

Region 3 ADA Title II Compliance Survey of County-Level Jurisdictions

Mid-Atlantic ADA Center

The ADA Region 3 Title II study was designed to elicit responses from county-level ADA Coordinators regarding their experiences with implementation of Title II of the ADA using a web-based e-survey. The Mid-Atlantic Region 3 staff developed the survey items, and consulted with key informants throughout the state for feedback on clarity and consistency of the items. The final survey included 25 items across four areas: 1) background information on the jurisdiction and the ADA Coordinator/respondent; 2) compliance with five administrative requirements of the ADA; 3) perceived challenges in addressing the four Title II components; and 4) training resources and training needs. The survey was fielded from October, 2018 through January, 2019.

Methods

Participants

The survey sample was derived by identifying all of the counties in Region 3 (n =245), and identifying contact information for the designated ADA coordinators in those jurisdictions. Multiple efforts were made to identify the designated ADA coordinators, including website searching, phone calls, and emails. Our efforts yielded valid email addresses across the six jurisdictions for 171 identified ADA coordinators, including some of the larger counties and metropolitan areas (such as Philadelphia and Washington, DC) which had more than one ADA coordinator. In total, 90 surveys were returned, with 84 sufficiently completed for analyses, indicating a response rate (of known/identifiable ADA coordinators in the region) of 84/171 or about 50% for those counties where an ADA coordinator could be identified.

Instrument

Table 1 shows how the survey questions addressing compliance aligned with five administrative requirements of the ADA.

Table 1: Title II Requirements Aligned with Survey Items

Title II Requirement/Component	Survey Question
ADA Coordinator	Does your agency have a designated employee responsible for ADA compliance issues?
Self-Evaluation	Has your agency completed an ADA self-evaluation of your policies and programs?

Title II Requirement/Component	Survey Question
Transition Plan	Has your agency ever completed a transition plan to address structural changes needed to existing facilities?
Notification Procedure	How does your agency provide notice to the public about the ADA?
Complaint Procedure	Does your agency have a formal ADA-related grievance or complaint procedure?

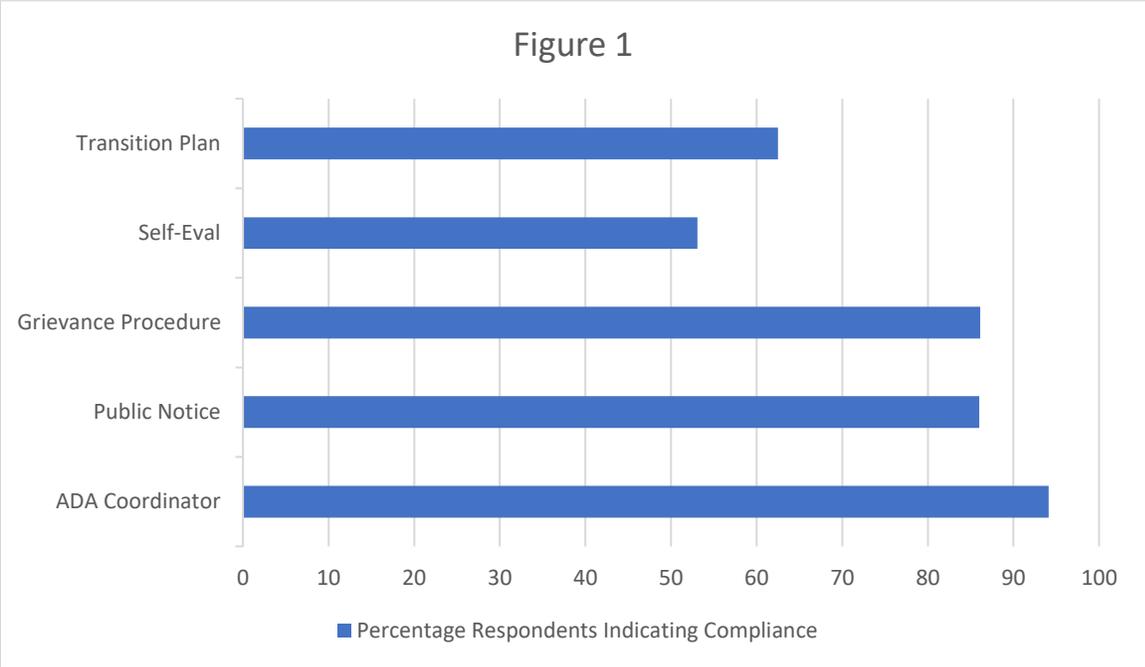
The survey also included items tapping respondent experiences with four categories of Title II compliance: Structural Accessibility, Effective Communication, Reasonable Modifications, and Nondiscrimination. Respondents were asked to rate the frequency of receiving complaints in these areas (scale of 1 – 3, ranging from “never” to “numerous times a month”), and the degree of challenge in responding to them (scale of 1 – 3, ranging from “not challenging at all” to “very challenging.”

Results

Compliance with the Five ADA Requirements

Figure 1 illustrates Region 3 county respondents’ compliance with the five administrative requirements of Title II of the ADA derived from the survey items identified in Table 1.

Figure 1: Percentage of Respondents Indicating Compliance with Title II Requirements



As *Figure 1* illustrates, the overall compliance rate for the administrative requirements varied from a low of 52.5% for having a county Transition Plan to a high of 94% for having a designated ADA Coordinator.

We looked at compliance for all five of the administrative components across Region 3 counties by computing a variable called “Compliance” from the responses to items tapping the five administrative requirements. *Table 2* indicates the percentage of compliance with the five administrative requirements of Title II for all of the respondents. *Just over 31% of the county respondents to the Title II survey met all five of the administrative requirements; just over 2% met none (0) of them.*

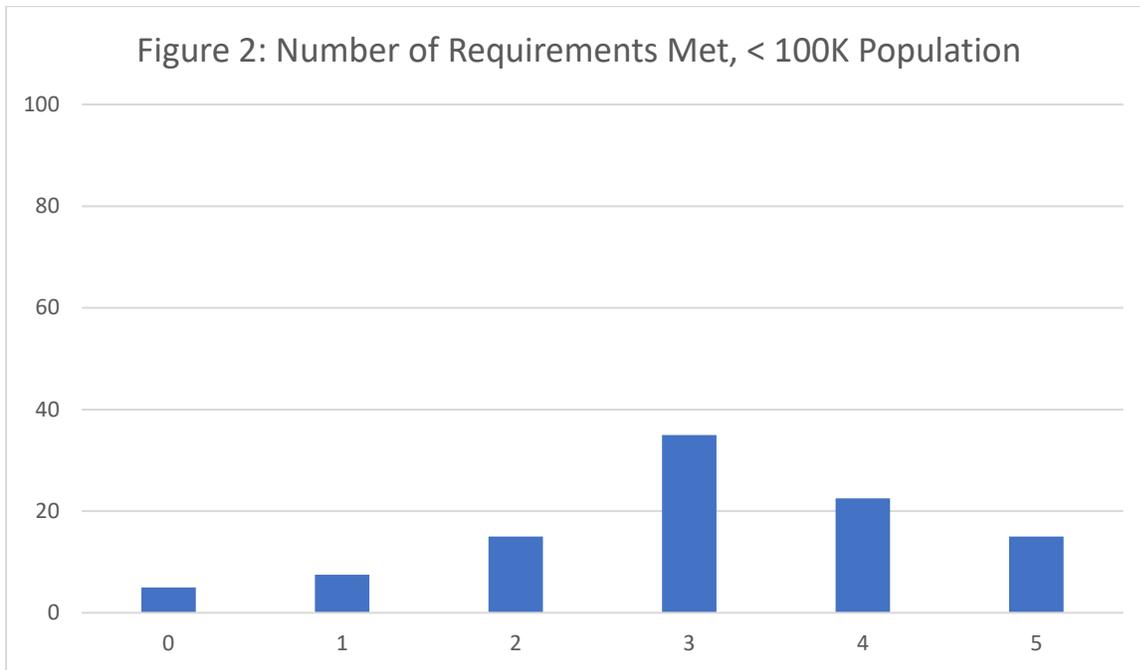
Table 2: Compliance with Five Title II Administrative Requirements Across All Jurisdictions

Number of Title II requirements met	Percentage compliance
Met 0 of the requirements	2.3%
Met 1 of the requirements	5.8%
Met 2 of the requirements	8.1%
Met 3 of the requirements	31.4%
Met 4 of the requirements	20.9%
Met 5 of the requirements	31.4%

Compliance with Title II Administrative Requirements by Size of Jurisdiction

Fewer than half (46%) of the respondents were from counties with fewer than 100,000 population. *Figure 2* indicates compliance with all five of the administrative requirements under Title II of the ADA for Region 3 jurisdictions with populations under 100,000. About 15% of smaller counties reported meeting all five of the ADA Title II requirements, and 5% reported meeting none of the requirements.

Figure 2: Compliance with Title II Requirements for Jurisdictions < 100K Population



About 54% of the respondents were from jurisdictions with more than 100,000 population. Compliance with Title II ADA requirements were higher for the larger jurisdictions, with about 46% meeting all five of the requirements, and 0 indicating that they did not meet any of the requirements.

Figure 3: Compliance with Title II Requirements for Jurisdictions > 100K Population

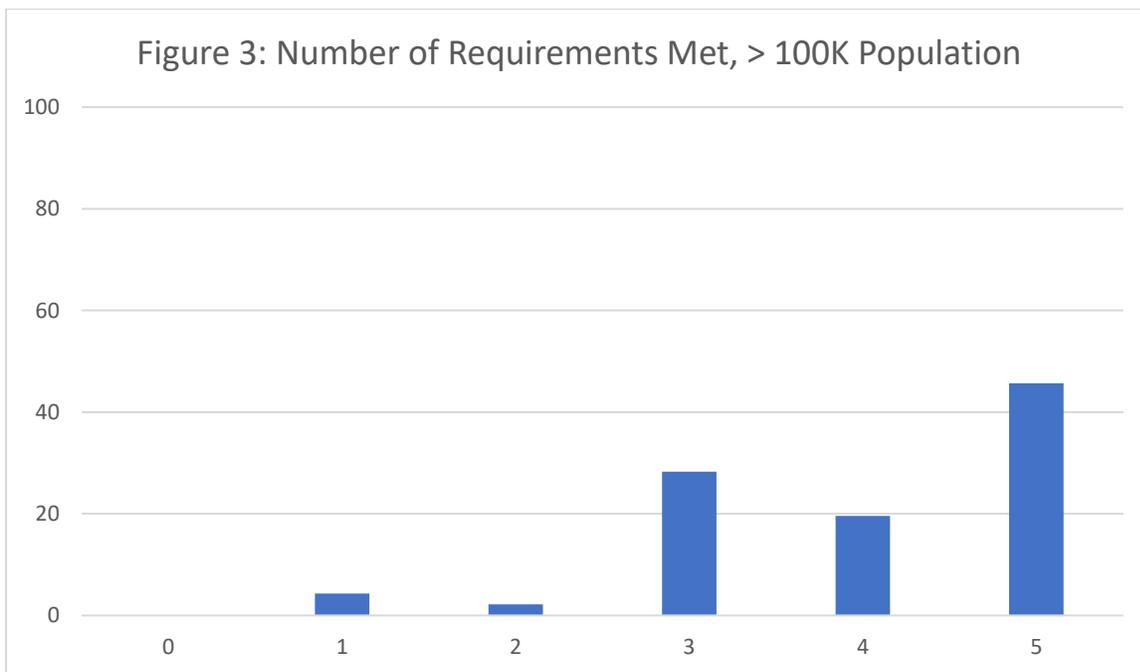
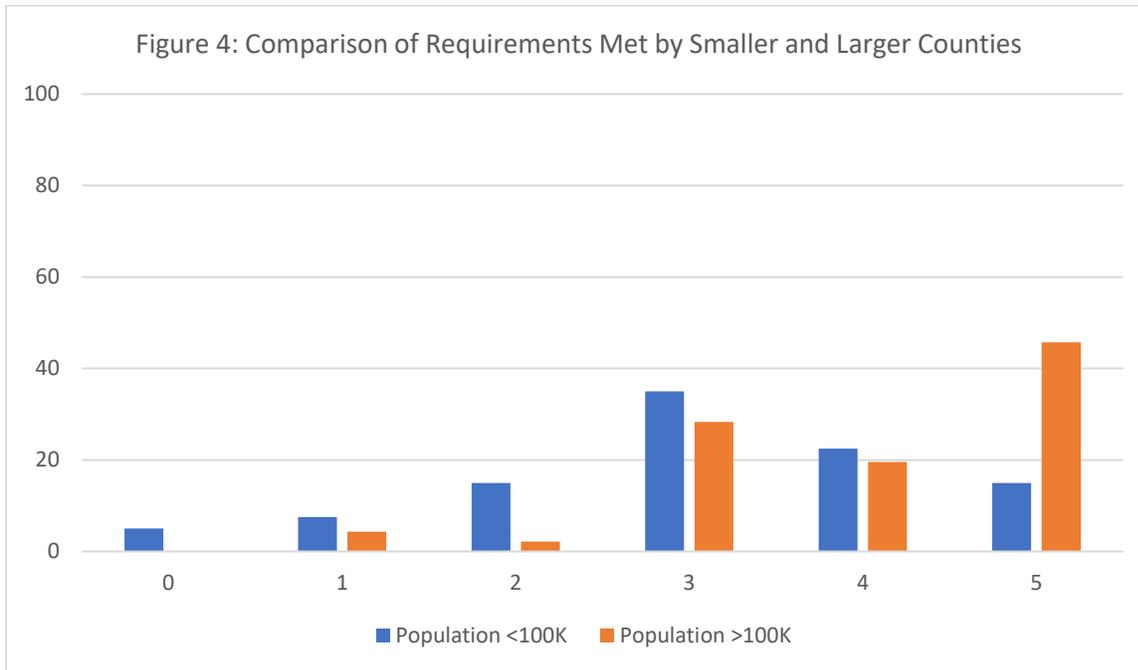


Figure 4 compares compliance with the five ADA requirements by jurisdiction size, illustrating the differences in meeting all five of the requirements by counties with populations less or more than 100,000.

Figure 4: Comparison of Compliance by County Size

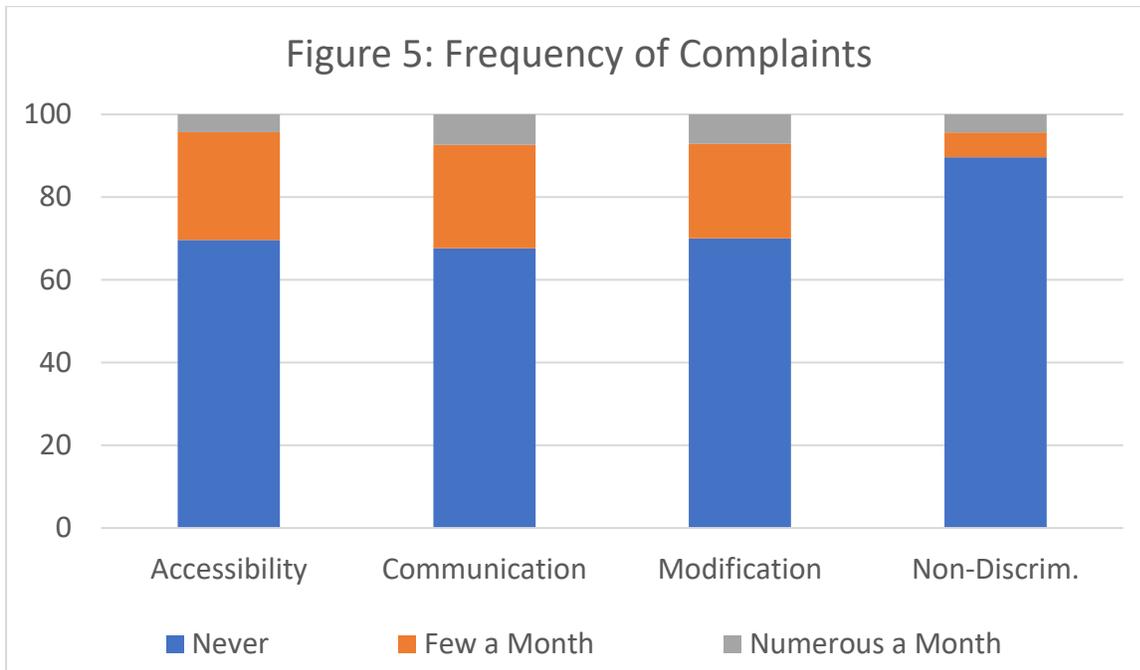


Addressing Title II Component Issues

Title II of the ADA addresses four categories of compliance: Structural Accessibility, Effective Communication, Reasonable Modifications to Policies/Practices, and Non-Discrimination. We asked respondents to identify the frequency of complaints in these four areas, and the degree to which they experienced challenges in addressing them.

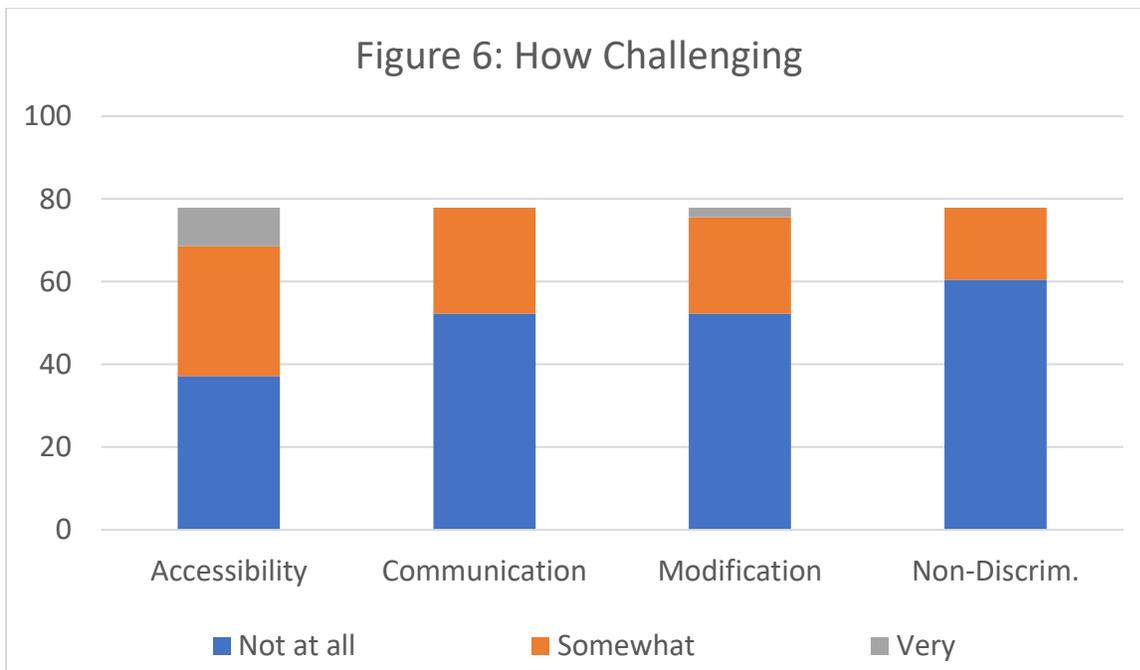
Figure 5 illustrates the complaints across the four areas by frequency: (1) never; (2) a few times a month; and (3) numerous times a month. About 30% of respondents reported receiving at least a few complaints for Accessibility, Effective Communication, and Reasonable Modifications.

Figure 5: Frequency of Complaints by Title II Component



Survey respondents indicated how challenging they found addressing complaints to be in each of the areas, with about 40% of respondents indicating that it was at least somewhat challenging to address complaints regarding Structural Accessibility.

Figure 6: Challenges in Addressing Four ADA Component Complaints



Discussion

This study was conducted to assess Title II compliance issues for county level jurisdictions in federal Region 3 from the perspective of designated county-level ADA coordinators. Eighty-four unique ADA coordinators responded to the survey. We assessed compliance with five administrative requirements in Title II: (1) having a designated ADA coordinator; (2) providing notice about the ADA to the public; (3) having a grievance procedure; (4) conducting a self-evaluation of programs; and (5) having a transition plan. Across all counties, having an ADA coordinator was the most highly rated administrative component, followed by having a written grievance procedure and a notification procedure. In general, larger counties (populations greater than 100,000) had higher rates of compliance across all five administrative requirements, compared to smaller population counties. Overall, respondents indicated low levels of complaints or grievances filed under Title II, with complaints regarding Effective Communication and Reasonable Modifications identified more often as frequently filed. Based on the results of this exploratory study, it appears that smaller counties in Region 3 located in rural areas could benefit from enhanced ADA Title II outreach around Title II administrative requirements and compliance.