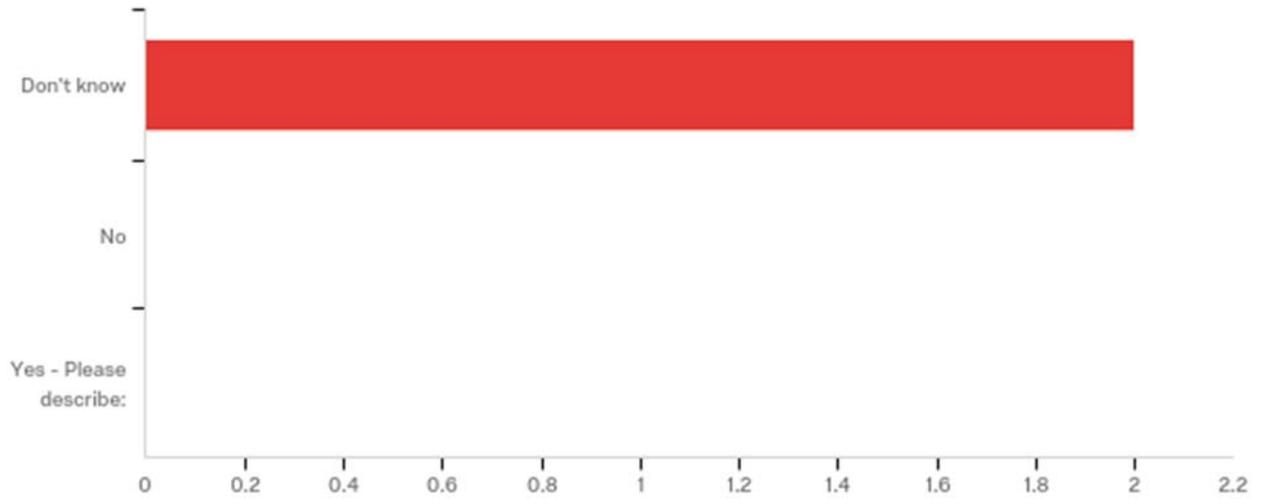
#	Answer	%	Count
1	No	50.00%	1
2	Yes - Please elaborate:	50.00%	1
	Total	100%	2

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



#	Answer	%	Count
1	Don't know	50.00%	1
2	No	0.00%	0
3	Yes - please elaborate:	50.00%	1
	Total	100%	2

Question - Does the Town plan and budget for improving accessibility to its facilities (i.e. buildings, parks, sidewalks, street crossings, parking lots)?



#	Answer	%	Count
1	Don't know	100.00%	2
2	No	0.00%	0
3	Yes - Please describe:	0.00%	0
	Total	100%	2

Facilities, Parks and Recreational Areas Surveyed by DAC

Aunt Julia Ann's Road
54 Aunt Julia Ann's Road
West Dennis, MA 02670

Baker
4, 12 & 14 Baker Way
West Dennis, MA 02670

Bass River Park
40 Old Main Street
West Dennis, MA 02670

Bayview Beach
40 Bayview Road
Dennis, MA 02638

Boundless Playground at Graded School
House
67 School Street
West Dennis, MA 02670

Captain Harding
8 Captain Hardings Lane
West Dennis, MA 02670

Carleton Hall
1006 Old Bass River Road
Dennis, MA 02638

Chapin Beach
90 Chapin Beach Road
Dennis, MA 02638

Chase Avenue
5 Chase Avenue
Dennis Port, MA 02639

Chase Garden Park / Conservation Area
Chapin Beach Road
Dennis, MA 02638

Cold Storage Beach
66 Salt Works Road
South Dennis, MA 02660

Corporation Beach
250 Corporation Road
Dennis, MA 02638

Cove Road (South Dennis)
159 Cove Road
South Dennis, MA 02660

Cove Road (West Dennis)
170 Cove Road
West Dennis, MA 02670

Cross Blueberry Patch
57 Fieldstone Drive
Dennis, MA 02638

Crowes Pasture Conservation Area
South Street
South Dennis, MA 02660

Dennis Pines Golf Course
50 Golf Course Road
South Dennis, MA 02660

Dennis Police Station
90 Bob Crowell Road
South Dennis, MA 02660

Dennis Public Library
5 Hall Street
Dennis, MA 02638

Dennis Senior Center
1045 Route 134
South Dennis, MA 02660

DPW Headquarters & Operations
120 Theophilus Smith Road
South Dennis, MA 02660

East Sesuit Harbor
80 Cold Storage Road
South Dennis, MA 02660

Ezra Baker School
810 MA-28
West Dennis, MA 02670

Fire Station #2
1015 Old Bass River Road
Dennis, MA 02638

Fire Station Headquarters
883 Route 28
South Dennis, MA 02660

Flax Pond Conservation Lands
210 Setucket Road
Dennis, MA 02638

Follins Park Boat Launch
20 Follins Pond Road
South Dennis, MA 02660

Francis Baker Park
110 Main Street
South Dennis, MA 02660

Fresh Pond
Off Route 134 South Dennis & Route 157
South Dennis, MA 02660

Glendon Beach
155 Glendon Road
Dennis Port, MA 02639

Harborview Beach
46 Harbor Road, Harbor Road
South Dennis, MA 02660

Highbank Road
17 Highbank Road
South Dennis, MA 02660

Highland Links Golf Course
825 Old Bass River Road
Dennis, MA 02638

Howes Street Beach
60 Howes Street
Dennis, MA 02638

Indian Lands
485 Main Street
South Dennis, MA 02660

Inman Beach
51 Chase Avenue
Dennis Port, MA 02639

Jericho Barn & House Museum
90 Old Main Street
West Dennis, MA 02670

Johnny Kelley / Pavilion
180 Old Bass River Road
Dennis, MA 02638

Josiah Dennis Manse & Old West School
Museum
61 Whig Street
Dennis, MA 02638

Mayflower Beach / Horsefoot
62 Horsefoot Path
Dennis, MA 02638

Mike Stacy Park
21 Hall Street
Dennis Port, MA 02639

Nathaniel Wixon School
901 Route 134
South Dennis, MA 02660

Old Fish House Road
79 Old Fish House Road
South Dennis, MA 02660

Old Main
29 Old Main Street
West Dennis, MA 02670

Princess Beach
178 Scargo Hill Road
Dennis, MA 02638

Quivet Creek/Bound Brook
750 Airline Road
Brewster, MA 02631

Raycroft Beach
395 Old Warf Road
Dennis Port, MA 02639

Scargo Beach
Dr Lord's Road South
Dennis, MA 02638

Scargo Lake
Boat Launch Between 955 & 965 Route
6A
Dennis, MA 02638

Sea Street Beach (South)
5 Sea Street
Dennis Port, MA 02639

Sea Street Beach Access (North)
Sea Street
South Dennis, MA 02660

Sea View Park & Beach
475 Lower County Road
Dennis Port, MA 02639

Sea View Playland Equipment
475 Lower County Road
Dennis Port, MA 02639

Sesuit Harbor
351 Sesuit Neck Road
South Dennis, MA 02660

Shoop Community Gardens
1791 Main Street Route 6A
South Dennis, MA 02660

South Village Beach
21 & 27 South Village Road
West Dennis, MA 02670

Swan Pond Overlook
435 Center Street
Dennis Port, MA 02639

Taunton Avenue Beach / Dr Bottero Road
152 Taunton Avenue
Dennis, MA 02638

The Plashes
70 Toms Path
Dennis Port, MA 02639

Town Hall
685 Route 134
South Dennis, MA 02660

Uncle Barney's Road
33 Uncle Barney's Road
West Dennis, MA 02670

Uncle Freeman's Road
27 Uncle Freeman's Road
West Dennis, MA 02670

V.I.C. Hall
185 Depot Street
Dennis Port, MA 02639

Vets' Memorial
100 Main Street
West Dennis, MA 02670

West Dennis Beach
45 Lighthouse Road
West Dennis, MA 02670

West Dennis Graded School House
67 School Street
West Dennis, MA 02670