



QUESTIONS

ANSWERS

Q: HOW DOES SOMEONE COMMUNICATE WITH THE CITY ABOUT ACCESSIBILITY ISSUES?

A: THE CITY WEBSITE WILL BE A RESOURCE FOR GUIDANCE ON COMMUNICATION NEEDS & WILL HAVE A SPECIFIC PROCESS IN PLACE & SPECIFIC CONTACT INFORMATION.

Q: WHAT SHOULD I DO IF THE CITY & I DO NOT AGREE ABOUT THE APPROPRIATE RESOLUTION FOR THE ISSUE?

A: A GRIEVANCE PROCEDURE WILL BE ACCESSIBLE THROUGH THE CITY WEBSITE.

Q: WHEN ARE ACCESSIBILITY CHANGES (APPROXIMATELY) MADE?

A: CHANGES ARE MADE BASED ON CONDITION OF THE ASSETS AND AVAILABLE RESOURCES. INTERSECTION UPGRADES OCCUR WITH PAVING. ARTERIAL ROADS ARE REPAVED APPROXIMATELY EVERY 10 YEARS, COLLECTOR ROADS (MEDIUM-SIZED STREETS) EVERY 15 YEARS, & LOCAL ROADS (RESIDENTIAL, LOWER TRAFFIC STREETS) EVERY 20 YEARS. WALKWAYS AND BUS STOPS ARE UPGRADED WHEN THEY ARE IMPACTED BY A CAPITAL PROJECT, OR ARE RECONSTRUCTED DUE TO DETERIORATION.

Q: WHAT EXPECTATIONS, RELATING TO ACCESSIBILITY, APPLY TO CONTRACTORS WHOSE WORK ZONES ARE WITHIN PUBLIC STREETS & SIDEWALKS?

A: PUBLIC ACCESS PERMITTED PROJECTS MUST FOLLOW WORK ZONE ACCESSIBILITY STANDARDS.

Q: WHAT HAPPENS IF TEMPORARY FEATURES SUCH AS TRASH CANS, SANDWICH BOARDS, AND SCOOTERS ROUTINELY OBSTRUCT PEDESTRIAN FACILITIES OR FEATURES?

A: WHILE THE CITY PROVIDES EDUCATION ON THESE SUBJECTS TO PROPERTY OWNERS AND REGULATES SCOOTER PLACEMENT LOCATIONS, TO MINIMIZE THEIR OCCURRENCE, ENFORCEMENT IS COMPLAINT DRIVEN. CONTACT PUBLIC WORKS.